

CARERS' HANDBOOK

A SUPPORT FOR UNPAID CARERS



firstcontact.adults@newport.gov.uk



01633 656 656



www.newport.gov.uk/carers

INTRODUCTION

An unpaid carer provides support for someone who couldn't manage without this help. The person they care for could be frail, have a disability, learning difficulty, mental health issue, substance misuse problem or be a child with additional needs. Depending on their circumstances, unpaid carers may or may not claim Carer's Allowance.

Our teams in the council are always on hand to offer advice and information to carers through various means including face to face, online and via telephone or email.

We hope you find this handbook a helpful resource to obtaining information on the services available to you in Newport.



The Newport Carers Offer



This handbook is intended as a guide to local services available to carers.

Please keep it safe for future reference.

It is also available online at **newport.gov.uk/carers**



CONTENTS

1. ASSESSMENTS FOR CARERS	Pg.5
2. YOUNG CARER SUPPORT	Pg.6
3. SUPPORT FROM SOCIAL SERVICES	Pg.7
4. SUPPORT FROM HEALTH SERVICES	Pg.12
5. RESPITE AND TIME AWAY	Pg.14
6. WORK, LEISURE, VOLUNTEERING AND WELLBEING	Pg.15
7. TRANSPORT AND TRAVEL	Pg.18
8. MONEY MATTERS	Pg.20
9. LEGAL MATTERS	Pg.23
10. USEFUL INFORMATION	Pg.26
11. WHEN CARING COMES TO AN END	Pg.39
12. MAKING SURE YOUR VIEWS ARE HEARD	Pg.40

Sign up to **NEWPORT CARERS NETWORK** to receive free monthly information bulletins and information via email. Contact the Community Connector team for more information
community.connectors@newport.gov.uk 01633 235650

ARE YOU AN UNPAID CARER?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without help.

This could be caring for a relative, partner or friend who is ill, frail, disabled, has mental ill health or substance misuse problems, or a child with a disability or additional learning need.

The term carer should not be confused with a care assistant, who receives payment for looking after someone. Many people do not recognise themselves as carers and sees the support they provide as their duty.

Caring is rewarding but it can be difficult to juggle caring for someone and your own wellbeing. It is important to recognise your own needs for support.

You have a right to information to support you in your caring role, which can include a carers assessment.





I. ASSESSMENTS FOR CARERS

All carers have the right to a free assessment of their needs arranged through social services.

The assessment is a conversation with a trained member of staff and focuses on your needs and aspirations as a carer - not those of the person you care for.

It is an opportunity for you to talk to a professional about what help and support may be available.

You can ask for an assessment at any time - even if the person you care for doesn't want any help from social services or if they are already getting help.

An assessment can be conducted over the telephone or in person.

Before you have your assessment it may be helpful to think about the impact caring has on your daily life. This includes your health (physical and mental); work, education and leisure needs; care, support and finances.

The outcome of a carers assessment is different for everyone and support provided will include advice on how to access community services.

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

Tel: 01633 656656

Email: firstcontact.adults@newport.gov.uk



2. YOUNG CARER SUPPORT

A young carer is someone aged under 25 years who is caring or helping to care for a relative by doing housework, shopping, cooking or looking after brothers and sisters.

Newport Young Carers Project

Delivered by Barnardo's, Newport Young Carers Project provides support for young carers. If you are aged between 8 - 25 and do any of the below Barnardo's can help:

- Do you help your parents to do the shopping, washing, ironing?
- Do you help to look after your brother or sister?
- Do any of your parents suffer from mental health problems?
- Do your parents misuse drugs or alcohol?
- Do you struggle with your school/college because of your caring responsibilities?
- Do you have any health problems yourself?

ID cards are available for young carers aged 18 and under, which can help young carers feel more confident when telling professionals about their caring role, such as teachers or health professionals.

For more information contact Barnardo's on **01633 251192**

Or email **BarnardosNewportServices@barnardos.org.uk**

www.barnardos.org.uk/what-we-do/services/newport-young-carers-service

3. SUPPORT FROM SOCIAL SERVICES

Social services may be able to provide support for you and the person you care for. This could help you by giving you a break from your caring role.

An assessment can be carried out to see if a person has a need for care and support and will also advise if they are eligible for help from social services.

Contact the First Contact Adults Team on **01633 656656**
or email: **firstcontact.adults@newport.gov.uk**

Charging for services

Some services provided may be subject to a charge or the council may ask people to pay towards their care and support.

There are national regulations about who has to pay, and about the most a council can charge. These regulations also advise of the circumstances when the council cannot charge for services it provides.

Before providing certain services a financial assessment would need to be carried out. This will look at how much money a person has (income and savings) in order to make a fair decision on how much they should have to pay.

The council will notify you about any charges before providing a service.

Direct payments

If you qualify for support you may be eligible to receive money from social services called a **direct payment**. This would help to pay for support privately or to purchase your own equipment.

This scheme is available to adults and children for both those being cared for and their carers.

The direct payment scheme is designed to give you choice and control to help you manage your life as independently as possible.

If you are eligible, and it is agreed by social services, you may also be able to use a direct payment for short periods of respite or short breaks as part of the support you need.

Privately funding services

Social services keep a list of preferred providers who have been vetted and approved by Newport City Council. These agencies can provide care or support for the person you are caring for and is chargeable.

The council has a booklet of approved care homes which also gives information about choosing the right care home and paying for a care home.

To request a copy of either document call **01633 656656** or visit www.newport.gov.uk/en/Care-Support/Older-People/Residential-care.aspx to download a copy.

Shared Lives

The Shared Lives scheme provides a tailored service for vulnerable adults with approved carers in their local community. Individuals using adult placement services have the opportunity to be supported in the homes of approved carers and local communities.

Services can include long-term placements, respite placements and sessional support.

Anyone over the age of eighteen who has been assessed as needing social care support can be referred to the scheme.

For more information contact **01633 656656**, email firstcontact.adults@newport.gov.uk or visit www.caerphilly.gov.uk/sharedlives

Community mental health team

The team at Newport City Council are responsible for the care and treatment of adults living in the community who have severe and long-term mental health problems.

You can be referred by your GP.

For more information phone **01633 656656**

Child and Adolescent Mental Health Services (CAMHS)

This is a multidisciplinary service providing assessment and treatment for children in Gwent from infancy up to the age of 18.

If you are concerned about your child's emotional wellbeing and mental health, in the first instance please seek advice from either your GP surgery, your child or young person's school or any other health, educational or social care professional already involved with your family.

For more information phone visit

<https://abuhb.nhs.wales/healthcare-services/community-services/mental-health/child-and-adolescent-mental-health-camhs/>

Disabled children's team

The Newport disabled children's team is based at Serennu Children's Centre. They provide services to disabled children and their families until the young person reaches the age of eighteen.

The team will assess your child's needs to understand what services would be most suitable. Eligibility criteria is used so that those in greatest need receive help.

If your child has a disability and you need help or advice contact the duty team on **01633 656656** or email **children.duty@newport.gov.uk**

For more information visit **www.newport.gov.uk** and search for disabled children

Carers Guide to planning for Emergencies

A booklet has been developed by Newport City Council to support you when considering contingency planning if, for example, you are taken ill and are unable to continue caring. Planning for emergencies should also be discussed during a carers assessment.

For a copy of the booklet please visit **www.newport.gov.uk/carers** or contact **01633 656656**

The south east Wales emergency duty team

If an emergency arises outside office hours you can contact the south east Wales emergency duty team.

This service only deals with emergency situations that cannot wait until the next working day without risk of harm. In a medical emergency you must phone your GP or an ambulance.

Freephone: **0800 328 4432**

Minicom: **0800 587 9963**

Safeguarding

Safeguarding is a term used to explain how agencies (such as the police, social services and the health services) as well as the general public, work together to keep safe adults and children who are at risk of neglect or abuse.

If you suspect that abuse or neglect is taking place, you should report your concerns to Social Services on **(01633) 656656** or if after 5pm call Freephone **0800 328 4432**

or email **firstcontact.adults@newport.gov.uk**

If you think a criminal act has taken place you can contact the police on **101**.

In serious emergency circumstances call **999**.

AskSARA

AskSARA is an online assessment tool that is free and easy to use and can help you find useful information about products to make daily living activities easier. It covers everything from personal care to looking after pets.

For more information or to use the assessment tool visit www.newport.gov.uk/asksara

Occupational therapy

The community occupational therapy service provided by social services helps people with a physical or sensory disability to live as independently as possible in their own homes.

Occupational therapists (OTs) help people to find ways of coping with the effects of disability. This involves identifying tasks that people and their carers find difficult, sourcing equipment, or adapting people's home to make daily tasks easier.

Telecare

This service helps to maintain independence and safety at home. It includes falls detectors and bed and chair sensors. To obtain this service you will need to be assessed and a fee will apply to use it.

Assistive Technology

Digital technology that can help to prevent social isolation and enable independence. Technology includes smart speakers and robotic cats, dogs and dolls. An assessment is needed to access these items.

To request an occupational therapy referral contact the first contact adults team on **01633 656656** or email info@newport.gov.uk

To download a *Guide to Assistive Aids & Technology* and find out more about Occupational Therapy services, visit www.newport.gov.uk and search for Occupational Therapy.

Pendant alarms

These are alarms activated by the wearer in an emergency. You can access this service privately and there are a range of providers to choose from.

Newport City Council has partnered with Monmouthshire County Council to offer this service as a private arrangement to any Newport citizen. The initial cost is £50 for installation and £4.50 per week thereafter.

For more information contact **01633 644466**, email: carelne@monmouthshire.gov.uk or visit www.monmouthshire.gov.uk/carelne

Adapting and maintaining your home

Grants to adapt your home

If the person you care for is living in the same house as you, a disabled facilities grant may be available to adapt your home. This will help the person you care for remain as independent as possible. The grant is means tested and is for home owners and privately rented tenants only. If your housing is provided by a social registered landlord you can contact them directly to discuss minor and major adaptations.

For more information visit at www.newport.gov.uk/housing and select *housing support services* from the menu or phone **01633 656656**.

Newport Care & Repair

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

Some services may be chargeable depending on your circumstances.

For more information visit [https://www.careandrepair.org.uk/en/your-area/
newport-care-repair/](https://www.careandrepair.org.uk/en/your-area/newport-care-repair/) or phone **01633 233887**

Housing support

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

For more information contact **01633 656656**, email supporting.people@newport.gov.uk or visit www.newport.gov.uk/housing and select *housing support services* from the menu.





4. SUPPORT FROM HEALTH SERVICES

You can get support from various health services in your area including your GP, the pharmacy and NHS

Your GP

Tell your GP practice you are a carer. A note on your medical record can explain why you need home visits or have certain health issues. You can book a double appointment to give you and the person you care for more time for discussion.

The community nursing team can provide information and support regarding continence care, pressure area relieving equipment and other related support.

Pharmacy

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

For more information visit www.nhs.uk and search for ‘carers’.

Continuing NHS Healthcare

Continuing NHS Healthcare (known as CHC) is the name given to a package of services which is arranged and funded solely by the NHS for people who have been assessed as having a primary health need.

An individual can receive CHC in any setting - including their own home or in a care home. Information about the CHC process can be found in the Welsh Government's 'Continuing NHS Healthcare (CHC): information booklet for individuals, families and carers'.

If you wish your relative to be considered for CHC eligibility you can ask for this through one of the following ways:

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

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

For more information visit <https://gov.wales/continuing-nhs-healthcare-chc-information-booklet-individuals-families-and-carers>

Nursing care

Local authorities cannot provide clinical services because the NHS is responsible for any care that must be provided by a registered nurse.

For people in care homes with nursing, registered nurses are usually employed by the care home itself and the NHS make a payment to cover the costs of providing the nursing care for those who need it.

If an individual lives in a care home with nursing and they are not eligible for CHC, but have been assessed as requiring the services of a registered nurse, they should receive funded nursing care.

Hospital discharge

The hospital discharge team is there to help people come home from hospital safely and with the appropriate support if necessary. The team works closely with nurses, staff, doctors, occupational therapists, physiotherapists, speech and language therapists and dieticians. You can ask the ward staff to refer the person you are caring for to the hospital discharge team if you have concerns about them managing at home.

Useful contacts:

- **NHS transport - 0300 123 2303** <https://www.ambulance.wales.nhs.uk/en/406>
- **GP out of hours service - 01633 744285**
- **Dental helpline - 01633 744387**
- **NHS Direct - visit www.111.wales.nhs.uk or call (24 hour) - 111 (textphone 18001 111)**

5. RESPITE AND TIME AWAY

Family Holiday Charity

Helping families on very low incomes to enjoy short breaks and day trips as an essential break to help them cope with difficult circumstances. Referrals need to come from support agents such as, social workers; health visitors; voluntary agencies; charities such as Barnardos and NSPCC; GPs or schools.

For more information visit <https://familyholidaycharity.org.uk/holidays>

Linc Respite Care Services

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

Tel: **0800 072 0966** Email: info@linc-cymru.co.uk

For more information visit www.linc-cymru.co.uk and search for 'respite'

Short Breaks Service

Services are offered following a carers assessment where a need is identified.

Outreach is aimed at people aged over 50 years who have been assessed as having eligible care needs and can include wellbeing checks, activities within the home and support to access community activities or health services.

Carers Respite is a free service to provide a break for unpaid carers who provide care to an adult aged over 18 with eligible care needs in Newport.

Tel: **01633 656656** Email: firstcontact.adults@newport.gov.uk

Sandville Self Help Centre

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

Tel: **01656 743344** Email: info@sandville.org.uk

For more information visit www.sandville.org.uk

Tourism for All UK

Information and advice for disabled tourists and travellers including accommodation and attraction searches.

For more information visit www.tourismforall.org.uk



6. WORK, LEISURE, VOLUNTEERING AND WELLBEING

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

WORK

Jobcentre Plus

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

New benefit claims: 0800 055 6688

Existing benefit claims: 0800 169 0310

Carers Allowance unit: 0800 731 0297

For more information visit www.gov.uk/contact-jobcentre-plus

Carers UK (Carers Wales)

Carers UK have a wide range of information about caring, including “*Your rights in work*”, which explains the rights that carers have in the workplace and how you can request support from your employer.

Tel: 0808 808 7777 Email: advice@carersuk.org

For more information visit: <https://www.carersuk.org/help-and-advice/work-and-career>

Working Families

Helps working parents, carers and their employers find a balance between responsibilities at home and work. Working Families free legal helpline available Monday - Friday 11am - 2pm.

Helpline: 0300 012 0312 For more information visit www.workingfamilies.org.uk

LEISURE

Community Education

Details of courses available are published annually by Newport City Council’s adult community learning service.

Tel: 01633 656656 Email: community.learning@newport.gov.uk

For more information visit www.newport.gov.uk/communitylearning

Libraries

Newport City Council has nine libraries which are free to join. Services include computer and IT facilities, downloading digital books and magazines, borrowing books, talking books, DVDs and CDs.

A housebound service is available for those unable to visit a library. All libraries have a carers section which provides a wide range of resources to support you in your caring role.

Tel: 01633 656656 For more information visit www.newport.gov.uk/libraries

Newport Live

Newport Live offer a variety of membership packages, including Adults Off Peak, Over 60's and Concessions for people on certain benefits, including Carers Allowance, disability living allowance and personal independence payment.

Tel: 01633 656757 For more information visit www.newportlive.co.uk

Inclusive Sport & Physical Activity

Newport Live provide a range of inclusive and disability specific sports and physical activity opportunities.

Email: customerservice@newportlive.co.uk.

For more information visit www.newportlive.co.uk and search for Inclusive Sport.

National Exercise Referral Scheme

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

WELLBEING

Community Connectors (Newport City Council)

The council's community connectors work with anyone over 16 years of age including carers. They can provide information, advice and assistance to increase independence, promote well-being and support you in your caring role.

A community connector can:

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

Tel: **01633 235650** (9am-5pm Monday-Friday) Email: community.connectors@newport.gov.uk
For more information visit www.newport.gov.uk/communityconnectors

Dewis Cymru

A directory of services that may support your wellbeing and independence.

For more information visit www.dewis.wales

Melo

Information, advice and self-help resources to help you look after your mental health and wellbeing.

www.melo.cymru

VOLUNTEERING

GAVO

Help to find local volunteering opportunities.

Email: info@gavo.org.uk

For more information visit www.gavo.org.uk

Volunteering Matters

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

Tel: **029 2046 4004**

Email: rsvpwales@volunteeringmatters.org.uk

For more information visit www.volunteeringmatters.org.uk/category/wales



7. TRANSPORT AND TRAVEL

Blue Badge scheme for people with a disability

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

It is free to apply for a blue badge.

Tel: **01633 656656**

For more information visit www.newport.gov.uk/bluebadge

Disabled person's travel pass

Travel passes for disabled people are issued to Newport citizens who have one of a range of disabilities or are entitled to certain benefits.

Companion bus pass

A companion bus pass can be issued to applicants who meet the criteria for a disabled person's concessionary travel pass and who are so severely disabled that it would be impossible for them to use public transport without the assistance of a companion.

Tel: **01633 656656**

For more information visit www.newport.gov.uk and search for '*disabled person's travel pass*'

Disabled person's railcard

If you have a disability that makes travelling by train difficult, you may qualify for the disabled persons railcard. This gives a third off most standard and first class fares throughout the UK.

You will need to provide proof that you qualify for a railcard. You might qualify if you have a visual impairment, a hearing impairment, have epilepsy or are in receipt of a disability related benefit. If another adult is travelling with you and you are using your disabled person's railcard, they can travel at the same discounted fare.

Tel: 0345 605 0525 Textphone: 0345 601 0132

For more information visit www.disabledpersons-railcard.co.uk

Grass Routes

Community transport in Newport is operated by Monmouthshire County Council's grass routes service, which provides low floor vehicles driven by qualified volunteers.

The scheme is open to all members of the community, subject to membership.

Tel: 0800 085 8015

For more information visit www.newport.gov.uk and search for 'community transport'

RADAR – National Key Scheme

The national key scheme offers independent access by disabled people to around 9,000 locked public toilets around the country. The Key costs around £5 and is available from Disability Rights UK.

Tel: 0203 687 0790

For more information visit www.disabilityrightsuk.org and search for 'radar key'.

The Motability Scheme

An independent organisation which provides mobility solutions for disabled people in receipt of certain benefits. Motability can offer a new car or a powered wheelchair or scooter on a leasing scheme.

An application for a car can also be made on behalf of a child aged three or older who is entitled to Mobility Allowance. If you don't drive but receive the allowance you can apply for a car as a passenger and propose two other people as your drivers.

Tel: 0300 456 4566

For more information visit www.motability.co.uk



8. MONEY MATTERS

The way that benefits are administered changes from time to time. There is a wide range of current information on benefits, including carers allowance; benefits for families; people with disabilities; heating and housing payments and bereavement benefits.

For up to date information and to find out how to apply visit www.gov.uk/benefits

Age UK

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

Advice line: **0800 055 6112**

For more information visit <https://www.ageuk.org.uk/information-advice/money-legal/>

Citizens Advice Bureau (CAB)

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

Carer's Allowance

Depending on individual circumstances, carers may be able to claim Carer's Allowance, which can increase regular income. You can apply individually or with support from Newport CAB.

If you are unable to claim Carer's Allowance, you may be able to claim Carer's Credit to protect your National Insurance record.

Tel: **01633 222622** Advicelink Gwent: **0800 702 2020**

For more information visit www.newportca.org.uk

Carer's Allowance Unit

If you are unable to claim Carer's Allowance, you may be able to claim **Carer's Credit** to protect your National Insurance record.

Tel: **0800 731 0297** Textphone: **0800 731 0317**

For more information visit <https://www.gov.uk/carers-allowance>

Carers UK (Carers Wales)

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

Tel: **0808 808 7777**

For more information visit www.carersuk.org

Council tax discounts and disregards

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

Tel: **01633 656656**

For more information visit www.newport.gov.uk/counciltax and select *discounts and exemptions* from the menu.

Money Helper

Free and impartial money advice set up by the government.

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

Money guidance: Tel: **0800 138 7777**

WhatsApp chat: **07701 342744**

Pensions guidance: Tel: **0800 011 3797**

For more information visit www.moneyhelper.org.uk

Becoming an appointee

If the person you care for is unable to manage their finances you may need to help them. It is important that you become an 'appointee' on their behalf. The Department for Work and Pensions can help with this.

Tel: **0800 055 6688**

For more information visit www.gov.uk/become-appointee-for-someone-claiming-benefits

Pension Credit Claim Line

Pension credit can top up your weekly income if it is below a certain amount.

Tel: **0800 99 1234** Textphone: **0800 169 0133**

For more information visit www.gov.uk/pension-credit

Small Grants Scheme

Administered by The Care Collective on behalf of Newport City Council, the small grants scheme can provide financial support to carers of all ages via four different grant funds. Grants are discretionary and conditions apply.

For more information visit <https://thecarecollective.wales/> and **01495 769996**

Turn 2 Us

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

For more information visit www.turn2us.org.uk/





9. LEGAL MATTERS

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

Age UK

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

Advice line: **0800 055 6112**

For more information visit

<https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/>

Civil Legal Advice (CLA)

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

Telephone: **0345 345 4345**

Minicom: **0345 609 6677**

For more information visit www.gov.uk and search for 'CLA'.

Lasting power of attorney (LPA)

There may come a time when the person you care for will not be able to manage their property and financial affairs or personal welfare and will need someone to do this for them.

They can formally appoint a friend, relative or professional to hold a lasting power of attorney (LPA) that will allow this person to act on their behalf. This is a legal document that lets a person appoint people they trust as 'attorneys' to make decisions on their behalf.

It can be drawn up at any time while a person has capacity but has no legal standing until it is registered with the Office of the Public Guardian.

There are two types of LPA:

- Property and affairs LPA
- Personal welfare LPA
- Property and financial affairs
- Health and welfare

For more information on lasting power of attorney and the Office of the Public Guardian visit www.gov.uk/power-of-attorney or speak to your solicitor.

Useful information can also be found at www.alzheimers.org.uk search for '*lasting power of attorney*'

Mental Capacity Act, 2005

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

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

- Every adult has the right to make decisions for themselves, unless it is shown that they aren't able to do so;
- Every effort should be made to support people to make their own decisions before deciding they are not able to do this;
- People may make decisions even though their decisions may seem unwise;
- Decisions taken on behalf of people who lack capacity must be in their best interests;
- The rights and freedom of people who don't have capacity must not be restricted unnecessarily.

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

Before the Mental Capacity Act was introduced, people could make advance decisions, known as 'living wills'. If the person you care for has already made an advance decision, it must comply with the new rules to be valid and applicable, particularly if it deals with life-sustaining treatment. To arrange this, contact a solicitor.

Liberty Protection Safeguards

As a carer, the Mental Capacity Act helps make your legal obligations clear and sets out how the person being cared for is legally protected. Soon, Liberty Protection Safeguards will replace the Current Deprivation of Liberties (DOLs).

To find out more about this visit

<https://www.gov.uk/government/publications/liberty-protection-safeguards-factsheets/liberty-protection-safeguards-what-they-are>

South Wales Legal and Financial Advice Service

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

Tel: 01443 668600

For more information visit www.southwales.ac.uk search for '*legal and financial advice clinic*'.

Wills, estate planning and tax planning

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

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

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

Tel: 01633 222622

For more information visit www.newportca.org.uk





10. USEFUL INFORMATION

To download a comprehensive Carers Directory of support groups and services visit www.newport.gov.uk/carers

To receive regular carer information, sign up to the Newport Carers Network by emailing community.connectors@newport.gov.uk

Carers Wales

Help and advice for carers in Wales.

Helpline: **0808 808 7777**

Email: advice@carersuk.org

For more information visit www.carersuk.org/wales

Disability Advice Project

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

Tel: **01633 485865**

Email: info@dapwales.org.uk

For more information visit www.dapwales.org.uk / www.facebook.com/DisabilityAdviceProject

Equality and Human Rights Commission

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

Tel (Equality and advisory support service): **0808 800 0082**

Textphone: **0808 800 0084**

For more information visit www.equalityhumanrights.com

Gwent Carers Hub

Run by The Care Collective South East Wales, the Pontypool based hub aims to provide a one-stop shop for carers living in Gwent, providing weekly drop-ins, activities and support. Community spokes are also available across Gwent.

Tel: **01495 367564**

Facebook: www.facebook.com/GwentCarersHub

Jointly App

An easy to use app hosted by Carers Wales and designed by carers to make organising care a little easier.

For more information visit www.jointlyapp.com

Keep Safe Cymru card

A wallet size card designed to encourage the reporting of crime and prompt people to seek help if they need it. It also helps the police understand how best to help someone in need if they have a learning disability, mental ill health, dementia or communication needs.

Tel: **01656 305981**

Email: PSCsupport@south-wales.police.uk

For more information visit <https://www.south-wales.police.uk/> search for 'Keep Safe Cymru Card'

Newport County AFC Disabled Supporters Association (NCADSA)

Supporting disabled supporters and their carers on behalf of the Newport County AFC, with comprehensive information and match day services such as wheelchairs, waterproofs, blankets, an undercover wheelchair area and accessible car parking spaces which can be reserved by contacting the DSA.

Tel: **01633 302012**

Email: office@newport-county.co.uk

For more information visit

www.newport-county.co.uk/club/fans/disabled-supporters-association/

Relate

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

For more information visit www.relate.org.uk

The Care Collective

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

Tel: **01495 769996** Email: info@ctsew.org.uk

For more information visit www.ctsew.org.uk

CARING FOR SOMEONE WITH AUTISM

Autism Wales

Information about ASD (including Autism and Asperger Syndrome), services available and downloadable resources. They also run the Orange Wallet Scheme which helps people with ASD to cope more easily with travel by public transport.

Integrated Autism Service

Providing diagnostic assessment for autistic adults (sometimes jointly with other services), support and advice for autistic adults and parent carers, including signposting to other services and delivering programmes to young people. Information sessions are available to provide advice for anyone living in Gwent with or without autism.

Tel: **01633 644 143** Email: asdservice.abb@wales.nhs.uk

For more information visit www.autismwales.org

The National Autistic Society

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

For more information visit www.autism.org.uk

CARING FOR SOMEONE WITH DEMENTIA

Alzheimer's Society

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

Tel: **0333 150 3456**

For more information visit www.alzheimers.org.uk

Dementia Services (Age Connects Torfaen)

The Widdershins Centre provides a café and a variety of activities for people living with dementia and their carers, including day activities.

Tel: **01495 769264**

For more information visit <https://ageconnectstorfaen.org.uk/services/?tab=dementia-services>

Dementia UK

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

Tel: **0800 888 6678** Email: helpline@dementiauk.org

For more information visit

<https://www.dementiauk.org/about-dementia/young-onset-dementia/?adlt=strict>

Forget Me Not Chorus

Supporting people with dementia and their families through fun weekly singing sessions.

Wednesday 1.30pm - 3pm at The Beaufort Centre, Beaufort Road, St Julians, Newport.

Tel: **07971 730435** Email: jane@forgetmenotchorus.com

For more information visit www.forgetmenotchorus.com

Online sessions available via Zoom. Tel: **02922 362064** Email: hello@forgetmenotchorus.com

The Herbert Protocol

A scheme encouraging carers, family and friends to record details of a person living with dementia in a form that can be quickly accessed and shared with police if the person goes missing.

Tel: **101 (Non-emergency)** Email: crimeprevention@gwent.police.uk

For more information visit www.gwent.police.uk and search for 'the herbert protocol'.

CARING FOR SOMEONE WITH A LEARNING DISABILITY

MENCAP

MENCAP offers support and information to Carers of people with learning disabilities.

Tel: **0808 808 1111**

For more information visit www.mencap.org.uk and search for *carers*

Newport People First

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

Tel: **01633 842 002** Email: info@newportpeoplefirst.org.uk Facebook: **Newport People First**

NHS Choices

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

For more information visit: www.nhs.uk search for '*learning disabilities*'.

The Meet

A social group run by Parents for Change, aimed to provide a safe space for young adults with disabilities to get together and meet friends.

Contact: **07737 679824**

Email: parentsforchange@hotmail.co.uk

CARING FOR SOMEONE WITH MENTAL ILL HEALTH

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

Adferiad Carers Cafe

Running weekly at St Cadoc's Hospital, Caerleon, the group supports anyone who is caring for someone with mental ill health.

Email: newport@adferiad.org

For more information visit <http://www.hafal.org/>

Bi-Polar UK

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

Email: info@bipolaruk.org

For more information visit www.bipolaruk.org

CALL (Community Advice & Listening Line)

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

Tel: **0800 132 737** or text help: **81066** For more information visit www.callhelpline.org.uk

Mind

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

Tel: **01633 258741** For more information visit www.newportmind.org

The Samaritans

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

Tel: **116123** (24 hours a day, 7 days a week) Email: jo@samaritans.org (response time 24 hrs)
For more information visit www.samaritans.org

CARING FOR SOMEONE MISUSING DRUGS OR ALCOHOL

Al-Anon

Support for anyone whose life is or has been affected by someone else's drinking.

Tel: **0800 0086 811** For more information visit www.al-anonuk.org.uk

DAN 24/7

A drug and alcohol helpline for individuals, their families and carers.

Tel: **0808 808 2234** or text DAN to: **81066** For more information visit www.dan247.org.uk

Gwent Drug and Alcohol Service (GDAS)

Providing an integrated drug, alcohol and family support service for users, their families and Carers.

GDAS is a consortium, with members including Kaleidoscope, Drugaid and G4S.

Tel: **0333 999 3577** Email: info@gdas.wales
For more information visit www.gdas.wales/

CARING FOR SOMEONE WITH A PHYSICAL DISABILITY OR ILLNESS

British Heart Foundation

Information and advice about many heart conditions including angina, stroke and heart disease.

Helpline: **0300 330 3311**

For more information visit www.bhf.org.uk

Diabetes UK

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

Tel: **0345 123 2399** For more information visit www.diabetes.org.uk

The Newport Diabetes UK Support Group

Support for people living with diabetes and their families.

Email: newportdiabetesukgroup@gmail.com

For more information visit <https://newport.diabetesukgroup.org/>

Disability Rights UK

Disabled people leading change, working for equal participation for all. Download a disability handbook and factsheets from their website.

General Enquiries **0330 995 0400**

Email: enquiries@disabilityrightsuk.org

For more information visit www.disabilityrightsuk.org

Disability Wales

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

Tel: **02920 887325**

Email: info@disabilitywales.org

For more information visit www.disabilitywales.org/

Headway

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

Tel: **02920 577707** Email: info@headwaycardiff.org.uk

For more information visit www.headwaycardiff.org.uk

Huntingdon's Disease Association

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

Tel: **0151 331 5444**

Email: info@hda.org.uk

For more information visit www.hda.org.uk

Motor Neurone Disease Association

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

Helpline: **0808 802 6262**

Email: mndconnect@mndassociation.org

For more information visit www.mndassociation.org

MS Society

A national organisation supporting people with multiple sclerosis.

Tel: **0808 800 8000** Email: helpline@mssociety.org.uk

For more information visit www.mssociety.org.uk

Parkinson's UK

A range of information for people living with Parkinson's disease and their families.

Tel: **0808 800 0303** Email: hello@parkinsons.org.uk

For more information visit www.parkinsons.org.uk

The Newport Parkinson's UK Support Group

Branch support meetings, often featuring speakers and activities - contact for details.

Parkinson's Cafes - A chance to get together for a chat and cuppa - second Friday of the month
2.30pm - 4.30pm in Maindee Library.

Tel: **07851 423264**

Email: pennyminton@outlook.com

Spinal Injuries Association

A national organisation providing support, information and advocacy to people with spinal injuries.

Advice line: **0800 980 0501**

Email: helpline@spinal.co.uk

Stroke Association

Support and information for stroke survivors, their family, friends and carers.

Helpline: **0303 303 3100**

Email: helpline@stroke.org.uk

For more information visit www.stroke.org.uk

The Casnewydd Stroke Support Group

Meet every Wednesday 10.30am - 12.30pm at St Julian's Methodist Church.

Tel: **01633 271670**

For more information visit

www.stroke.org.uk/finding-support/clubs-and-groups/casnewydd-stroke-support-group

Versus Arthritis

A national organisation that supports people with arthritis.

Free helpline: **0800 520 0520**

Email: enquiries@versusarthritis.org

For more information visit www.versusarthritis.org

CARING FOR SOMEONE WITH SENSORY LOSS

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

Tel: **01633 656656**

Email: FirstContact.Adults@newport.gov.uk

Deaf Blind Cymru

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

Tel: **0800 132320**

Text: **07903 572885**

Email: info@deafblind.org.uk

For more information visit www.deafblind.org.uk

Guide Dogs for the Blind

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

Tel: **0800 781 1444**

Email: information@guidedogs.org.uk

For more information visit www.guidedogs.org.uk

RNID

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

Tel: **0808 808 0123**

Email: contact@rnid.org.uk

For more information visit www.rnid.org.uk

Sight Cymru

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

Tel: 01495 763650

For more information visit www.sightcymru.org.uk

CARING FOR SOMEONE WITH A TERMINAL ILLNESS

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

Community Nurses

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

Macmillan Cancer Support

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

Tel: 0808 8080 000

For more information visit www.macmillan.org.uk

Marie Curie

End of life information and support for people experiencing terminal illness and their loved ones.

Helpline: 0800 0902 309

For more information visit www.mariecurie.org.uk/

St David's Hospice Care

Palliative care provided at home by experienced nurses or in a day hospice, which offers people an opportunity to meet other people in similar circumstances. A carers group provides a supportive space to meet other carers, as well as obtain information and support. Other services are available such as benefits advice, support for families and children.

Tel: 01633 851051

For more information visit www.stdavidshospicecare.org

CARING FOR A CHILD OR YOUNG PERSON WITH ADDITIONAL NEEDS

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.

For more information visit www.autismshiddenvoices.com

Careers Wales

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

Tel: **0800 0284 844**

For more information visit www.careerswales.gov.wales

Chance Meetings Wales

A social group for young adults with a disability or additional needs aged 16 years and above.

Tel: **07730 770194**

Email: kerrybennett745@hotmail.co.uk

For more information visit www.chancemeetingswales.weebly.com

Contact a Family Wales

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

Tel: **0808 808 3555**

For more information visit www.contact.org.uk

Disabled Children's Index and Information Service

The disabled children's index allows parents and carers to voluntarily register their child as disabled.

The information is used to help Newport City Council plan for future services and consult parent carers on issues that may affect them and their children. Upon registration, families receive information about relevant events, activities and services, as well as the option of applying for a free leisure card for the child to use for certain activities at Newport Live centres.

Tel: **01633 656656**

Email: children.disabilities@newport.gov.uk

For more information and to register visit www.newport.gov.uk and search for 'index and information service'.

Helping Hands Psychology Service

Run by ABUHB, the service offers psychological support on the families of children with developmental difficulties and/or disabilities

Tel: 01633 436996

Email: abb.helpinghandsteam@wales.nhs.uk

www.sparkleappeal.org/serennu/support-services-serennu

Newport Autism Support Group

A support group for parents, carers and grandparents of children or young people who have an Autism Spectrum Disorder (ASD) in Newport.

Tel: 01633 748093

Email: newportautismsupportgroup@hotmail.co.uk

For more information visit **www.sparkleappeal.org/serennu/support-services-serennu**

NYAS - National Youth Advocacy Service

NYAS offers individual advocacy and a range of information, advice and support to ensure the child or young person's voice is heard when decisions are being made about them.

Tel: 0808 808 1001

Email: help@nyas.net

Parents for Change

Providing the parent carers of disabled young people the chance to socialise and support one another. The group also run The Meet, a social group for disabled young people 17-25+.

Tel: 07737 679824

Email: parentsforchange@hotmail.co.uk

SNAP Cymru

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

Tel: 0808 801 0608

For more information visit **www.snapcymru.org**

Sparkle Children's Charity

Supports children and young people under the age of 18 who have a diagnosis or are undergoing diagnosis of a disability or developmental difficulty. There are many different sessions available including; youth club, swimming lessons and music club. Sparkle also offer support for parents and carers.

Tel: **01633 748092**

Email: enquiries@sparkleappeal.org

For more information visit www.sparkleappeal.org/serennu/support-services-serennu

ADHD/ASD Parents Support Group

A group for parents of children with ADHD and/or ASD to support one another, based at the Serennu Centre.

Contact the Family Liaison Service for more information.

Dad's/Male Carers Group

For all fathers and male carers of children with disabilities and developmental conditions. Led by Dad's themselves, the group is an opportunity to chat to others in a similar position.

Contact the Family Liaison Service for more information.

T:21 Dragons

A parent-led support group based at the Serennu Children's Centre, offering friendship and support to families of children with Downs Syndrome. Contact the Family Liaison Officers for more information on either of these groups.

Contact the Family Liaison Service for more information.

Family Liaison Service

Based at the Serennu Centre, the Family Liaison Officers provide a first point of contact for all families to offer resources, guidance and provide support.

Tel: **01633 748013**

Email: Family.Liaison.ABB@wales.nhs.uk

For more information visit www.sparkleappeal.org

II. WHEN CARING COMES TO AN END

There are different reasons why your caring role may come to an end.

Maybe a child with a disability has become more independent as an adult and moved away, leaving you with an ‘empty nest’; the person you care for may have died, or may have moved into a care home.

Any of these changes can cause a wide range of emotions, including feelings of loss and loneliness as well as practical concerns about finances and employment. You are not alone. When you are ready you will find that there are people and organisations that can support you through the changes you are facing.

Talking to someone / counselling

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

To find a private counsellor visit www.counselling-directory.org.uk/

Carers UK

Offers a range of factsheets designed to help carers through all stages of caring.

Helpline: **0808 808 7777** For more information visit www.carersuk.org

Cruse Helpline

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

Tel: **0808 808 1677** For more information visit www.cruse.org.uk

Practical matters

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

Tell Us Once Scheme

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

They can notify:

- HM Revenue and Customs (HMRC) – to deal with tax and cancel benefits
- Department for Work and Pensions (DWP) – to cancel benefits, e.g. income support
- Passport Office – to cancel a passport

- Driver and Vehicle Licensing Agency (DVLA) – to cancel a driving licence
- The local council – to cancel housing benefit, council tax, benefits, a blue badge, inform council housing services and remove the person from the electoral register, public sector or armed forces pension schemes – to stop pension payments.

For more information visit www.gov.uk/tellusonce or www.newport.gov.uk/tellusonce



12. MAKING SURE YOUR VIEWS ARE HEARD

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

All agencies have a complaints procedure which you are entitled to see.

Advocacy – Dewis CIL

Professional support to help your views get heard. For Newport residents over 18 who have or care for someone who has:

- A physical disability
- A sensory impairment
- A learning impairment
- Conditions relating to older age
- Dementia
- A terminal or degenerative condition

Tel: 01633 288440

For more information visit www.dewiscil.org.uk/advocacy-newport

Aneurin Bevan University Health Board

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

Tel: 01495 745656 Email: Puttingthingsright.ABHB@wales.nhs.uk

Postal address: Chief Executive, Aneurin Bevan University Health Board Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ.

Care Inspectorate Wales

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

Tel: 0300 790 0126

For more information visit www.careinspectorate.wales

Community Health Council

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

Tel: 02920 235558 Email: enquiries@waleschc.org.uk

For more information visit www.patienthelp.wales.nhs.uk/gwent

Concerns about doctors, dentists, pharmacists and optometrists

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

Newport Social Services

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

Tel: **01633 656656**

Email: **Complaints@newport.gov.uk**

Postal address: Complaints Manager, Social Services, Newport City Council, Civic Centre, Newport NP20 4UR

For more information visit **www.newport.gov.uk** and search for '*complaints and compliments*'.

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

Tel: **01633 656656**

Email: **commissioning.team@newport.gov.uk**

Newport Parents Network

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

Tel: **07949 509415**

Email: **bernie.byrne@gavo.org.uk**

For more information visit **www.gavo.org.uk**

Your Voice

For parents or carers who attend Serennu with a child, the group support each other and can make a real difference to service provision at Serennu as views are fed directly to the ISCAN South Board.

For more information visit **www.sparkleappeal.org/families/your-voice**

