



Carers Pack

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Issue 12



RHONDDA CYNON TAF

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Personal Contact Directory



G.P/Doctor	Tel: _____
Hospital	Tel: _____
Out of Hours	Tel: _____
District Nurse/Community Nurse	Tel: _____
Social Worker	Tel: _____
Occupational Therapist	Tel: _____
Physiotherapist	Tel: _____
Health Visitor	Tel: _____
Local Pharmacy	Tel: _____
Optician	Tel: _____
Dentist	Tel: _____
Podiatrist (Chiropodist)	Tel: _____
Speech and Language Therapist	Tel: _____
Day Centre	Tel: _____
Care Agency	Tel: _____

Other useful telephone numbers

_____	Tel: _____

Introduction

Who is a Carer?

Are you looking after someone? Does someone depend on you?

If you answered yes to either of these questions you are quite likely to be a carer.

Carers can be parents, sons or daughters, partners, relatives, friends or neighbours of all ages who take responsibility for the care of someone who is finding it difficult to manage or cope at home without help.

The person you care for may be a child or adult with a:-

- Long Term Illness;
- Physical Disability (including eyesight or hearing problem);
- Mental Health Problem;
- Learning Disability;

Or

- Someone who is elderly and infirm;

Or

- Someone who misuses substances.

People become carers for a variety of reasons. It may be because:-

- a relative or friend has gradually become more dependent on them;
- a relative or friend suddenly becomes ill;
- a parent has a child with a physical or learning disability;
- they choose to support someone who they feel is vulnerable;
- of a sense of love and duty;
- they feel they have no choice.

There is no standard picture of a carer. Caring can be a short or long-term activity lasting from a few weeks to decades. The help carers provide is essential and can vary from weekly shopping to caring 24 hours a day. The tasks carers undertake can include housework, personal care as well as providing company and emotional support. Caring is often very hard work and stressful.

Carers often make major sacrifices to look after the person they care for; caring can have consequences for their career, finances, social life, personal time, freedom and health.

The 2001 census revealed that there were approximately 29,000 carers in Rhondda Cynon Taf. It is estimated that the number of young carers in the UK is 51,000. The Community Care Division and Education and Children's Services are working together to help children in these situations.

Many carers are isolated and do not recognise themselves as carers. This pack aims to help carers living in Rhondda Cynon Taf with many of the issues and problems they may be facing.

This pack is available in

- Large Print
- Welsh
- CD-Rom
- Braille
- on Tape; and at

www.rhondda-cynon-taff.gov.uk/carerssupport

How the Carers Pack can help you.

This pack is full of information about a whole range of topics. Not all of the subjects will be directly relevant to you and your situation, so to begin with it may be best to look at the contents page at the beginning of the pack. You can then read about the topic that most interests you.

All of the organisations mentioned in this pack are there to help so do not be afraid to contact them.

At the back of the pack there are two additional sections in addition to the 12 sections, namely:

- Other Organisations who can helpp.99
- Helplines.....p.89

Information in this pack is up-to-date at the time of going to print. However, changes are taking place all the time. You can make sure you are kept up to date by receiving the Carers Support Project quarterly newsletter or checking online if you have access to the internet.

Carers Support Project

Remember Rhondda Cynon Taf Council has its own Carers Support Project with a Freephone CarersLine.

It is open from: 9am - 1.30pm and
2pm - 5pm Monday to Friday

The Project also has a confidential telephone counselling service for carers. Ring the CarersLine to arrange an appointment.

Freephone 0808 100 1801
Minicom 0808 100 1675
or Email: carerssupportproject@rhondda-cynon-taff.gov.uk

If you have access to the Internet, Rhondda Cynon Taf County Borough Council has its own web site at: www.rhondda-cynon-taff.gov.uk

Here, you can find information about many of the council services including Community Services and Education and Children's Services.

The Carers Support Project web site is:
www.rhondda-cynon-taff.gov.uk/carerssupport

There is also a Rhondda Cynon Taf Community Information Database that lists over 1200 local and National organisations. It can be found at:
www.rhondda-cynon-taff.gov.uk/cid

No computer? Then visit your local library where you can access the internet. Staff will be happy to assist (It is always best to ring in advance to book a computer).

If you cannot find the information you want then ring the Rhondda Cynon Taf CarersLine.

Freephone: 0808 100 1801
Freephone Minicom:
0808 100 1675
or Email: carerssupportproject@rhondda-cynon-taff.gov.uk

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Carersline

Freephone 0808 100 1801
Freephone Minicom 0808 100 1675

Open: Monday - Friday
9.00am - 1.30pm and 2.00pm - 5.00pm
(answer machine at other times)

If you are a carer living or caring for someone in Rhondda Cynon Taf and require information about your caring role, call the above telephone number. or you can write to:

Carers Support Project
Heddfan, Ilan Avenue,
Rhydyfelin, Pontypridd
CF37 5PN

or e-mail:
carerssupportproject@rhondda-cynon-taff.gov.uk

Looking After Yourself

Looking after someone, (being a carer) is almost always hard work and can put a great deal of strain on your emotional health. You will know that looking after someone gives great satisfaction but you may find it physically or mentally exhausting as well as a financial drain.

You may spend a lot of time travelling between home and the home of the person you care for; you may have had to give up work; you may not get much or any time to yourself; you too may be elderly or disabled.

You may be affected by feelings like isolation, guilt, stress, depression, resentment and anger. It is important to try and find ways of dealing with these feelings.

Tiredness

Carers often complain of feeling exhausted by looking after the person they care for. The hours spent caring are often well above what any paid worker would tolerate.

Anger

You may also feel anger and resentment towards the person you care for because of the restrictions which looking after them has placed on your life. Anger is a natural and understandable reaction to certain situations and you cannot make it go away by holding it in and denying its existence.

If you find that your anger gets too much for you, try to walk away from the situation, even if only for a few minutes, take some deep breaths to calm yourself and try not to feel guilty because you have had these feelings. Some people find it helpful to think of themselves and the person they care for as sharing a resentment against the disease or disability, rather than as you, the carer, having resentment against the person you care for.

Stress

It is very easy for carers to lose sight of their own identity, and forget about their own needs. Caring can be very stressful. The effects of stress can take various forms, but common signs include:-

- poor or lack of sleep;
- inappropriate aggression;
- irritability;
- over eating or under eating;
- inability to settle down;
- loss of self esteem;
- exhaustion;
- feelings of loneliness or isolation;
- lack of concentration.

Change

Coming to terms with any new role takes time and constant re-adjustment.

If you are a new carer, try to look for, and accept, as much practical and emotional support as you can. Carers who seem to be taking on their role with ease sometimes discover that, after a few months, they are not coping well but find it hard to ask for help because, by then, everyone thinks they are! Those who found it very difficult in the beginning, and thought they could never manage, can feel quite confident and assured after a few months, if they have adequate support and encouragement.

As a carer you may have been involved in making major changes in your life or having to make frequent adjustments, depending on the state of well being of the person you care for. You may feel confused, frustrated, or angry at times, as your best efforts to help may be met with indifference or opposition. When the health and competence of a person you are caring for goes through a process of gradual deterioration, sometimes over many years, you may regularly experience feelings of loss as your relationship changes.

Own Needs

Many carers are at risk of neglecting themselves and their own potential as individual people.

It is understandable that through devotion, duty or the realisation or assumption that there is nobody else to share the caring role, carers can become so involved in helping the person they care for, to the detriment of themselves. The consequences of this self-neglect may not become fully apparent until the caring responsibility ceases, by which time the carer may have little social, practical or financial support.

See pages 9-24 for details on respite and services available.

Practical Tips

Think about yourself - you need space, time and something that allows you to retain or regain your self-esteem.

The Carers Support Project offers carers a free telephone counselling service.

The counsellor is a trained listener who can help you look at options, consider issues in a different way and make decisions about how to manage your life in a way that works for you.

Telephone the Freephone CarersLine to make an appointment on 0808 100 1801 or minicom 0808 100 1675
email: carerssupportproject@rhondda-cynon-taff.gov.uk

You could consider contacting one of the self-help or voluntary groups in the area to discuss your situation and talk to people who have had similar experiences. There are also a number of local carers support groups in Rhondda Cynon Taf. The Rhondda Cynon Taf Carers Support Project has a free Carers Groups Directory available.

Ring Freephone 0808 100 1801 or Minicom Freephone 0808 100 1675 for a free directory.

The details are also on the Carers Support Project website at www.rhondda-cynon-taff.gov.uk/carerssupport

Learn how to set limits and be more assertive in your dealings with members of your family, caring organisations and the cared for person. This could improve your own state of well being. You could consider taking up yoga, relaxation classes or other exercise programmes.

Consider making part of your life, however small, separate from your caring role by thinking about learning a new skill, taking up a leisure activity, doing voluntary work or thinking about suitable employment options.

The Carers Support Project run a whole series of workshops on topics such as assertiveness, coping with stress etc. Ring the Freephone CarersLine for up to date information.

Try not to neglect your own health. Do not put off seeing the doctor, dentist etc. when you need to.

You may want to ensure that people who provide services locally are made aware of the difficulties and problems which carers face, and become involved in helping to plan for these services. There are various forums you can join to offer your views on a regular basis that may be useful for future developments. You may need to ask for help with your caring (known as respite care) to be involved in a forum.

Obtaining Help or Advice

This pack has a whole range of information about organisations that you can contact.

DO NOT feel afraid to ask or worry that you are wasting people's time. If you are not sure where to start, ring the Rhondda Cynon Taf CarersLine on:-
Freephone 0808 100 1801
Freephone Minicom 0808 100 1675

or e-mail: carerssupportproject@rhondda-cynon-taff.gov.uk

Our website address is:
www.rhondda-cynon-taff.gov.uk/carerssupport

Alternatively, you can visit the Rhondda Cynon Taf Community Information Database that lists over 1200 local and National organisations. You can visit a local library that will find the database on the Internet for you. The site is available to all Internet users on: www.rhondda-cynon-taff.gov.uk/cid

Other contacts who may be able to help:

Age Concern

see General Contacts on page 82.

Alzheimer's Society Wales

4th Floor, Baltic House, Mount Stuart Square,
Cardiff CF10 5FH.
Tel: 029 2043 1990
Email: rows@alzheimers.org.uk
Website: www.alzheimers.org.uk

The Society is mainly concerned with people with Alzheimer's Disease and those who care for them as well as people with other dementias.

British Association for Counselling and Psychotherapy

BACP House, 35-37 Albert Street,
Rugby, Warwickshire CV21 2SG
Tel: 0870 443 5252
Minicom: 0870 443 5160
Email: bacp@bacp.co.uk
Website: www.bacp.co.uk

Carers Wales

See General Contacts on page 83.

Carers Support Project and Rhondda Cynon Taf CarersLine

Freephone: 0808 100 1801
Minicom Freephone: 0808 100 1675
Email: carerssupportproject@rhondda-cynon-taff.gov.uk
Website: www.rhondda-cynon-taff.gov.uk/carerssupport

The Project has its own Carers Telephone Counselling Service. To arrange a confidential appointment ring the Freephone number 0808 100 1801

For a list of other Counsellors in Rhondda Cynon Taf, local carers support groups, carers initiatives, how to get involved in the planning of services and other information relating to carers, ring the Freephone number 0808 100 1801

Health

See pages 23 and 24.

Leisure Opportunities

For information on the day/evening classes in your area:-

Tel: 01443 744000

and ask for General Enquiries, Community Education.

For information on sport/theatre activities in your area ring the Community Services on: 01443 744000

Visit the Rhondda Cynon Taf Community Information Database, which lists over 1200 organisations, including sports, education and the arts.

www.rhondda-cynon-taff.gov.uk/cid

Voluntary Work

Interlink (see General Contacts on page 86) give information on voluntary work opportunities and voluntary groups. There is a worker to help encourage volunteering opportunities.

Again, visit the Rhondda Cynon Taf Community Information Database, as some of the organisations there need volunteers.
www.rhondda-cynon-taff.gov.uk/cid

Caring at Home / Help with Daily Living

There are many services that can offer help if you are caring for someone at home. Often the number of agencies, type of services offered and the criteria used can be bewildering. It is important for you and the person you are caring for to know about help that may be available both to assist you in caring at home and prevent you feeling tired, stressed and overwhelmed.

This section is divided into five parts, all of which are equally important:-

1. Health Services;
2. Community Care and Education and Children's Services;
3. Help from Other Sources;
4. Coming out of Hospital;
5. Voluntary and Private Organisations.

1. Health Services

Professionals who are available to help:-

Doctor (General Practitioner [GP])

Your doctor is likely to be the key to the rest of the health service. The doctor can arrange for a variety of help - medical, nursing or a specialist. You may want to tell your doctor that you are a carer and the specific help you require. You are free to choose or change your doctor.

A list of National Health Service doctors can be obtained by contacting the Local Health Board on 01443 824400.

District Nurses (Community Nurses)

District nurses are qualified nurses, with special skills in caring for people in their own homes. They work closely with their general practitioner colleagues and can be contacted via the surgery.

All people referred receive a full nursing assessment and you and the district nurse would decide on your care needs.

The patients who may benefit from district nursing care include people with chronic long-standing illnesses such as diabetes, chest complaints, multiple sclerosis, motor neurone disease and cancer. District nurses can also advise and support with healthy life-styles information and help you access other services, which could help you to maintain your independence.

Macmillan Nurses

Macmillan nurses are specialists in cancer care. They advise on the best ways to manage pain and other symptoms and offer expert advice on treatment options. They give psychological support to patients living with cancer and their carers. Macmillan nurses can be requested through your doctor or district nurse.

Practice Nurse

Most doctors' practices now have a practice nurse. Their role does differ from practice to practice, but they are often involved in routine health checks and nursing care. It might be useful to talk to the practice nurse if you have any concerns or would like more information about a certain aspect of health. Ask your doctor or the receptionist at your health centre for an appointment.

Health Visitor

Health Visitors work with people of all ages in their homes, in the clinic and the community. They provide guidance, advice and support on childcare, nutrition, bereavement, disability and a range of health and social provision.

Contact via your local health centre or doctor.

Community Psychiatric Nurse (CPN)

A CPN makes home visits to people experiencing mental ill health and checks on their well being, as well as that of the carer.

The CPN can help carers, as well as provide advice and information. There are CPNs for Adult Mental Health Services and your Doctor can refer you to a CPN who is a part of the Community Mental Health Team. There are also CPNs who care specifically for elderly people and you can ask your Doctor to refer you to the Elderly Team Consultant who will pass your referral to the CPN.

Speech Therapists

Speech therapists can help with any kind of communication problems for children or adults including difficulties in speaking, some swallowing problems and sign language. Ask the health visitor or doctor to put you in touch with them.

Occupational Therapist

Occupational Therapists provide assessment and treatment of physical and psychological conditions both in hospital and the community to help people improve and maintain their independence in all aspects of daily living. If you feel you need the assistance of an Occupational Therapist you may discuss this with your doctor, district nurse, hospital medical staff or your local Community Care or Children and Young People's Divisional Office.

Physiotherapist

Physiotherapists aim to improve or maintain mobility that has been impaired by accident or illness and they work both in hospitals and the community. Contact is via your doctor.

Dietitian

Dietitians provide advice on nutrition and diet therapy. Dietitians are involved in disease prevention and nutritional assessment to detect nutrient deficiencies.

Part of the treatment for some medical conditions e.g. diabetes, coronary heart disease, swallowing problems and cow's milk protein allergy, involves diet. Dietitians are also involved in patient rehabilitation e.g. people who have suffered a stroke.

It is best to contact a dietitian through a doctor, district nurse or health visitor.

Continence Advisor

Continence can sometimes be solved without any need for special equipment. The Continence Advisor can offer confidential treatment, advice and information; they are usually based at a local hospital or health centre. You can make contact via your doctor, district nurse or health visitor.

Incontact (South Wales Support Group) provide information and support for people affected by bladder problems and can be contacted on 0870 770 3246

Email: info@incontact.org
Website: www.incontact.org

Podiatrist (Chiropodist)

A Podiatrist is a health-care professional who aims to diagnose, prevent and treat disorders (ailments) of the foot and lower limb. A doctor's referral is required to access NHS Podiatry services, which are available to anyone who has a foot pathology, irrespective of age. Treatment is free of charge at the point of delivery.

NHS Podiatry services are able to provide advice on nail care, but are unable to provide a purely nail cutting service. Treatment is usually given at local health centres and clinics but a visiting service is available for house bound people. (Note: Podiatrists are regulated by the Health Professions Council and have previously been referred to as "Chiropodists")

Dentists

In order to receive NHS dental treatment you must register with a dentist (although not all dentists take new patients for NHS treatment). If the person you are caring for is registered for NHS treatment most dentists will carry out home visits.

Before you agree any treatment make sure it is being provided on the NHS. If your income is low or you are on Income Support ask about free treatment. For more information about help with health costs, ring 08701 555 455 and ask for booklet HC11 or Visit www.dh.gov.uk/publications

Opticians

Certain groups of people are not charged for an eye test so check with the opticians when making your appointment. Some opticians can make a home visit if necessary although check if there is a charge.

Chemists (Pharmacists)

Chemists are trained professionals qualified to advise on all aspects of medication. Many chemists do provide a delivery service and sometimes will even collect the prescription during normal shop hours.

If you need a lot of prescriptions, but are not entitled to them free, you can reduce the cost by buying a pre-payment certificate for four months or a year. It saves money if you need more than five prescription items in four months or 14 items in a year. You apply for a certificate on form FP95 that you can get from your local Job Centre Plus office, Post Office or chemist. A refund can be given if you buy a pre-payment certificate and then, within a month, qualify for free prescriptions.

Any person under 25 years of age or over 60 years is entitled to free prescriptions.

2. Rhondda Cynon Taf

Community Care Division and Education and Children's Services

Children and Young People's Division

The areas of responsibility are as follows :-

- Children Looked After;
- Youth Justice;
- Child Protection;
- Family Support, Community and Neighbourhood Development;
- Children and Young People with Mental Health Problems;
- Young People aged 16-21 (Including Aftercare);
- Adolescent Services;
- Adoption;
- Assessment Care Management (including Court Work);
- Under 8's Day Care (Registration, Inspection and Development);
- Children with Disabilities and their Carers.

Community Care Division

The areas of responsibility are as follows :-

- Elderly People and their Carers;
- Older People's Mental Health Service and their Carers;
- People with Physical Disabilities and their Carers;
- People with HIV/AIDS Related Conditions and their Carers;
- People with Mental Health problems and their Carers;
- People who Misuse Drugs or Alcohol and their Carers;
- People with Learning Difficulties and their Carers;
- People with dementia and their carers.

Both Divisions regularly issue plans (currently called Children's Services Plans or Social Care Plans) giving details of their work.

These are available free to the general public either in the form of an overall summary or in detail for each area of work. Much (but not all) of the work relating to carers is spearheaded by the Community Care Division which has as one of its three priorities 'assisting carers and communities in providing support, where possible to help avoid a long term dependence on continuing social care services'.

Rhondda Cynon Taf Community Care Division and Children and Young People's Division work within a legal framework provided by the Government. There are many important pieces of legislation but four that are most relevant to carers are the National Health Service and Social Services Act 1990, the Carers (Recognition and Services) Act 1995, the Carers and Disabled Children Act 2000 and the Carers (Equal Opportunities) Act 2004.

National Health Service and Community Care Act 1990

This Act places a responsibility on Social Services to carry out an assessment of the type of help that should be given to people who need Social Services together with the responsibility for making sure that services are arranged to meet those assessed needs.

Carers (Recognition and Services) Act 1995

This Act gives carers the right to an assessment by Social Services Departments under certain circumstances although it does not give a right to services. Where the person being cared for is receiving an assessment (or reassessment) and where the carer provides or intends to provide a substantial amount of care on a regular basis for the person, the carer can request an assessment. The Community Care Division or Children and Young People's Division then has a duty to carry out an assessment. It considers the carers' ability to provide and to continue to provide care, before deciding whether the needs of the cared for person call for services to be provided. Also it takes into account the results of the carer's assessment in deciding whether services should be provided to the cared for person.

Parent/Carers who are looking after children with a disability and who qualify are entitled to a similar right to an assessment. Young Carers who have a caring responsibility for a parent/relative are also entitled to an assessment (See pages 73-77 for more information on young carers).

Under the assessments outlined above, any adult or elderly disabled person who needs assistance with personal care tasks to carry on living at home is entitled to an assessment.

Following your contact with the 'Duty Desk' at your local Community Care or Children and Young People's Office, a professional worker will visit and make an assessment in line with the guidelines on care management.

It is a good idea for carers to be present at assessment discussions. The outcome of the discussions will be set down in writing to form an individual care plan explaining how identified needs will be met and when the care plan will be reviewed. The care plan can be given in writing to you or the person you care for, together with the name of the person responsible for organising the services and details of how to complain if there is dissatisfaction with the result of the assessment. (See section 12 entitled 'Views and Comments' for more information about complaints).

In March 2000, Rhondda Cynon Taf County Borough Council introduced charges for services for some people in certain circumstances. The costs of the service will be discussed with you at the time of an assessment. Ask for a leaflet called 'Contribution Charges Towards Home and Community Based Services'.

The Carers and Disabled Children Act 2000

The Carers and Disabled Children Act came into force in Wales on July 1st 2001. The main implications are that:-

- Carers' rights to an assessment are enhanced;
- Local authorities will have the power to provide services to carers;
- Carers and disabled people will be able to get vouchers for short term respite breaks;
- Carers will be able to receive direct payments for their own services;
- Local authorities will be able to charge carers for services provided directly to them.

Carers (Equal Opportunities) Act 2004

This Act gives carers more choice and opportunities to lead a more fulfilling life, by ensuring that they receive information about their rights to assessment, and to training and work opportunities.

It aims to achieve three main things:-

- Ensure that work, life-long learning and leisure are considered when a carer is assessed;
- Give local authorities new powers to enlist the help of housing, health, education and other local authorities in providing support to carers;
- Ensure that carers are informed of their rights.

Assessment

The Carers and Disabled Children Act allows carers aged over 16 to ask for an assessment in their own right. Previously a carer's assessment was impossible if the person cared for refused to also be assessed. The Act means that carers can now have an assessment in their own right, even where the cared for person chooses not to have an assessment.

Services

Once carers have been assessed, local authorities have the power to provide them with appropriate services. While carers may previously have benefited indirectly from services provided to the cared for person (such as respite), local authorities were unable to provide any services to a carer in his/her own right.

Direct Payments

Rhondda Cynon Taf Community Care Division has established a Direct Payment scheme. The new legislation will enable carers to have direct payments for services they receive. In essence this means that rather than provide the service themselves, Rhondda Cynon Taf can give the carer a payment to allow them to arrange and purchase the services independently. There is a Centre for Independent Living that can offer advice and assistance on direct payments (see page 23).

Charging

The Carers and Disabled Children Act enables local authorities to charge carers for non-residential community care services they receive.

No decisions have yet been made in Rhondda Cynon Taf with regard to charges and vouchers for carers.

Community Care Charter

The Rhondda Cynon Taf Community Care Charter summarises the rights and responsibilities of local service agencies to you and the person you care for. It is available from the Head Office of Rhondda Cynon Taf Community Care Division. (see page 81).

National Strategy for Carers

In February 1999, the Government launched a U.K. wide strategy for carers which sets out a course for more support, recognition and rights for carers both now and in the future. This pack was cited as an example of good practice; the only work highlighted in Wales. The National Assembly of Wales launched a strategy for Wales in July 2000. The priority areas for action are health and social care, information, support, young carers and carers and employment. This was the first time that there had been a Government strategy for carers.

The Assembly has allocated finance for each local authority to offer breaks for carers. Rhondda Cynon Taf have set their priorities and have established a variety of schemes.

You can obtain more details about the strategy in Rhondda Cynon Taf and summaries of the whole document by ringing the Rhondda Cynon Taf CarersLine Freephone 0808 100 1801
Minicom Freephone 0808 100 1675
Email: carerssupportproject@rhondda-cynon-taff.gov.uk
or looking on the website
www.rhondda-cynon-taff.gov.uk/carerssupport

The local carers newsletter also contains regular updates.

Help that can be available via the Community Care and Children and Young People's Division

There may be charges for some of the following Community Care services.

Aids and Equipment

A wide range of aids and equipment to help with daily living may be available e.g. to help with bathing, dressing, eating, using the toilet, communication etc. These are provided under certain circumstances in accordance with criteria agreed by the Rhondda Cynon Taf County Borough Council.

The Carers Support Project arranges occasional sessions for carers on 'Introduction to aids and equipment'. Ring the Carers Support Project if you are interested in attending a future session.

Blue Badge Parking Scheme

This scheme offers limited car parking concessions to people in certain circumstances. Ring the freephone CarersLine for more information.

Bus Passes

A free bus pass scheme operates in Wales. It allows any bus pass holder free travel on local bus services throughout Wales. For people who cannot travel without another person to assist them, a bus pass, marked accordingly, will allow that person to travel with a companion. The companion, who need not be the same companion for every journey, will also travel free of charge.

On application to the Community Care Division, a decision will be made as to whether the applicant is entitled to a companion bus pass.

If you are over 60, application forms are available from Post Offices and Council Offices. If you are under 60 contact Sardis House in Pontypridd on 01443 494700.

Carelink: Community Alarm System

Assistance with the provision of telephones and/or Carelink can be given in some situations. Carelink is a vital lifeline for the elderly, frail or disabled, offering 24 hour emergency Service. There is an annual charge.

This service can be accessed directly.

Tel: 01685 876831

Children and Young People with Disabilities

All children and young people with disabilities can request support from the Children and Young People's Division. This is particularly important when a young person is making key decisions about their future e.g. about their career, where to live and how to access community services.

A social worker can help young people make plans for the future and ensure that they are given accurate advice and guidance from a number of sources.

Cinema Ticket

A new national card scheme aimed at disabled people entitles the holder to one free ticket for a person accompanying them to the cinema. The card applies in almost every UK cinema. To apply for the card a person must be in receipt of Disability Living Allowance or be a registered blind person or hold a disabled persons rail card.

The scheme has been set up 'to introduce a consistent approach to the provision of concessions to carers across the cinema industry'.

The card is valid for three years from the issue date and costs £5. It usually takes about three weeks for the card to arrive from the time you send off your application. To apply for a card, telephone 0151 348 8020 or visit www.ceacard.co.uk

Community Transport

Transport may be available for those who find it difficult to use public transport (see Accessible Caring Transport and Travel - pages 19 and 23).

Day Care

Day care away from home for the person you care for can give you a complete break, when you can catch up on chores, do something you enjoy, go shopping, work, or spend time with family and friends. You may want a regular break, perhaps on a daily or weekly basis, or you might want an occasional break.

Day Care for Adults

There are likely to be a number of day centres in your area. They assist people who need intensive or specialist help whether the person has a mental health problem or is elderly and frail. There are different centres working with different types of people. Finding the right one for the person you care for will depend on the assessment of your needs.

For example the person may need help with personal care, finding ways of living independently, cooking skills or simple physical exercise.

There are other centres where the person you care for could meet friends, have a chat, enjoy a meal or undertake a social activity. Sometimes voluntary groups run these types of centres.

There are also day hospitals for people who live at home but who need regular treatment and/or rehabilitation.

There are also rehabilitation opportunities available in the community provided by the Community Care and Children and Young People's Divisions, including Independent Living Preparation Houses.

Day Care for Children

Voluntary organisations, local authorities, local education departments and government schemes provide a range of day care for children. Many of these offer places for children with special needs. There may be a small charge for some places. Examples of daycare include:

Childminders - look after children within the childminder's own home.

Nurseries - These are run by the local authority or privately.

Family Centres - These are usually run by the local authority or in partnership with voluntary organisations for families with special needs.

Pre-school or Play Groups - These are run by the local authority or a voluntary organisation with parental involvement.

Opportunity groups for pre-school children

- These are run by Education and Children's Services, Community Services or a voluntary organisation to provide for children with special needs alongside other children.

Play Schemes and Clubs for School Age Children

- These may be run by Education and Children's Services, Community Services or a voluntary or private organisation. Some special schools may organise their own schemes. The Education and Children's Services are sometimes able to arrange extra support to enable children with special needs to attend their local playschemes.

All of the above day care resources must be registered with Education and Children's Services. Parents are advised to check that any resource their child attends is registered.

Contact your Children and Young People's Division local office for more information. There is also Rhondda Cynon Taf Early Years Development and Childcare Partnership, which is responsible for delivering the Government's Early Years and Childcare Programme. If you are a parent/carer and want further information on any aspect of early years, parenting or childcare services ring their Freephone 0800 180 4151
email: childinfoserv@rhondda-cynon-taff.gov.uk
or visit their website: www.rctednet.net/eydcp

Day Care and Services at Home

Providing care at home gives carers a break, and provides support and stimulation (see specifically Crossroads on page 84 and Age Concern on page 82). There is now a Direct Payment Scheme to enable service users and carers to purchase their own services. Ring the Community Care Division Principal Office or the Centre for Independent Living for more information (page 23).

Financial Help

The Department for Work and Pensions is the main source of financial help but the Community Care and Children and Young People's Divisions may be able to assist in accessing specialist funds. There are Welfare Rights Advisors in all three Community Care Principal Offices who may be able to help if a service user has reached a specific stage in a welfare

benefits claim. Alternatively, if you are not a service user and are aged 50 or over you can contact our Welfare Rights Team on 01443 668888 who will arrange to visit you and undertake a benefit check to identify extra entitlements.

In Rhondda there is a volunteer bureau (called the Cabin) that offers advice to all members of the public living in Rhondda. There are also two Citizens Advice Bureaus in Rhondda Cynon Taf. (See page 83).

Home Adaptations

Fixed equipment e.g. stair rails, bath hoist etc. and adaptations to the home e.g. ramps, installing downstairs bathroom etc.
See also page 65 - Housing.

Home Care Services (formerly Home Helps)

The priorities for Home Care are:-

- To enable people who are in most need to remain in their own homes particularly those who would need residential care unless the service was provided;
- To ensure a safe discharge from hospital;
- To relieve family carers who are providing the support that enables people in need of care to remain in their own homes.

Meals on Wheels

Provides a mid-day meal up to 6 days a week.

Mental Health Care

Care and advice for people with mental health problems and their carers. A Guide to Mental and Emotional Wellbeing in Merthyr and Rhondda Cynon Taf is available for service users, listing all relevant services. Ring Rhondda Cynon Taf CarersLine Freephone 0808 100 1801 Freephone Minicom 0808 100 1675 for a free copy. It is also available on the internet on www.rhondda-cynon-taff.gov.uk/communitycare

The Community Care Division has three mental health teams who can be contacted for advice and information.

Respite or Short Term Care

If you need a break, this again will need to be part of the assessment and the individual care plan.

Support for Parents of Children with Disabilities

The Education and Children's Services and the local Health Trusts have procedures in place to support the parents of children with disabilities and this is especially important when a disability is first identified in young children and babies. There are specialist Health Visitors and Social Workers available to offer ongoing counselling, guidance, support and advice, throughout this often traumatic time for parents.

Support Outside the Home

Both you and the person you care for would like to live as full a life as you choose in the community. Often this may not be possible because of the amount of time and effort you put into caring.

If you have not had an assessment (see previous section) then now is probably the time to ask. If you have already had an assessment but the situation is getting worse then you will need to ask for a review of your needs. Contact your named social worker or ring your local office Duty Desk.

3. Help from other sources

British Gas (BG)

British Gas operate National Gas Care which compiles a register to record special needs and other services including braille controls and password scheme for visually impaired people. British Gas also supply electricity. (See page 23). The number should also be on the back of your bill.

British Telecom (BT)

BT provides a comprehensive guide for people with disabilities or who are elderly. If you are a BT customer ring 150 for a copy.

SWALEC (Electricity) and Gas Services

SWALEC offer various services relating to their bills - talking, audio, braille and large print.

A minicom service, password scheme, bogus calls campaign and, for elderly or people with disabilities, the repositioning of a meter. See page 24 about obtaining a full help electric services pack. They can also supply gas.

Welsh Water

Welsh Water produce a special needs pack and have a register for customers with special needs (e.g. kidney dialysis patients). For the full information on the range of services obtain a pack. (See page 24).

4. Coming Out of Hospital

Leaving hospital ('being discharged' from hospital) can be a difficult experience especially if the hospital stay has been a long one or the person leaving hospital is unable to function as they did before, either physically or mentally.

From Hospital to Home

Health and the Community Care Division work together to make sure that your return home from hospital is safe and comfortable. This process is called the Hospital Discharge Procedure.

When you go into hospital, you will be assigned a person who will be your main link during your stay. This person is your named nurse. As well as all the medical questions, your named nurse (or their deputy) will enquire about your circumstances at home. This will help staff to find out how well you will be able to cope and whether you will need further care or a period of rehabilitation when you leave hospital. Do not be afraid to tell staff about any concerns or fears you have about your return home. These are very common and are easier to sort out before you leave hospital.

It is not uncommon for this 'discharge plan' to be discussed on the same day as you are admitted to hospital. By looking at your needs as early as possible, staff will have more time to make sure that you get the most appropriate support when you return home. It will also mean that leaving hospital need not be delayed unnecessarily.

Hospital staff will let you know as soon as they can about the date when you will be well enough to leave hospital and return home. This will be determined mainly by how quickly your health improves and the amount of support you may need.

How we assess your needs

Staff need to know how much additional help you (and the person you care for) will need on your return home to help you manage as independently as possible. Assessing the person you care for and your needs will make sure that:-

- you are understood;
- problems that you and the person you care for will face are noted;
- you are eligible to receive services;
- you are considered for help to arrange the most appropriate help. Following the assessment a care plan will be drawn up.

Planning your care

Health and Community Care staff will plan with you and the person you care for how best to help you both settle back home following your hospital stay. It may be just a temporary arrangement until the recovery of the person you care for is more complete, or it may be longer term. The care plan could involve a stay in a residential or nursing home, if going straight home is not possible.

The situation of the person you care for will be looked at on a regular basis to make sure that the services you both receive continue to be effective.

Planning Together

If you think you may need some help when the person you care for returns home, then you, the hospital staff and Community Care need to plan together to set up the arrangements for the kind of care you need. If you rely on a family member or another person to help you, then they need to be involved in this planning too. Sometimes it is possible to underestimate the amount of support that will be needed at home. Staff appreciate that the person you care for will be keen to get back home as quickly as possible but it is better for everyone if the arrangements are planned carefully and in good time, as it can be difficult for community care services to respond immediately to an unexpected request for assistance.

Help from Community Care

If the person you care for already has help from Community Care, for example, home care, let your named nurse (or their deputy) know. They will make arrangements to restart the service on returning home, unless the stay in hospital is over 4 weeks.

In this case, they will need to make sure that the services previously received are still appropriate. This will require a reassessment of your needs. If the person you care for has not received services from Community Care before, but you feel may require support on their return home, let their named nurse (or their deputy) know about this and they will contact the Division on your behalf. There are leaflets available on the ward about how Community Care can help.

How quickly can this be arranged?

The Community Care Division should arrange for the return home of the person you care for after a hospital stay, depending on their circumstances, as follows:-

- 2 working days from the date of receiving a request to re-establish an existing package of care;
- 5 working days from the date of receiving a referral to establish a new, straightforward home care service.

If the service cannot be arranged as quickly as first thought, the hospital staff will let the person you care for know of any delay and how quickly arrangements can be made.

Leaving hospital

On the day that the person you care for is discharged from hospital, the named nurse (or their deputy) will make sure they have everything you need and all necessary arrangements have been made, including:-

- supplying any medication they need to take with them;
- notifying their own doctor (general practitioner);
- arranging an out-patient appointment;
 - organising appropriate transport, if required;
 - arranging services from Community Health or Community Care.

If you and the person you care for have been assessed as requiring support

when arriving home, there will be clear information given about the services that have been arranged, including:-

- details of health care services (for example, district nurses, health visitors) which will be free of charge when provided by the National Health Service;
- details of Community Care from the local authority, including any cost for services.

Medication

If the person you care for has been given medication to take home, it will be enough for 7 days or less, depending on whether they are completing for example a course of antibiotics. They will be given a letter with information about this medication to give to their own doctor. If they need to continue to take this medication when they are home, remember to obtain a repeat prescription from their family doctor before their hospital supply runs out. Some surgeries require up to 48 hours notice for repeat prescriptions, so do not leave it too late.

Outpatient appointment

If the person you care for needs to return to the outpatient department after going home, they will either have been given a card with their appointment date on it or one will be sent to them in the post. Transport will not normally be provided. If they are unable to provide their own transport, they must discuss this with their doctor at least 5 working days before their appointment.

Family doctor (GP)

A letter will be sent to their family doctor when they leave hospital, giving information about their treatment and future care needs. Their doctor will not necessarily visit them at home but if you or they have any worries, please contact your own health centre or surgery.

After leaving hospital

Even with careful planning, people can sometimes find they are unable to cope once they have returned home. If there are difficulties after coming home from hospital, you should contact your family doctor or district nurse through your doctor's surgery or local Community Care Division's Principal Office.

If the benefits of the person you care for have been reduced or withdrawn whilst they were in hospital, contact your local Job Centre Plus office or Citizens Advice Bureau (see pages 83 and 85).

Six Weeks Home Care Scheme following Hospital Discharge

The Welsh Assembly Government has introduced six weeks free home care for people being discharged from hospital.

The six weeks free service is available to people who:-

- have been assessed as needing Community Care services for the first time;
- are already receiving Community Care services before going into hospital but, because of a change of circumstances, will need to be reassessed before coming home from hospital;
- are already receiving Community Care services and have been in hospital for four weeks or more.

The services that will be free are: Home Care, Social Care Worker Scheme (Learning Disabilities and Physical Disabilities), Community Support Workers (Mental Health), Day Care Provision and Meals on Wheels.

Anyone who meets the criteria and has been charged for the services outlined above since 1st April 2002 will receive a credit on their account.

Age Concern

Age Concern runs a Hospital Discharge Scheme. The project provides short-term (six weeks) voluntary support for older people (over 60) leaving hospital and returning home. The service is designed to help with the settling back home process and can be called upon in addition to, or instead of support that the Community Care Division can supply.

Tel: 01443 477126

Email: cot@acmorgannwg.org.uk

Website: www.ageconcernmorgannwg.org

5. Voluntary and Private Organisations

Health, Community Care and Children and Young People's Divisions are only part of the provision of organised help that people can receive. There is a lot of help available from voluntary organisations and they can be anything from a small group with a few members offering help in their spare time to large organisations with paid staff providing direct services. There are also many private/ independent organisations providing a variety of services (e.g. respite care, care and support in the home etc.).

The voluntary sector offers services as varied as information and advice, funding a social centre to sitting services.

Some of the larger voluntary organisations include:-

Accessible Caring Transport

A Community Transport Scheme covering Rhondda Cynon Taf. Ring 01443 478013 for further details.

Age Concern Morgannwg

There are three Good Neighbour and Hospital Discharge Schemes in Rhondda Cynon Taf. (See page 82).

Back Care

Backcare is a charity for healthier backs and provides information about courses, treatment and management of back pain. It produces a booklet 'A Carer's Guide to Safer Moving and Handling of Patients' for which there is a small charge. Ring Helpline 0870 950 0275.

British Red Cross

Available is a transport and escort service, a medical loan service of equipment, loan of wheelchairs and therapeutic care. (See page 83).

Citizen Advice Bureaus

Advice on a variety subjects, especially State Benefits, Debt and Housing (see page 83).

Crossroads

Relieving the stress of carers and their families by providing respite care. Crossroads is one of the main organisations offering direct assistance to carers (see pages 84 and 87).

Cruse

Counselling, advice and support for bereaved persons (see page 23).

TEDS

Counselling, information, advice and support to substance misusers, their families and carers (see page 24).

Travol

A Community Transport Scheme covering Rhondda Cynon Taf. Ring 01443 486872 for further details.

There are many organisations and groups involved with a variety of issues: - disability, learning difficulties, mental health, elderly, visual impairment, hearing impairment, substance misuse, and children with disabilities. It is not possible to list all them but see 'other organisations' for other sources of help on page 99.

To obtain details of these groups and other information:-

- Ring the Rhondda Cynon Taf CarersLine;
- Look at the contact sheets in this pack including helplines from page 89 to end.

Rhondda Cynon Taf has its own Community Information Database which lists about 1200 local and National organisations. You can use the database by going to your local library or if you have the Internet it can be found on:
www.rhondda-cynon-taff.gov.uk/cid

Also, see the list of relevant leaflets on pages 20 and 21 that are available from the Community Care and Children and Young People's Divisions. For copies, ring the Rhondda Principal Office 01443 431513 and ask for the Information Officer.

Cardiff Shopmobility

This is a scheme to provide electrically powered wheelchairs, scooters and manual wheelchairs to help people who have limited mobility - through permanent or temporary disablement, illness, accident or age - to shop and use the other facilities in the city centre. The service operates from 9.00am to 4.45pm Monday to Friday and 9.00am to 3.45pm Saturday. The scheme is based in the Oxford Arcade, multi-storey car park in Bridge Street, which means that Cardiff's pedestrian shopping centre, including St Davids covered complex is within easy reach.

To make sure that a chair is available it is important that you ring the Centre on 029 2039 9355 or write to Cardiff Shopmobility Centre, Oxford Arcade Multi-storey Car Park, Bridge Street, Cardiff. If you need a child's chair, a left-handed operated chair, an amputee chair, extended leg rests or a scooter, just ask.

As a voluntary organisation, there is no hire charge but a returnable deposit of £2.50 is required.

Rhondda Cynon Taf Leaflets for the Public available from the Carers Support Project

A Positive Choice

An illustrated guide to nursing, residential homes and home care services in Rhondda Cynon Taf in both statutory and independent sectors.

Area Child Protection Committee

- **Case Conferences**
Informing parents of the process and participation at case conferences
- **Child Protection Investigations**
The role of Rhondda Cynon Taf Area Child Protection Committee

Can I See My File?

A leaflet outlining the council's responsibility to service users accessing information held by us.

Cancer Directory

A directory linking all local and national organisations that can assist people with cancer and their carers.

Carers Group Directory

A list of local groups within Rhondda Cynon Taf open to carers to attend informal meetings.

Carers Newsletter

A newsletter issued quarterly for Carers in Rhondda Cynon Taf.

Children and Young People's Services

Lists the responsibilities of the Children and Young People's Division.

Clwyd Wen Respite Bungalow for People with Learning Disabilities

Information about the provision of accommodation for short term breaks for people aged 16 and over who have a learning difficulty.

Complaints Leaflet for Adults and for Children and Young People

Advises people what to do if dissatisfied and wishing to make a complaint.

Contribution Charges Towards Home and Community Based Services

An explanation of the process of seeking a contribution towards the cost of services.

Direct Payment Scheme in Rhondda Cynon Taf

Provides information on the scheme and how service users may choose to receive regular payments to purchase services to meet their assessed need.

Disabled Facilities Grants (Adapting Your Home to Help Daily Living)

A step by step guide through the process from application for the grant to completion of the work.

Drug and Alcohol Services in Rhondda Cynon Taf.

A guide of where to find help for substance misusers and their carers.

Family Link (Growing Together)

Describes the scheme and how it benefits children with physical or sensory disability, a chronic medical condition or learning difficulty and their families, the role of the link family and the part the Division will play.

Free Travel on local bus services in Wales

General information about eligibility and how to apply.

Freetime Project

Describes the home based sitting service for children with special needs by Crossroads carers.

From Hospital to Home

Information for patients and their carers about returning home from a stay in hospital.

The Home Care Service Users' Guide

Describes the priorities and work of the Home Care Service.

Home Delivered Meals

Describes the service in general.

Managing Your Independence (Contributing towards the cost of equipment)

A guide to the Divisions charges for equipment to help independence.

Mental Health Services

Describes the services in general.

Mental and Emotional Wellbeing

A guide to services in Merthyr and Rhondda Cynon Taf.

Older Peoples Mental Health Service

Describes the services in general.

Paying for Residential and Nursing Home Care

Describes the system and costs for residential care.

Protection of Vulnerable Adults

Public information Abuse and Inappropriate Care of Vulnerable Adults in South Wales.

Services for Older People

Describes the services in general.

Services for People with a Learning Disability

Describes the services in general.

Services for People with a Physical Disability

Describes the services in general.

Services for People with a Sensory Loss

Describes the services in general.

Substance Misuse Services

Information on how to get advice or help from the Substance Misuse Team.

Supporting Carers

A general introductory leaflet outlining carers' rights and the services to which they are entitled.

The Tenancy Support Project

Aims to give confidential help to people in need of accommodation and support.

What is Private Fostering?

Defines private fostering and outlines the responsibilities of the Division, the parents and carers.

Working Together to meet the Educational Needs of Children who are Looked After

A plan describing how we will meet the educational needs of children in our care.

Young Carers Leaflet

Information for young people who care for others.

Your Community Care Division

Describes the Division's work in general terms.

Private Organisations

There are a variety of private organisations that offer various services. They are run as businesses. Your local Community Care office can send you a list called 'Approved Independent Sector Domiciliary Care List'. The organisations on the list are approved by the Community Care Division but approval cannot imply a recommendation. Once you have the list you will need to make enquiries with each organisation to find out what they can offer you and their charges.

Other contacts who may be able to help:

Caring at Home and Help with Daily Living

Accessible Caring Transport, 76 Commercial Street
Mountain Ash, Rhondda Cynon Taf CF45 3PW
Tel: 01443 478013

Website: www.accessibletransport.co.uk

Provides services for groups of people in the voluntary and statutory sectors with a specialised accessible transport service, door to door, with priority for disabled and elderly people. A charge is made for this service.

Age Concern

See page 82.

Each area has a Good Neighbour and Hospital Discharge Scheme.

Blue Badge Scheme

Contact your local Community Care Division:
Rhondda.....01443 431513
Cynon01685 875481
Taff Ely.....01443 486731
Llantrisant01443 442100

British Gas

National Gas Care
Tel: 0845 955 5404 (local call rate)
Textphone: 0845 955 5502

British Gas Operate National Gas Care which compiles a register to record special needs.

British Red Cross

See page 83.

British Red Cross Home from Hospital scheme

Offers practical help and support on discharge from hospital. Also offers the loan of wheelchairs and other relevant equipment and provides transport and escorts.

British Telecom

Produce a guide for people with disabilities and the elderly. Ring 150 for a copy.

Carelink

The Annexe, Rock Grounds, Aberdare CF44 7AE.
Tel: 01685 876831

A local community alarm system that provides 24-hour emergency support to those in need. There is a charge.

Centre for Independent Living

Direct Payments Support Service,
Unit 6, Maritime Offices, Maesycoed,
Pontypridd CF37 1DZ.
Tel: 01443 408418 • Website: www.rctcil.co.uk

Citizens Advice Bureaus

See page 83.

Chemists

Look in Yellow Pages under 'Chemists and Dispensing' for your nearest chemist.

Chiropodists and Podiatrists

Look in Yellow Pages for a list of private Chiropodists and Podiatrists.

Continence

Incontact: 0870 770 3246
(9am to 5pm Monday to Friday)
Email: info@incontact.org
Website: www.incontact.org

Provides information and support for people affected by bladder problems. Also see 'Continence' in the Helplines Section. See page 90.

Crossroads

Provides respite care and night sitting service. See page 84.

Cruse

58-60 Commercial Street, Mountain Ash
Tel: 01443 477700

Provides a counselling, advice and support service for bereaved people. (See Helplines for National Cruse details on page 89).

Dentists

Look in Yellow Pages under Dental Surgeons - some dentists do not take NHS patients so check when ringing.

Department for Work and Pensions

See page 84.

District Nurses

Contact via your doctor.

Doctors (GPs)

For a list of NHS doctors contact:-
Rhondda Cynon Taf Local Health Board
Unit 3, Cefn Coed, Parc Nantgarw,
Pontypridd CF15 7QQ
Tel: 01443 824400
Website: www.rhonddacynontafflhb.wales.nhs.uk

Health Centres

Some health centres are under clinics in Yellow Pages or look under Health Centres in the Business Section of the telephone directory.

Libraries

Each area has its own library. The three main ones in Rhondda Cynon Taf are:-

Aberdare:.....Tel: 01685 880053
Treorchy:Tel: 01443 773204
Pontypridd:Tel: 01443 486850

There is a mobile library service. For information and details ring the Aberdare library.

Macmillan Nurses

Contact via your doctor or district nurse.

Macmillan CancerLine: 0808 808 2020
Email: cancerline@macmillan.org.uk
Website: www.macmillan.org.uk

More general information can be obtained from:-

Macmillan Cancer Relief, Office for Wales,
Lloyds Bank Chambers, 33 High Street,
Cowbridge CF71 7AE.
Tel: 01446 775679
Email: walesoffice@macmillan.org.uk

Opticians

Look in Yellow Pages - check on charges before making an appointment.

Private Domiciliary Organisations

Your local Community Care Principal Office (See page 81) can send you a list called 'Approved Independent Sector Domiciliary Care List'.

Rhondda Cynon Taf Community Care Division

See page 81.

SWALEC (Electricity)

Tel: 0800 052 5252 • Minicom: 0800 052 0037
Email: customerservice@swalec.co.uk
Website: www.swalec.co.uk

For full details on help available, ask for a Help Electric Services Pack. Also offer various services relating to bills - talking, audio, braille and large print.

TEDS

The Engine House, Depot Road
Aberdare CF44 8DL
Tel: 01685 880090 • Email: teds@teds.org.uk

Provides counselling, information and advice to substance (i.e. drugs and alcohol) misusers, their families, carers and friends.

TRAVOL (Taff Ely and Rhondda)

Maritime Offices, Woodland Terrace, Maesycloed,
Pontypridd CF37 1DZ
Tel: 01443 486872 • Website: www.travol.co.uk

Provides a door to door bus service transporting elderly infirm and disabled people who live in the Taff Ely/ Rhondda catchment area anywhere they need to travel. A small charge per mile is made.

Welsh Water

Customer Services Department,
PO Box 690, Cardiff CF3 9WL.
Freephone: 0800 052 0130
Minicom Freephone: 0800 052 4125
Website: www.dwrcymru.com

Ask for a special needs pack and details about a customer register.

Taking a Break

Taking a Holiday

All carers need a break at times. The needs of each carer vary. You may require an hour or two off each week or a total break for a week or a fortnight.

It is important that you do make sure you organise some time off from caring. You can then choose what you would like to do with your time - whether it's relaxing, reading, sleeping, going shopping, meeting friends, starting new interests, maintaining past activities or going on holiday. You should not feel guilty about this.

Practical Tip:-

Remember the person you are caring for will also gain new friends, contacts, interests and perhaps secure increased independence which will help them.

The previous two sections have pointed out some ways of getting a short break - either at home or away from home for the cared for person. It may be useful, if you have not already done so, to read these sections first before reading on. This section offers some ideas in relation to holidays together or apart.

Firstly, give serious thought as to whether you feel it is best to go on holiday with the person you care for or on your own.

Separate holidays may:-

- Give you more to talk about afterwards;
- Increase both your and the cared for person's confidence;
- Give you a chance to catch up with family and friends.

Holidays together may mean:-

- You can spend time together in places you both enjoy;
- More to organise;
- Less to worry about as the person you care for is with you;
- It is likely to be cheaper and you have more options of where to go.

Holiday Care Service

Holiday Care Service is a national charity and is the UK's central source of holiday and travel information and support for disabled and disadvantaged people. They maintain a database of registered establishments throughout the UK committed to offering respite care/ holidays/ stays for individuals, either holidaying alone or with their carer. (see page 28).

Funding the Cost of a Holiday

The Department for Work and Pensions

The Department does not give money specifically for holidays. However if the person you care for has a low income they can claim towards the cost of a stay in a place registered as providing care.

If you or the person you care for are on benefit it is wise to obtain advice about whether your benefit will be affected by going on holiday.

Rhondda Cynon Taf Community Care and Children and Young People's Divisions

The above Divisions of Rhondda Cynon Taf County Borough Council may provide subsidised holiday breaks for both elderly and disabled people, usually in Porthcawl. However, availability is limited and currently only those people in greatest need receive a positive response.

The Welsh Assembly Government has made money available to each local authority to offer carers breaks. Priorities have been set for the breaks as the finance available is limited. You can ring the Rhondda Cynon Taf CarersLine for up to date information or see page 13. The quarterly newsletter provided by the Carers Support Project keeps carers up to date with developments.

Other Sources of Funding

There are numerous trust funds both locally and nationally which may offer assistance towards a holiday if you are on a very limited income. Some trusts allow you to apply direct while others require a referral from a social worker, doctor or nurse. Many trusts receive a large number of applications and often their funds are exhausted early in the year. Ask your social worker, Citizens Advice Bureau, or your local library which should have trust guides published by The Directory of Social Change.

It may also be worth ringing any helplines that are appropriate to you to see if there are any specific holiday funds. (See Helplines on pages 89-97).

Practical Tip:-

Begin your plans very early for a summer holiday. The Holiday Care Service (see page 28 for address) produce 'A Guide to Financial Help Towards the Cost of a Holiday'. You need to send £2.50 (cheques payable to Holiday Care Service) to receive the guide or contact Rhondda Cynon Taf's CarersLine.

The guide lists numerous trusts and gives brief details of how to apply. There are sections on trusts specifically for women, children, people over 50, disability, particular occupations and the armed forces. It also publishes a guide to Accessible Travel in the UK (cost £5.95 including postage and packaging).

The CarersLine also holds much of the information outlined in this section and is always ready to search for information you may require whether in the UK or abroad.

RADAR

RADAR is a national key scheme. The key, which you would need to purchase from RADAR, can be used at all toilets in the UK (6,000 in all) with a RADAR lock. See page 29.

Social and Leisure Activities

It is not always easy to find out about activities in which you and/or the person you care for can take part. It is important if at all possible to find or maintain outside interests. These may be things you do together or separately.

Maintaining Outside Interests

If before you became a carer you were involved in social and/or leisure activities outside the home, try not to give up the activity immediately you become a carer. It may be that the time you spend caring will increase as time goes by and what was initially a 'spare time' activity will become a vital break. Elsewhere in this pack you will find information on where to obtain respite/sitters to enable you to carry on with your activity.

If your attendance has to become spasmodic, try to remain in touch by telephone with a few key members of your activity group so they know you are still interested.

Section 6 is about carers and work. It is worth remembering that carrying on working provides the opportunity to socialise as well as earn money.

Starting a New Interest

Beginning a new interest and getting to know people can often be hard. However, it will be worth persevering to ensure your whole life does not become dominated by the person you care for and the tasks you have to carry out.

Of course you may feel guilty going out and 'enjoying yourself' whilst the person you care for at home is ill. You should not feel guilty but think that by having the break you will be able to offer better and more patient care when you return.

It may be bewildering knowing where to start to find a new social activity but there are numerous opportunities in Rhondda Cynon Taf. People will be delighted to see you whether it's an adult education class, voluntary work, a church group or a darts team.

Community Information Database

See pages 19 and 20 under 'Voluntary and Private Organisations' for information on the Rhondda Cynon Taf Community Information Database that lists over 1200 local and National organisations.

Courses

The National Extension College runs courses for people who find it difficult to leave home or are unable to attend college-based courses on a regular basis. You can study to gain a qualification, learn a skill or pursue a particular interest. Carers may be able to obtain a reduced fee.

Tel: 0800 389 2389 for a Guide to Courses or visit the website www.nec.ac.uk/courses

City & Guilds have on-line courses for carers. Go to: www.city-and-guilds.co.uk/learningforliving for further information.

The contacts relating to this section of the pack offer some ideas on where to start with your enquiries.

Alternatively ring the Rhondda Cynon Taf

CarersLine on :-

Freephone 0808 100 1801

Minicom 0808 100 1675.

Email: carerssupportproject@rhondda-cynon-taff.gov.uk

Other contacts who may be able to help:

Choice

Tel: 01733 555123

Website: www.choicemag.co.uk

A magazine in which to advertise for private help.

Churches

See local newspapers or the Rhondda Cynon Taf Community Information Database.
www.rhondda-cynon-taff.gov.uk/cid

Citizens Advice Bureaus

See General Contact Sheet page 83.

Disablement Income Group

Unit 5, Archway Business Centre,
19-23 Wedmore Street, London N19 4RZ.
Tel: 020 7263 3981

For copies of 'Recruiting and employing a personal care worker' (£3.50 inc. postage).

Department for Work and Pensions

See page 84.

Helplines

See page 89.

Rhondda Cynon Taf CarersLine

Can provide details of some social/leisure activities:

Freephone: 0808 100 1801

Freephone Minicom: 0808 100 1675

Holiday Care

7th Floor, Sunley House, 4 Bedford Park,
Croydon, Surrey CR0 2HP

Tel: 0845 124 9971

Email: info@holidaycare.org.uk

Website: www.holidaycare.org

Holidays for People on their own

Saga (for 50+), The Saga Building,
Middelburg Square, Folkestone,
Kent CT20 1AZ.

Tel: 01303 771 111

General enquiries: 0800 414 525

Website: www.saga.co.uk

Home Exchange Holidays

Special Families Trust, Erme House,
Station Road, Plympton, Devon PL7 3AU.

Tel: 01752 346812

Intervac home exchange

24 The Causeway, Chippenham
Wiltshire SN15 3DB

Tel: 01249 461101

Website: www.intervac.co.uk

Free service for physically disabled people and their families

Tourism for all

The Hawkins Suite, Enham Place,
Enham Alamein, Andover SP11 6JS

Tel: 0845 124 9971

Minicom: 0845 124 9976

Email: info@tourismforall.org.uk

Website: www.tourismforall.org.uk

Hospice Information Service

St Christopher's Hospice,
51-59 Lawrie Park Road,
Sydenham, London SE26 6DZ.

Tel: 020 8768 4500

Email: info@stchristophers.org.uk

Website: www.stchristophers.org.uk

Information about home nursing and respite care for people with cancer or terminal illness.

The Lady

39-40 Bedford Street
London WC2E 9ER
Tel: 020 7379 4717
Email: classified.ads@lady.co.uk
Website: www.lady.co.uk

To advertise for private help.

Leisure Opportunities

For information on the day/evening classes in your area:
Telephone 01443 744000 and ask for General Enquiries, Community Education.

National Extension College

Special Needs Scheme Manager,
National Extension College,
Michael Young Centre,
Purbeck Road, Cambridge CB2 2HN
Tel: 01223 400200
For information on courses ring 0800 389 2839
Email: info@nec.ac.uk
Website: www.nec.ac.uk

Newspapers

Your local newspapers usually carry information about a whole range of activities that you can consider.

Posters/Notices

Look in your local shop for forthcoming events.

Private Care

UK Home Care Association
42B Banstead Road, Carshalton Beeches,
Surrey SM5 3NW.
Tel: 020 8288 1551
Email: enquiries@ukhca.co.uk
Website: www.ukhca.co.uk

National representative association for independent providers of home care.

The Relatives and Residents Association

24 The Ivories, 6-18 Northampton Street
London N1 2HY
Tel: 020 7359 8136
Email: advice@relres.org
Website: www.relres.org

Offer support for relatives of people in nursing and residential care homes.

Rhondda Cynon Taf Community Care Division

See page 81.

(RADAR) The Royal Association for Disability and Rehabilitation

Head Office, 12 City Forum, 250 City Road,
London EC1V 8AF.
Tel: 020 7250 3222
Minicom: 020 7250 4119
Email: radar@radar.org.uk
Website: www.radar.org.uk

Advice & campaigning organisation about holidays for people with disabilities including the National Key Scheme (RADAR can supply a key fitting disabled toilets at a charge of £3.50).

Voluntary Work

Interlink offer information on voluntary work opportunities and getting involved with local groups. (see page 86).

Also see:
www.rhondda-cynon-taff.gov.uk/cid

Alternatives to Caring at Home

There may come a time when you and the person you care for feel they can no longer manage to live at home even with care and support.

Before making any decisions it is worth talking through the different options with everyone involved. If the person you care for lives with someone else the decisions will obviously affect them too.

If the Community Care Division or Children and Young People's Division have not been involved up to this point it is important to contact them as they will be able to make an assessment of need and tell you what are the realistic possibilities in your area. One major factor may well be the amount of money you and the person you care for have.

There follows a list of some of the possible options. There may well be other options or ways of responding to your situation depending on each individual's circumstances. These options can only be a guide to your thinking and some will probably not be realistic for you.

Options to Consider

1. The person you care for carries on living in their own home but with more help and support, possibly including adaptations to the home.
2. The person you care for moves into sheltered accommodation or housing that provides support.
3. The person you care for could move to live near you.
4. You could move to live nearer the person you care for.
5. The person you care for could move in with you.
6. You could move in with the person you care for.
7. The person you care for could move into a nursing or residential home.

If you and everyone involved have already come to the conclusion that the person you care for can no longer cope on their own, then you will need to consider options 5, 6 and 7.

If you feel that moving into a residential or nursing home is the best option but help is needed with the cost, contact the Community Care Division. The Community Care Division can help with care home costs but only if they consider the person you care for needs residential or nursing home care and they cannot be cared for in the community.

Advantages and Disadvantages of the Different Options

Option 1

The person you care for continues to live in their own home.

Advantages

- May be what the person you care for wishes.
- Independence retained.
- Familiar surroundings.
- Less upheaval.
- Friends and neighbours close by.

Possible disadvantages

- Risk of further illness or injury (the person you care for may be willing to accept some risk if they want to stay at home).
- Not enough help available.
- Loneliness (especially if the person you care for is housebound).
- Family possibly too far away to visit frequently.

Things to look into

- The long-term outlook for the health of the person you care for.
- Support services at home.
- Adapting the home. See Housing on pages 65 and 72 (particularly information on grants).

Option 2

The person you care for moves into sheltered housing.

Advantages

- Independence retained.
- Risk may be less if alarm system or warden on site.
- Purpose built housing: easy to look after, all on the same level.
- No need to make alterations to existing home.
- Possibly some communal facilities.

Possible disadvantages

- Unfamiliar surroundings.
- Upheaval of moving.
- Nuisance of having to sell present home.
- Expense: depends on housing scheme, and whether buying or renting.
- Possible waiting list.
- Not available, or only available in wrong area.
- Possibly having to dispose of familiar objects/furniture.

Things to look into

- Sheltered housing schemes in the area.
- Support services at home.

Option 3

The person you care for moves to live near you.

Advantages

- Independence retained.
- Family close by.

Possible disadvantages

- Unfamiliar surroundings.
- Upheaval of moving.
- Loss of contact with friends and neighbours.
- Difficulty of finding a suitable place.
- What happens if you have to move to a different area?

Things to look into

- Sheltered housing schemes in the area.
 - Support services at home.
 - Adapting the home.

Option 4

You move to live near the person you care for.

Advantages

- Independence retained.
- Familiar surroundings.
- Less upheaval.
- Family and friends close by.

Possible disadvantages

- Upheaval for you and your family.
- Financial implications if you have to give up work.
- You may lose contact with your own support network.
- Difficulty of finding a suitable place.

Things to look into

- Housing and employment possibilities in the area you are thinking of moving to.
- Support services at home.
- Adapting the home.

Option 5

The person you care for moves in with you.

Advantages

- Less risk if someone is always, or often, there.
- The person you care for may like to be cared for by his/her - or 'their' own family.
- Companionship for the person you care for.

Possible disadvantages

- Loss of independence for the person you care for.
- Upheaval of moving.
- Stress for you and your family: you may feel you have no life of your own and/or be torn between the two.
- Possible friction and bad feeling between you and the person you care for.
- Your home may not be suitable.

Things to look into

- Support services at home.
- Adapting the home.
- Legal and financial considerations arising out of sharing a property.

Option 6

You move in with the person you care for.

Advantages

- Familiar surroundings.
- Less upheaval.
- Friends and neighbours close by.
- The person you care for may like to be looked after by his/her own family.

Possible disadvantages

- Loss of independence for the person you care for.
- Upheaval for you and your family.
- Stress for you and your family: you may feel you have no life of your own.
- Possible friction and bad feeling between you and the person you care for.
- The home of the person you care for may not be suitable.
- Financial implications if you have to give up work.

Things to look into

- Support services at home.
- Adapting the home.
- Legal and financial considerations arising out of sharing a property.
- Future possibility of you being homeless if the cared for person's home has to be sold to pay carers fees.

Option 7

The person you care for moves into residential or nursing home.

Advantages

- Safety: someone is always there.
- Round the clock care.
- Good facilities.
- Possible companionship.
- Less disruption for you.
- Enhance independence.

Possible disadvantages

- Loss of independence.
- Unfamiliar surroundings.
- Loss of contact with family, friends and neighbours.
- The person you care for may feel unwanted and unloved.

- Family may feel guilty.
- Expense: if the person you care for has capital over £21,000, or the Community Care Division does not think that they need residential care, they may have to pay the full cost. Please note the £21,000 may change in the near future. Check for up to date information.
- Difficulty of finding a place in a home that will accept someone with the disability of the person you care for.
- Difficulty of finding a home the person you care for likes.

Things to look into

Residential and nursing homes in the area.

How Do You Find and Choose a Care Home

Rhondda Cynon Taf Community Care Division can give you information about the range of local homes to help you decide which care home will suit the person you care for.

If the assessment of need carried out by the Community Care Division concludes that the person you care for needs to go into a care home then the Division will try, within certain limits, to place the person you care for in the home of their choice. If someone else like a relative, or friend is prepared to pay the balance you may choose a more expensive home.

Finding a Suitable Care Home

You, and the person you care for, can either look for a home yourself or ask the Community Care Division for help. You may also obtain advice from some local voluntary organisations such as Age Concern. The CarersLine (number at the bottom of the page) can provide a booklet, called A Positive Choice, listing all the care homes within Rhondda Cynon Taf. It is also available on the web. www.rhondda-cynon-taff.gov.uk/communitycare

If the assessment of need concludes that residential care or nursing care is appropriate for the needs of the person you care for the Community Care Division will:-

- give you information about various homes;
- help you visit any home you are considering;

- arrange a trial short stay in a home before you finally choose;
- show you the latest inspection report on how the home is run.

Choosing a Home

You, and the person you care for, have the right to choose any home you like as long as the following apply:-

- there is a place available;
- it is suitable for your care needs;
- the Community Care Division and the owner of the home can agree a contract to ensure that you are properly cared for (this is already negotiated for homes in the Rhondda Cynon Taf areas);
- the home does not cost more than the Community Care Division usually pay for the care needed, or if it does someone else can pay the difference.

Can the Person You Care For Enter a Home That Costs More Than the Community Care Division is Prepared to Pay?

Yes, if someone else like a relative, friend or a charity is prepared to pay the balance for as long as the person you care for is in the home.

Can the Person You Care For Move From One Home to Another?

Yes, they can ask the Community Care Division to place them in another home. They have exactly the same rights to choose the new care home as they did for the first one.

If the National Health Service (NHS) is Making the Arrangements For The Care of the Person You Care For in a Nursing Home, Can We Choose Which Home to Enter?

Every effort should be made to listen to the person you care for and your wishes. However, because of the level of care involved, it is likely that NHS care can only be provided in a small number of nursing homes. It may not be possible therefore to meet your first preference.

Paying for Residential or Nursing Home Care

It may eventually get to the stage when a person is no longer able to live independently in their own home. If and when this happens, we can help you to find a residential/nursing home to suit.

If you think residential/nursing home care is needed, contact the Principal Office in your area for a free assessment.

Calculating the cost of residential/ nursing care is worked out on a national set of rules. How much the person will have to pay will depend on individual circumstances. The person will be expected to pay something out of regular income. The rest will depend on personal finances. When working out the contribution towards the costs, these are the things taken into account:-

- Income (pensions, benefits etc);
- Savings;
- Assets (the value of the home, unless a spouse, partner or close dependent relative will continue to live there, or the move into residential care is only temporary.

If you have less than £14,750

If there are assets (e.g. savings or the value of the home) of less than £14,750, the person will only be expected to contribute to the cost of residential care from regular income. A personal weekly allowance will be paid.

If you have £14,750 to £21,000

If savings and assets are more than £14,750 and up to £21,000, the person will be expected to pay an additional amount towards the cost of care. For every £250 above £14,750, one pound per week will need to be paid.

If you have more than £21,000 in money and assets

All the costs will have to be met by the person.

Whatever the situation, do not give assets away to avoid paying a fair contribution. They may still be taken into account when assessing your financial circumstances.

The value of the home will be ignored for the first 12 weeks following a move into a residential/nursing home. This gives time for reassurance about decisions made. The Community Care Division will meet any shortfall during this 12 week period.

If there is a delay in selling or cashing in assets or you choose not to sell them or cash them in and there are savings of more than £3000, it is expected that care will have to be paid for until they drop below £3000. Only at this time will we start to contribute towards the cost of care. Any contribution made on behalf of the person is expected to be repaid.

Making this repayment

For the Division to recover what is owed, a legal charge will be placed on any property the person owns. This will ensure the Division is repaid when the property is finally sold or changes hands. This is referred to as a deferred payment.

If it is agreed to a request for a deferred payment, it is important to seek independent financial help before arrangements are finalised. The finance section in the Principal Offices can give more information about this arrangement.

If your property is to remain empty for any period, you should look into its security, insurance and maintenance.

Even if the person you care for starts by paying the full cost, they can apply to the Community Care Division as soon as their savings drop below £21,000. This could happen quite quickly. Don't wait until they have no savings left at all. Ask for an early assessment if their savings will soon reach £21,000. (see first paragraph regarding this figure).

Sources of Help and Advice

The Division may be able to help with some of the costs, as long as it is agreed that residential or nursing home care is the best option. If it is not agreed, help cannot be provided to move into a care home. The Division may, however, be able to help the person continue to live in the community with support that can be arranged, such as home care and meals on wheels.

If a home is chosen that charges more than the Division is prepared to pay, it may be necessary to identify another way of paying the rest from a third party, like a friend, relative or a charity. The difference cannot be met from the personal allowance.

NOTE: If you find all this confusing, don't worry. The Community Care Division will help to work it out for you. For extra help and advice, contact your nearest Citizens Advice Bureau or Age Concern (see pages 82 and 83).

Living with the Decision

Balancing everybody's needs and wishes is never easy. Remember there is often no perfect solution. Whatever option you and the person you care for choose, there are bound to be times when you regret it and feel you have made the wrong decision. The important thing is to be happy in your own mind that you and the person you care for considered all the options and made the best decision in the circumstances at that time.

Other contacts who may be able to help:

Adapting the Home

See page 71.

Age Concern

See page 82.

Carelink

See page 83.

Care and Repair

See page 83.

Citizens Advice Bureaus

See page 83.

Department for Work and Pensions

See page 84.

Employment

For Job Centre telephone numbers See page 85.

Housing Associations

For those Associations active in your area contact your local Housing Office. See page 86 and 87.

Housing Offices

Your local Housing Office would be a good starting point on issues relating to housing. See page 86 and 87.

Housing Grants

Rhondda Cynon Taf: Tel: 01443 407811

The Relatives and Residents Association

24 The Ivories, 6-18 Northampton Street
London N1 2HY
Tel: 020 7359 8136
Email: advice@relres.org
Website: www.relres.org

Offer support for relatives of people in nursing and residential care homes.

Relate

Energlyn Community Centre, Caerphilly Outpost open on Wednesdays a.m. Ring for an appointment
Tel: 029 2022 9850
Offer counselling, sexual therapy and other services to help with difficulties in marriage or any adult couple relationship.

Residential Nursing Homes

Your local Community Care Principal Office can provide a booklet, which includes details of all the residential/nursing homes located in Rhondda Cynon Taf.
Tel: 01443 431513
Email: communitycare@rhondda-cynon-taff.gov.uk
Website: www.rhondda-cynon-taff.gov.uk/communitycare

Rhondda Cynon Taf Community Care Division
See General Contact Sheets.

Sheltered Housing Schemes

Ask your local Housing Office. See page 87.

Solicitors

Look up in Yellow Pages, or get a recommendation from a friend or colleague. Ask about charges.

Support Services at Home

See Section 1 and 2.

Caring for Someone who is Terminally Ill

Each person has different feelings and experiences when they learn that someone is terminally ill.

Some common reactions are:-

- Shock and Disbelief;
- Denial;
- Anger and Grief;
- Fear.

These initial reactions may later be followed by feelings of depression and isolation.

Caring for someone who is dying is not an easy task. They may be experiencing anger, frustration, resentment, depression and withdrawal and often you may feel the brunt of these feelings.

How Can You Help.

Practical Tips:-

- Accept the feelings of the person you care for;
- Be prepared to cover the same ground on many occasions;
- Be prepared for large changes in mood and outlook;
- Recognise your own feelings and try to distinguish between those that are helpful and unhelpful;
- Encourage the person you care for to talk about their feelings even if it is hard to respond. Simply listening is offering useful support;
- If you are unable to cope with talking about their feelings perhaps a friend, neighbour, relative or nurse may be appropriate;
- Let the person you care for make the decisions. Try not to rush in and take over;
- Being there is probably more important than doing things;
- Get more information.

Understanding the Illness

As you begin to adjust to the news that the person you care for has a terminal illness, there are probably many questions you would like to ask.

Such as:-

- Can you be sure that the illness is terminal?
- What are the options?
- What treatment is available?
- How will the illness develop?
- Will they have much pain?
- Will they need to go into hospital?
- Will they eventually need extra help at home?
- How long have they got to live?

You can begin by asking your doctor these questions.

Where to go for more Information

This carers pack has many sources of information in the contacts and helpline sections. If you cannot find a contact for the specific illness/problem then ring the Rhondda Cynon Taf CarersLine (number at bottom of this page) who will try to find a contact for you.

Asking Professionals for Information

You may meet a number of professionals during the illness of the person you care for. It is often difficult to remember all the questions you want to ask when speaking or meeting professionals. Here are a few ideas.

Practical Tips:-

- Be as clear and straightforward as you can about what you want;
- Make a list of the questions you want to ask;
- Let the person know how soon and for how long you think you will need to talk to them;
- Don't be afraid to ask questions even if they might sound silly, if they are the questions you need to know answers to;

- Consider if a phone conversation will be as good as an appointment;
- Be prepared to see the other person's point of view;
- Make sure you understand what is being said. Professionals, often without realising, use jargon - so don't be afraid to ask them to explain. If you are not satisfied, or don't understand, be persistent - keep asking;
- Check Disability Living Allowance entitlement immediately available for the terminally ill.

Treatment

It is likely you will want to know more about any possible medical treatment. Try and use the previous practical tips to find out what you want to know.

Here are some possible relevant questions.

- What is the suggested treatment?
- What is the aim of the treatment? (e.g. is it intended to cure the illness, help the person you care for to live longer or deal with their symptoms);
- What are the benefits of accepting treatment?
- Are there likely to be any side effects?
- Will treatment require a stay in hospital?
- If the treatment is planned on an outpatient basis, how long will each session take, how many will be needed and how do you get there and back?
- Are there any alternatives to the suggested treatment?
- What will happen if the treatment does not take place?

In most cases there is time to think over what you have been told, so ask for time to consider.

Other Information

If you have turned straight to this section you may now want to read other relevant parts of the pack.

Caring at Home and Help with Daily Living	page 9
Money Matters and Benefits	page 53
Legal Matters.....	page 61
Life After Caring	page 45

Dealing with Symptoms

Symptoms will vary according to the illness and the same illness may affect people differently. Most terminally ill people will experience a variety of symptoms.

Practical Tips

Many symptoms can be reduced or relieved so tell your doctor or other professionals about the symptoms. Do not assume it's part of the illness and that nothing can be done.

Common symptoms:-

Confusion

Confusion often occurs in the final stages of a terminal illness; it can sometimes be helped with medication. Becoming confused can be very upsetting for both the carer and the person you care for.

Try to reassure them that they are all right in themselves but the illness makes them do or experience strange things.

Constipation

It may be caused by loss of appetite, lack of exercise or medication. Having plenty to drink and increasing the fibre content of the food can help.

Incontinence

Incontinence is the loss of bladder or bowel control. This can happen in the later stages of an illness. The District Nurse, available via your Doctor or Continence Nurse, can often help with advice and simple equipment.

Loss of appetite

People who are ill often have little appetite. Encourage the person you care for to eat smaller, more frequent meals and snacks as and when they please.

Pain

Not necessarily all terminally ill people will experience pain e.g. one in four people with advanced cancer have no pain at all. Macmillan Nurses specialise in pain relief.

Pressure sores

Someone who sits or lies in one position for a long time is likely to find the skin breaking down over the bony parts of the body (e.g. base of spine) causing pressure sores. The District Nurse can offer advice and help with treatment.

Smells

Sometimes a wound or urine infection can cause a small or smelly discharge, which can be very upsetting for the person you care for. As well as professional advice various perfume or scented oils may help disguise smells.

As stated earlier, the principle with all these symptoms if they are happening to the person you care for is to tell your doctor or nurse.

Other problems to ask your Doctor or nurse about include:-

- Nausea or vomiting;
- Indigestion;
- Diarrhoea;
- A cough;
- Difficulty in passing urine;
- Hiccups;
- Muscle cramps;
- Heartburn;
- Breathlessness;
- Swelling;
- Sleeplessness;
- Sweating;
- Unwanted drowsiness;
- Difficulty with swallowing.

Cancer Services

There are two cancer centres in Rhondda Cynon Taf which offer complementary therapies, counselling, drop-in centres, a transport service, outreach and an information service (See page 40).

Counsellors

The Rhondda Cynon Taf Carers Support Project has its own Carers Telephone Counselling line. For a confidential appointment ring
Freephone 0808 100 1801

For a list of other counsellors or local carers support groups again, ring the Carers Support Project (contact details at bottom of page).

Other contacts who may be able to help:

Age Concern

Hospital Discharge and Good Neighbour Scheme
(see page 82).

Cancer Centres

Cancer Services Cynon

76-78 Oxford Street, Mountain Ash CF45 3HB
Tel: 01443 479369
(10am to 1pm Monday to Friday)

Community Cancer Services (covering Rhondda and Taff Ely)

8 Dunraven Street, Tonypany CF40 1QE
Tel: 01443 421999
(9am to 5pm Monday to Friday)

Offers one to one counselling, aromatherapy and reflexology. A transport service is also available for hospital appointments. All services are provided free of charge.

Counsellors

There are private counsellors who would be willing to see you but normally you would have to pay. The Rhondda Cynon Taf Carers Support Project has its own Carers Telephone Counselling Line. For a confidential appointment ring freephone 0808 100 1801.

Crossroads

See page 84.

Cruse

58-60 Commercial Street,
Mountain Ash CF45 3PW.
Tel/Fax: 01443 477700

Opening times 10am to 1.30pm on Tuesdays, Wednesdays and Thursdays. (See Helplines for National Cruse details or page 89).

Provides a free counselling, advice and support service for bereaved people.

Department for Work and Pensions

See page 84.

District Nurses

Contact via your doctor.

Doctors (G.P.'s)

For a list of local doctors contact,
Rhondda Cynon Taf Local Health Board on
01443 824400

Helplines

See Helplines page 89 particularly under illness.

MacMillan Nurses

Contact via your doctor or district nurse.

MacMillan Cancerline:

0808 808 2020

Email: cancerline@macmillan.org.uk

Website: www.macmillan.org.uk

More general information can be obtained from:-

Macmillan Cancer Relief,

Office for Wales, Lloyds Bank Chambers,

33 High Street, Cowbridge CF71 7AE.

Tel: 01446 775679

Email: walesoffice@macmillan.org.uk

Money

See page 53 Money Matters and Benefits.

Rhondda Cynon Taf Community Care Division

See page 81.

Carers and Work

One Carer said:- “In some cases (myself included) the heart rules the head. I gave up work because I felt it was my duty to do so - I didn’t really think about the financial implications - I should have”.

In Work

If you are in work and have suddenly become a carer or your caring responsibilities have increased, it is tempting to feel there is no alternative but to give up work. Your initial assessment may be right but before rushing into a decision, take time to weigh up the options.

Practical Tip:-

Take time by exploring all the options before making a decision about your work commitments.

Giving up work completely will obviously affect your financial position as well as other issues such as career development, pension rights and the company of colleagues. Furthermore, there may come a point in the future when your caring role ends and you have no job to go back to. Changing from full to part time may also affect your redundancy rights. As part of the Employment Relations Act 1999, carers have a right to take a 'reasonable amount' of time off work to deal with an emergency involving a dependent. A dependent could be your partner, spouse, child, parent or someone who lives in the same household e.g. an elderly aunt. Presently, the right does not include a statutory right to pay; this is left to the employers discretion. There are three helpful leaflets. These are:-

- Family Emergency - Your Right to Time Off;
- Time off for Dependents (a guide for employers and employees);
- Parental Leave (a guide for employers and employees).

These are available from the Department of Trade and Industry and the Carers Support Project.

Taking long term unpaid leave may mean no automatic right to return. If you take unpaid leave for a year or more it could affect maternity and redundancy rights.

You may instead like to stay in employment. If so, it is worth identifying what your specific needs are and plan for how they may change.

For instance your needs may include:-

- Access to days off for emergencies or emergency cover;
- Time off for hospital or doctors appointments;
- Cutting down hours of work;
- Working different hours;
- Access to a telephone during work hours;
- Someone in work to talk to about difficulties;
- Working from home occasionally.

Many employers will be sympathetic, some may even have their own policies to support employees who are carers. If your employer has specific worries or wants more general information, you can encourage them to ring the CarersLine.

Practical Tip:-

Be clear about what help or support you need from your employer before approaching them.

A trade union should also be able to give advice and support in the workplace. Your trade union representative should know about the TUC’s pack called ‘Carers Rights - Negotiating for Workers Who Care at Home’.

Advice can also be sought from ACAS (Advisory, Conciliation and Arbitration Service) See contacts.

There may be a number of services and benefits available to help. Benefits that may be relevant and worth exploring are:-

- Carers Allowance;
- Disability Living Allowance;
- Carers Premium;
- Housing Benefit;
- Jobseekers’ Allowance;

- Council Tax Benefit;
- Attendance Allowance;
- New Tax Credits.

See Money Matters and Benefits, page 53-60.

If you have a disability and dependent children you may be able to claim an additional personal tax allowance.

You probably will also need to develop your own strategies for coping with stress, guilt and tiredness. See Section 1 on Looking After Yourself for some tips.

If staying in your current job appears to be impossible, you could consider changing jobs or working part-time rather than giving up work altogether. Once you give up work, it may be more difficult to obtain a new job as well as having lost status and your own identity. See also page 13 and your right to an assessment. The Carers (Equal Opportunities) Act entitles you to discuss your work, lifelong learning and leisure needs during an assessment.

Getting Back to Work

Here are some points to think about when considering getting back into work.

Registering as unemployed can provide access to training programmes and back to work schemes even if you are not eligible for Jobseekers Allowance. You should, as an ex-carer returning to the labour market, be able to gain career guidance and advice from your local Job Centre Plus office. The Government has New Deal schemes for the over 50's, people with disabilities and lone parents.

Short courses or evening classes can help keep skills up to date. Volunteering can also be a way of updating skills and creating links with employers. You may also have learned skills or developed personal strengths in your caring role, which many employers will recognise as useful - you may even want to try to work in one of the caring professions.

The Carers Support Project run occasional courses for carers on computers, first aid and aids and equipment. Ring the number at the bottom of the page for more information.

If you are taking an employment break, try to keep in contact with your ex-employers. They may operate a retainer scheme whereby ex employees are kept up to date with changes at work and offered occasional work to keep their skills up to date during such breaks.

Self-employment is an option many carers consider because it is a way of structuring work to fit in with caring and preserving skills. Job Centres can provide information on training and support.

A self-employed carer said -

“I was a self employed driving instructor. I now do a few hours a week. I make nothing but it keeps the car on the road and my qualification valid”.

Further information:-

- Chwarae Teg and Carers Wales have a document called 'Carers in Work - A Guide for Employers and Carers' from which much of this material has been drawn;
- Your Trade Union or the Wales TUC will provide free support and advice for their members. (TUC have a pack called 'Carers Rights - Negotiating for Workers who care at Home');
- Large solicitors' practices usually have a specialist on employment law;
- Citizen Advice Bureaus;
- The Rhondda Cynon Taf CarersLine has copies of the above documents also other information including a report entitled 'Carers in Work within Rhondda Cynon Taf'; Freephone 0808 100 1801 Minicom 0808 100 1675;
- The Carers Support Project has produced a poster aimed at carers trying to balance a paid job and caring;
- OPAS (Occupational Pensions Advisory Service) may be able to help with any general questions you may have regarding pensions.

Employers for Carers

Is an interest group that aims to create a work culture which will support carers in the workplace. See page 43.

Working Families

A campaigning charity which helps carers find a better balance between responsibilities at home and work. See page 43.

Other contacts who may be able to help:

Carers and Work

ACAS (Advisory, Conciliation and Arbitration Service), 3 Purbeck House
Lambourne Crescent
Llanishen, Cardiff CF14 5GJ
Tel: 029 2076 2636
Acas Helpline: 08457 474747
Textphone: 08456 061600
(8am to 6pm Monday to Friday).
Website: www.acas.org.uk

Adult Education

See page 7.

Carers Wales

As part of its role as the 'national voice' of carers in Wales, Carers Wales have produced reports, leaflets and organised seminars relating to carers in work. See page 83.

Chwarae Teg

Anchor Court, Keen Road,
Cardiff CF24 5JW
Tel: 029 2047 8900
Email: post@chwaraeteg.com
Website: www.chwaraeteg.com

Committed to improving the position of women in the Welsh workforce, bringing benefits to all with the development of 'family friendly' work practices, child care and enterprise opportunities. They have published a report and organised conferences on carers in work.

Department of Trade and Industry

Parental leave enquiry line
Tel: 020 7215 6207
Email: dti.enquiries@dti.gsi.gov.uk
website: www.dti.gov.uk/er

Department for Work and Pensions

See page 84.

Employers for Carers (EFC)

EFC is an interest group and it aims to create a work culture which will support carers in the workforce.
Website: www.employersforcarers.org.uk

Employment Services

See Job Centres listed in General Contact Sheets page 85. Money Matters and Benefits pages 53-60.

Pensions

TPAS (The Pensions Advisory Service)
Helpline: 0845 601 2923
Email: enquiries@pensionsadvisoryservice.org.uk
Website: www.pensionsadvisoryservice.org.uk

TUC

TUC Publications, TUC, Congress House,
Great Russell Street, London WC1B 3LS.
Tel: 020 7467 1294
Email: websales@tuc.org.uk
Website: www.tuc.org.uk

Published a Carers Rights 'Negotiating for Workers who Care at Home' Pack. There may be a charge.

Working Families

1-3 Berry Street
London EC1V 0AA
Tel: 020 7253 7243
Helpline: 0800 013 0313
email: office@workingfamilies.org.uk
Website: workingfamilies.org.uk

Working families is a campaigning charity which helps working carers and their employers find a better balance between responsibilities at home and work. Free legal advice is available via the helpline.

Life After Caring

One day, you may find yourself no longer caring for your relative, friend or child quite as much, or in the same way as before. Maybe someone else is now sharing the caring with you, or the person you cared for has perhaps gone to live in a care home. You may be coping with the death of your friend or relative and having to adjust to not being a carer.

You may be feeling relief at being able to rest for a while, or at a loss about how much time you now have on your hands. You may also be experiencing feelings of guilt, regret or sadness. These are normal reactions to major change or loss. See the list of practical tips later in this section.

Also, this section suggests a few options you could explore to help rebuild your life, and includes some tips on bereavement, which you might find helpful.

Just as no two caring situations are the same, so your experience of adjusting to change and loss will be an individual one. It will be shaped by your circumstances, who you have cared for and how long and why, how much choice and control you had along the way and whether you had help and support.

You may be left to deal with practical things like returning equipment, sorting through personal belongings and attending to correspondence with the bank, Department for Work and Pensions and others. Try to give yourself as much time as possible to deal with things.

Unfortunately, there may be some things, which need your attention urgently such as your housing and/or financial situation.

You may find that other carers, ex-carers or a carers support group can offer you continued or new understanding and support for as long as you need it.

Your knowledge and experience of caring could be helpful to others who are, or are thinking of becoming carers. For instance, you could share your experiences with individuals, in a group, write about them for a newsletter or pass on your skills in training sessions.

Alternatively, your expertise could be very valuable to projects looking for volunteers or even employers like the Community Care Division, if continuing to use your caring skills is what you wish to do.

Many carers become trustees of voluntary organisations such as Crossroads. Not only do they provide a valuable insight into the role of a carer but also bring additional skills to the project.

On the other hand, you may want to have a complete break from caring responsibilities and simply rest and build up your friendships or your confidence. You could do this in several ways, for example:-

- by taking up a new hobby, sport or other leisure activity;
- by volunteering;
- by finding out about local training, study and employment opportunities.

Also see Section 3: Taking a Break and Section 6: Carers and Work.

The Future - After Bereavement

There will, as stated earlier, be a time of grieving but a time will come when you will want to consider ways in which you can help yourself to begin to re-shape your own life.

Section 3 talks about social and leisure activities. Here are some ideas that other bereaved people have found helpful when they felt strong enough.

Keeping Up or Renewing Contacts

- Write to or ring relatives and friends frequently.
- Try to plan ahead and have something in your diary for the coming month.
- Write your memoirs or keep a diary. This can help to gauge your progress through grief.
- Invite friends or neighbours in for coffee or tea or suggest a shopping trip together.
- Think about a pet for companionship.
- Think about a holiday.

Practical Tips:-

- Do express your emotions. Do cry if you need to. Don't bottle up feelings;
- Do allow yourself to grieve;
- Do remember that grief has to run its course. It can not be hurried or avoided;
- Do accept help from others but don't let people persuade you into doing things that do not feel right, or before you feel ready;
- Do take things one day at a time when you're feeling low;
- Do talk about what has happened to family or close friends;
- Take care of yourself - eat and rest regularly;
- Do see your doctor if you have any health concerns;
- Do call one of the helplines (red divider at the back of this pack) if you feel the need to talk through any difficulties;
- Don't enter into financial agreements you don't understand. Think carefully before making any big decisions during the first year after a bereavement;
- Don't neglect yourself;
- Try not to turn to drugs, alcohol or smoke to excess.

Cruse publishes a very helpful leaflet entitled 'After the Death of Someone Very Close'. The Cruse address is on page 50.

What to Do When Someone Dies

Not many of us wish to think about when someone close to us will die. It may not be until a serious illness strikes or an accident happens that we have to face up to this fact.

There is detailed information in Leaflet D49 'What to do after a death in England and Wales' and also a leaflet entitled 'New Bereavement Benefits' issued by the Department for Work and Pensions.

For many carers, the end of their caring task comes about with the death of the person they care for. Feelings of grief and loss affect different people in different ways but there are some common patterns in the different stages people go through - shock and disbelief, depression and apathy, expressions of grief and signs of recovery. Try not to be influenced by others telling you how to feel or behave.

Many people find that one of the best ways to help overcome all these feelings is to talk about them to other people; in particular, someone who is or has been in a similar position themselves. It may be that you would also benefit from finding a carers support group in your area. The Carers Support Project produce a 'Carers Groups Directory' ring the CarersLine (number at bottom of page) for a copy. Cruse specialises in helping the bereaved or you may find one of the other helplines useful. If you have regular contact with a Nurse or Social Worker they will be able to support and guide you at this difficult time.

Alternatively, you may wish to consider professional counselling of some sort. Seeing a counsellor does not mean that there is something wrong with you, but it can help you to see things more clearly and from a distance, to talk over feelings and generally help you feel more able to cope. There are a small number of voluntary agencies and private practitioners offering counselling. The CarersLine has the names of local contacts providing a counselling service as well as its own carers telephone Counselling Line - Ring the CarersLine at the bottom of the page to arrange a confidential appointment.

Practical Tips:-

- The death of a partner, close relative or friend may not only affect you emotionally but practically and financially as well. A small amount of pre-planning can save months of anxiety;
- It is important that you try and discuss these things with the person you are caring for if appropriate. (See Section 9 - Legal Matters);
- Check whether the person left a will or living will.

Also see section 8 regarding Council Tax and Death of a Person.

When a Death Occurs

If the death occurs at home, then the doctor is the first person to contact. If the cause of death is clear and has been expected s/he would be able to give you a Medical Certificate showing the cause of death. If there is to be a cremation, two doctors need to sign the certificate.

If the death is sudden, or the cause uncertain, there will need to be a post mortem and the nearest relative will be asked to agree to this. In certain cases the doctor will need to report the death to a Coroner. In these circumstances, the deceased will be removed by a funeral director to the local district hospital where an autopsy will be carried out to establish the cause of death. The Coroner will then issue a death certificate.

How to Register the Death

Once a Medical Certificate has been issued, you will need to take it to the Registrar's Office to register the deceased's death. This must be done within 5 days. Wherever the death occurs - in hospital or at home - it must be registered with the Registrar of Births and Deaths.

A death can be registered at any Registrar's Office within Rhondda Cynon Taf.

Registrar Telephone Numbers - Main Offices
Cynon Valley:01685 871008
Taff Ely:.....01443 486870
Rhondda:.....01443 433163

Check the times the Registrar is available before making a journey. They are often busy so there may be a queue and some offices have an appointment system only.

The Registrar will need to know the following about the deceased person:-

- Date and place of birth;
- Date and place of death;
- Maiden name if a married woman;
- Former occupation.

The Registrar will also ask for the medical certificate and the deceased's NHS medical card.

If you don't have these documents DO NOT WORRY, just explain to the Registrar.

The Registrar will give you a green certificate, which should be handed to the funeral director. You will also be given a copy of the Death Certificate if required for sending to the Department for Work and Pensions with any pension or allowance books. You may need to think about extra copies (there is a small charge for each) as these will probably be needed when dealing with insurance policies, work pensions and a Will.

You may need to ask the Registrar for a leaflet explaining how to obtain 'Probate' if there is a Will or 'Letters of Administration' if there is not. These may not be required but if, for instance, the house were to be sold it would be needed.

How to Arrange a Funeral

Many people have an idea of the sort of funeral they want and it is advisable, if possible, to discuss this with the person you are caring for.

The Funeral Service

Funerals have to be arranged very quickly and it is helpful if you know what the person you care for wants at their funeral.

- Whether they want to be buried or cremated.
- The type of service they wish to have - religious or non-religious.
- The hymns, music or readings they would like.
- What they want to be dressed in.
- The sort of memorial they would like.

Even if you have no regular contact with any of the local churches they could still be a source of advice and support.

Below are a few organisations that may be of help when planning a funeral.

The Natural Death Centre is a charity with the overall aim of helping to improve the quality of dying. It campaigns for more support for people who wish to die at home and can help people draw up 'living wills' to restrict the amount of medical intervention if a person should become terminally ill. They can put people in touch with counsellors or funeral directors who will conduct particular types of funerals and can advise on arranging a funeral without a funeral director.

The Cremation Society provides information about all aspects of cremation. They offer a booklet called 'What You Should Know About Cremation' which is a comprehensive guide and which gives information on where to go and what to do.

Staff at local cemeteries and crematoria will be able to give first hand advice on options available to the bereaved, particularly in respect of memorialisation. They will also be able to offer advice on the procedures, which normally are followed at the funeral, and the viability of any special requests you might have.

Not everyone wants a religious ceremony. For more information on an alternative service, contact The British Humanist Association. They publish a guide called 'Funerals Without God - a Practical Guide to Non-Religious Funerals' which gives ideas on how to conduct a service, readings etc. They will also provide someone to officiate at such ceremonies, if required.

Paying for a Funeral

If you want a more conventional funeral and you want it arranged by a funeral director, it is a good idea to get at least two estimates to compare.

The 'basic' cost of a funeral, usually includes a hearse, a coffin, removal of the body and the funeral director's fees. Then depending on the type of funeral, you can expect to pay fees for the crematorium, doctor, minister, organist, church as well as the cost of flowers, cars and notices in the local paper. In the case of a sudden death there may also be costs relating to the post-mortem. A fairly basic funeral will probably cost £1,500 - £1,600. Those funeral directors who are members of the National Association of Funeral Directors (NAFD) will give you a price on request and will not exceed any written estimate given to you without your permission. They can also provide information and advice on all aspects of funeral arrangements.

The NAFD publishes a code of practice on funerals. Should you have reason to complain about the service you receive from a funeral director, this sets out the four stages for carrying through a complaint.

The funeral director may be able to suggest ways of finding the money for the funeral from the deceased person's estate or paying by instalments, so it is a good idea to discuss your financial situation with them.

You may also get help from the Social Fund. This comes in the form of a funeral payment, which will have to be paid back from the estate of the deceased (if possible). It covers a simple funeral and must be claimed for by the person responsible for the funeral arrangements within 3 months. Contact your local Job Centre Plus office. (See page 85).

Whoever undertakes to arrange the funeral is responsible for paying the costs. So be careful if you are taking on this responsibility and seek advice from a Citizens Advice Bureau or a solicitor.

It may be that you would like to pay in advance for a funeral plan to avoid the stress that the expense can cause at the actual time of bereavement.

Some insurance companies run schemes that enable you to do this. Age Concern have set up an independent company called Dignity, which offers three levels of funeral arrangements to suit your budget and personal preference.

Some funeral directors, including members of NAFD, allow for payment in advance through monthly insurance premiums (maximum age of 75). Look for a funeral director (undertaker) who is a member of the NAFD (in Yellow Pages) and ask them about the scheme. However, be aware that the Office of Fair Trading has issued a critical report on the pre-paid funeral industry. You need to be sure that your money is safe if, for example, the funeral director goes out of business or is taken over by another company.

Which? The monthly magazine produced by the Consumers Association, has produced a number of reports on the funeral industry. Your local library will have indexed back copies or contact Consumer Advice.

If you have any complaints about funeral directors you will be able to get advice from Consumer Advice ring 08454 04 05 06 for more information.

Other contacts who may be able to help:
See also contacts in **Taking a Break and Carers & Work**

Association of Burial Authorities

155 Upper Street, Islington, London N1 1RA.
Tel: 020 7288 2522
Email: aba@swa-pr.co.uk

Promotes the importance of burial grounds as places of remembrance for communities and for the long term care of the bereaved.

British Humanist Association

1 Gower Street, London WC1E 6HD
Tel: 020 7079 3580
Email: info@humanism.org.uk
Website: www.humanism.org.uk

Citizens Advice Bureaus

See General Contact Sheets.

Consumer Advice Centres

Free, confidential help and advice on consumer problems. You can get advice on legal matters including a whole range of criminal issues.

Taff Ely: 10 Church Street, Pontypridd
Tel: 01443 484469

Cynon: One4All Centre, Rock Grounds, Aberdare
Tel: 01685 878888

Rhondda: One4All Centre, Station Road, Treorchy
Tel: 01443 778959

Consumer Direct Wales

English:0845 4040 506
Welsh:0845 4040 505
Minicom:0845 1281 384

Compassionate Friends

53 North Street, Bristol BS3 1EN
Helpline: 0845 123 2304
(10am to 4pm and 6.30pm to 10.30pm every day).
Email: info@tcf.org.uk
Website: www.tcf.org.uk

Self help for bereaved parents and families.

Counsellors

Ring the Rhondda Cynon Taf CarersLine 0808 100 1801 for a confidential appointment with the Carers Support Project's carer telephone counselling service.

Cruse

58-60 Commercial Street, Mountain Ash CF45 3PW.
Tel/Fax: 01443 477700
Opening times 10am to 1.30pm on
Tuesdays, Wednesdays and Thursdays.

Provides a free counselling, advice and support service for bereaved people. (See page 89 for National Cruse details).

Cremation Society

Brecon House (2nd Floor), 16/16A Albion Place,
Maidstone, Kent ME14 5DZ.
Tel: 01622 688292/688293
Email: cremsoc@aol.com
Website: www.cremation.org.uk

Department for Work and Pensions

See page 84 and 85.

Dignity Personal Funeral Plans

Farringdon House, Wood Street,
East Grinstead RH19 1BR.
Tel: 0800 387735

Funeral Directors

Look under 'F' in Yellow Pages.

Gay Bereavement Project

Open 7pm to midnight Monday to Thursday.
Tel: 0207 608 1233
Helpline: 020 8455 8894
Website: www.beyou.org.uk

Helplines

See page 89 and 97.

National Association of Widows

3rd Floor, 48 Queens Road, Coventry CV1 3EH.
Tel/Fax: 0845 838 2261
Email: info@nawidows.org.uk
Website: www.nawidows.org.uk

Offers a friendly helping hand to all widows and their families.

National Death Centre

6 Blackstock Mews, Blackstock Road,
London N4 2BT
Tel: 0871 288 2098
Email: ndc@albertyfoundation.org
Website: www.naturaldeath.org.uk

Offers information on woodland burials, cardboard coffins, living wills and looking after someone dying at home.

National Association of Funeral Directors (NAFD)

618 Warwick Road, Solihull,
West Midlands B91 1AA.
Tel: 0845 230 1343
Email: info@nafd.org.uk
Website: www.nafd.org.uk

Registrar's Offices within Rhondda Cynon Taf

Tel: 01443 778965
Cynon.....01685 871008
Taff.....01443 486870
Rhondda.....01443 433163

Relate

Pontypridd outpost
Tel: 029 2081 1734
Ring for an appointment.
Website: www.relate.org.uk

The Relatives and Residents Association

24 The Ivories, 6-18 Northampton Street
London N1 2HY
Tel: 020 7359 8136
Email: advice@relres.org
Website: www.relres.org

Offer support for relatives of people in nursing and residential care homes.

Samaritans

24 hour listening ear for anyone in distress:
Tel: 029 2034 4022 or 0845 790 9090
Website: www.samaritans.org

Solicitors

Look under 'S' in Yellow Pages, or ask a friend or colleague for a recommendation.

Vicars/Ministers of Religion

Your funeral director may be able to put you in touch with the local church of your choice. Citizens Advice Bureaus may have local church contacts.

Some churches, but not all, are listed in the Business Section of the Telephone Directory (e.g. Church in Wales, Methodist) or the Yellow Pages under Places of Worship and/or Religious Organisations.

The Rhondda Cynon Taf Community Information Database also lists some churches, it is available at your local library and on the Internet at the following address:
www.rhondda-cynon-taff.gov.uk/cid

Money Matters and Benefits

This section outlines some of the main benefits you, or the person you care for, may be entitled to. Sometimes finding out and applying for benefits can take lots of time and appear quite complicated. Remember - these benefits are there to help you so you should not be uncomfortable about claiming them.

Social Security benefits are paid by the Department for Work and Pensions (this includes Jobcentre Plus, the Pension Service, Child Support Agency, the Disability and Carers Service and the Appeals Service).

If you are under pension age and making a claim for a working age benefit such as Income Support, Incapacity Benefit, Jobseekers Allowance, Carers Allowance and Bereavement benefits you should apply to your local Jobcentre Plus office.

If you are over 60 you can apply for Pension Credit from the Pension Service.

If you think you might qualify for any of the benefits mentioned please contact your local Jobcentre Plus office (see page 85).

Practical Tips:-

- Gather as much information as you can and read it;
- If you don't understand or are confused, don't worry. There are places that can offer you advice and help;
- Don't be put off because it seems complicated;
- If you think the decision is wrong you should ask for it to be looked at again. If you are still unhappy, you should appeal. Contact your local Citizens Advice Bureau (see page 83).

State Benefits for the Carer

The leaflet called 'Caring for Someone' details what money and other kinds of help carers can get. The main benefit for carers is:

Carer's Allowance (CA)

Carer's Allowance is paid at a basic rate of £45.70 per week. It is not means tested but is taxable.

You can get Carer's Allowance if you answer yes to these four questions:

1. Are you aged 16 or over?
2. Are you looking after a disabled person for at least 35 hours a week?
3. Is the person you are looking after getting, or waiting to hear about, one of these benefits: Attendance Allowance OR Constant Attendance Allowance at not less than the full daily rate OR Disability Living Allowance at the **middle** or **highest** rate of the care component.
4. Do you normally live in Great Britain?

You cannot get Carer's Allowance if:-

- You earn more than £82 a week after you have taken off allowable expenses;
- You are on a course of full time education (21 hours a week) or on holiday from a course of full time education;
- You receive other Social Security benefits higher than £45.70 per week.

Please Note

Sometimes, if you are paid Carer's Allowance the person you care for may lose some of their benefit. If you are unsure, seek further advice from Age Concern or Citizens Advice Bureau (see pages 82 and 83).

Carer Premium

The Carer Premium is an addition used in the calculation of some means-tested benefits (Pension Credit, Income Support, Income-based Jobseekers Allowance, Housing Benefit and Council Tax

Benefit). A Carer's Premium of £25.80 per week is included in the benefit calculation if you get Carer's Allowance or cannot get Carer's Allowance because you receive another benefit paid at a higher rate. This is called having an **underlying entitlement**.

Other Information on Carer's Allowance

State Second Pension

For each complete tax year Carer's Allowance is paid, you will automatically build up extra pension called State Second Pension. If Carer's Allowance is not paid because you are getting another benefit paid at a higher rate you will still build up State Second Pension because you will have an **underlying entitlement**.

National Insurance (NI) Contributions

For each week Carer's Allowance is paid you will get a National Insurance (NI) Contribution that will help protect other Social Security Benefits and the State Retirement Pension.

Christmas Bonus

You will get a tax free bonus with your Carer's Allowance shortly before Christmas each year unless it is paid with another benefit.

State benefits for the person who needs the care

The following are not affected by savings or income and are non-taxable:-

Disability Living Allowance (DLA)

DLA is for people who claim before reaching 65 years of age. This allowance is in two parts and it is possible to get either or both of them.

- **Care Component** - for people who need help with personal daily living whether or not there is anyone actually helping them at the time of application. There are three levels, **highest, middle and lowest;**

- **Mobility Component** - for people who have walking difficulties paid at two levels, **higher and lower.**

This allowance is payable when the person has needed help for 3 months (although a claim for terminal illness should be made immediately). Ring Wales Disability Benefits Centre on 029 2058 6002 for a self assessment claim form.

Attendance Allowance (AA)

Attendance Allowance is for people who claim after reaching 65 years of age who need help to dress, wash, go to the toilet, cook meals, feed themselves and generally look after themselves or who need supervision to ensure their safety - including attention at night. It does not matter who is doing the caring, whether or not they live in the same house or if there is anyone actually caring at the time of application. There are two levels of payment depending on the level of help needed.

The allowance is payable when the person has needed this help for six months or more. The six months rule does not apply to people with terminal illness - apply immediately. Ring Wales Disability Benefits Centre on 029 2058 6002 for a claim form.

Remember - if any of these applications are refused, you should ask for the decision to be looked at again and if you are still unhappy you should appeal. If help is needed with this or there are queries about how to appeal, contact your local Citizens Advice Bureau or Age Concern (see pages 82 and 83).

Financial Support and benefit for people on low income

For people under 60

Income Support

This is for people whose income is below minimum levels set by the Government. It is for people under 60 who do not have to sign on to claim Jobseekers Allowance. The minimum level varies with your circumstances. **Carers do not have to sign on if the person they care for gets DLA at the highest or middle rate for personal care or Attendance Allowance.**

You cannot claim income support if you have more than £8,000 in savings. To claim Income Support contact your local Jobcentre Plus Office (see page 85).

Incapacity benefit

For people under pension age who cannot work due to illness or disability.

There are 3 rates:-

- Short term lower rate for the first 28 weeks;
- Short term higher rate for weeks 29-52;
- Long term rate from week 53 onwards.

There is a qualifying test, which can be applied after being on benefit for 28 weeks called the Personal Capability Assessment for which there is a self-assessment form. The form goes before a decision maker who will decide finally if the test is satisfied. Incapacity Benefit stops when State Retirement age is reached. 60 for women, 65 for men.

Incapacity Benefit for Young people

Incapacity Benefit for young people will apply to those aged 16 or over but under 20 years who:-

- have been incapacitated in early life;
- are unable to work because of illness or disability;
- have not paid enough National Insurance contributions to be able to get Incapacity Benefit under normal rules;
- 20 - 25 year olds can claim in certain conditions.

For general information about this benefit you can ring the Benefit Enquiry Line: 0800 88 22 00.

New Deal 50 plus

The Government has New Deal schemes for people who are over 50, have a disability and those who are lone parents. (See page 86).

For people over 60

Pension Credit

Pension Credit has two elements. Guarantee Credit provides financial help for people over 60 whose income is below a certain level and Savings Credit which is an extra amount for people aged 65 or over who have savings or a second pension.

You can phone the Pension Service to apply for Pension Credit on 0800 99 1234

The Pension Service

The Pension Service is part of the Department for Work and Pensions. For the area covered by Rhondda Cynon Taf the Pension Service will have local outlets supported by Swansea Pension Centre who can be contacted by phone, post or email. A face-to-face service will be provided where needed. (See page 86).

The Pension Service will:-

- work out the amount of State Retirement Pension and Pension Credit;
- pay your entitlements to you and answer questions over the phone and by post (and by email where possible);
- tell you how you can access other pension-related entitlements and services;
- work in partnership with other local organisations to deliver pension-related services.

Tax Credits

Available for children and disabled people. Ring 0845 300 3900, Monday to Friday 8.00am to 8.00pm. You can also claim online at www.inlandrevenue.gov.uk

Social Fund

The Social Fund deals with applications for Community Care Grants, Budgeting Loans and Crisis Loans and is part of the Department for Work and Pensions.

Community Care Grants

- Are for people getting Income Support, Income-based Jobseekers Allowance or Pension Credit or who are likely to get one of these benefits when moving out of institutional care or a care home.
- Help people live independently in the community and ease exceptional pressure on families.

Savings of over £500 (£1000 if over 60) will affect how much you can get. Grants do not have to be paid back.

Budgeting Loans

A Budgeting Loan spreads the cost of things other than regular expenses (such as furniture and household equipment). To qualify, you must be in receipt of Income Support, Income-based Jobseekers Allowance or Pension Credit for at least 26 weeks. The loan is interest free and has to be paid back. Savings of over £500 (£1000 if over 60) will affect how much you can get.

Crisis Loans

You may be able to get a Crisis Loan if you need immediate help with day to day living costs or something else in an emergency. It is interest free and has to be paid back. **Any** savings will affect the amount paid.

Contact your local Jobcentre Plus office if you need to apply for any of the above (see General Contact Sheets).

Funeral Payments

You are entitled to a funeral payment if you accept responsibility for the cost of the funeral, you are in receipt of a qualifying benefit and you fall into a qualifying group.

Changes you must report

Going Into Hospital/Respite Care?

What happens if you already receive Carer's Allowance and you go into hospital/respice care?

Your Carer's Allowance may stop straightaway if you, or someone you get extra money for, goes into hospital. In certain circumstances, however, it may continue for 12 weeks.

You must tell the **Carer's Allowance Unit** as soon as you go into or come out of hospital/respice care. You must also tell them if someone you get benefit for goes into hospital/respice care.

What happens if the person I care for goes into hospital/respice care?

Your Carer's Allowance may stop straightaway if the person you look after, goes into hospital/respice care, but, in certain circumstances, however, it may continue for 12 weeks. You must tell the Carer's Allowance Unit as soon as the person you care for goes into hospital/respice care. Contact them on 0123 856 123.

Changes to Benefits when in hospital from April 2006

The rules under which Attendance Allowance, Disability Living Allowance and Constant Attendance Allowance are affected when people are in hospital for more than four weeks - and Carer's Allowance is removed from their carers - remain unchanged.

What are you 'Entitled to'?

There is a website www.entitledto.co.uk which has entitlement calculators that will help tell you what you are entitled to.

Under 60's

Under 60's entitlement calculator tells you what you could obtain in Child Tax Credit, Working Tax Credit, Council Tax Benefit, Housing Benefit and more.

Over 60's

Over 60's entitlement calculator tells you what you could claim in Pension Credit, Council Tax Benefit, Housing Benefit and more.

This site is free and no personal information is required so anonymity is assured. (See page 82 for other useful information).

State Benefits for the household

Housing Benefit

Housing Benefit is help with rent.

If savings are over £16,00 this is not available, but as there is a sliding scale, it is worth exploring. Housing Benefit is available to people who pay rent to the Council, a housing association or a private landlord. Application forms are available from your local Housing Office or local Jobcentre Plus Office (see page 85).

Council Tax

Some Carers can pay less Council Tax. Some properties are excluded altogether. These include :-

- Those left empty because the resident is in hospital, residential care or a nursing home;
- Those left empty where the person is living elsewhere to receive personal care;
- Those left empty because a Carer has gone to live with someone else to care for them;
- Properties occupied only by people with severe mental impairment.

Some Carers can get a discount

There is a 25% discount if there is only one person in the household and a 50% discount if no one lives in the household.

When counting how many people live in the house, the following people are ignored completely, for example:-

- people who are severely mentally impaired e.g. people with dementia;
- children and full time students;
- live-in workers provided by a charity, e.g. community service volunteers;
- Carers, but only if they are living with and caring for a disabled person who is not their spouse, partner or child under 18. The disabled person must receive the higher rate of Attendance Allowance or Disability Living Allowance care component and the Carer must be providing at least 35 hours care a week, on average. The Carer does not have to be in receipt of Carer's Allowance.

See Council Tax leaflet entitled 'Discounts' to work out whether or not you qualify.

Some people can get a Disability Reduction

The Disability Reduction Scheme applies to homes in all bands including Band A. If you qualify, your council tax bill will be based on the next band down. A reduction will be made if one of the rooms in a property is used mainly by a disabled resident, for example a downstairs room used as a disabled person's bedroom, or a treatment room or extra bathroom. If a disabled resident uses a wheelchair inside the property this may also qualify.

Some people can get Council Tax Benefit

There are two sorts of benefit:-

- **Main Council Tax Benefit**

If you are on a low income, you may be able to get a reduction in the Council Tax:

- People on Income Support will usually get 100% rebate.
- People who are not on Income Support may still get some help.

- **Alternative Maximum Council Tax Benefit**

This is only available to single people (or couples where one is in one of those groups ignored for the purposes of a discount), who live with other people who are on a low income. Depending on the exact level of income, there can be a saving of up to 25% of the bill.

This means, for example, that a wealthy Carer could get this help if a relative on a low income was staying in their house.

If the person you care for dies the Executor of the estate is liable for payment of Council Tax until the property is empty.

There is a helpful leaflet, 'Council Tax and Older People' available from Age Concern. (See page 82).

Carers National Association also publishes a leaflet and will also help Carers who call their CarersLine to see if they can reduce their bill.
Freephone 0808 808 7777
(10am to 12pm and 2pm to 4pm Monday to Friday).

The Department for Work and Pensions have leaflets about Housing Benefit [GL16] and Council Tax Benefit [GL17].

Rhondda Cynon Taf Council Tax section have a variety of leaflets. See page 81.

NHS Costs

Guidance about NHS Charging can be found in booklet HC11- Help with health costs.

Can you get help with the cost of:

- Prescriptions;
- Dental Treatment;
- Sight Tests;
- Glasses or contact lenses;
- Wigs or fabric supports from a hospital;
- Travel to hospital for NHS treatment?

Ask for a copy at your local Jobcentre Plus Office. (See page 85).

Most NHS treatment is free but there can be a charge for some things. The booklet HC11 sets out information about who does not have to pay. You can quickly check if you are entitled to free treatment by going to Quick Check Guides.

Home Responsibilities Protection (HRP)

HRP aims to protect your basic State Pension rights (and bereavement benefits) when you are not paying National Insurance Contributions because you are looking after someone who is sick or disabled and not getting a benefit such as Carer's Allowance which credits you with contributions. To apply complete leaflet CF411 available from your local Job Centre Plus (see page 85).

Pension Forecast

Most people automatically become eligible for state pension on reaching retirement age. If you are over 4 months away from your 60th birthday (women) or 65th birthday (men) contact the Pensions Service on 0845 6060 265 and ask for Form BR19 or ring the Retirement Pension Forecast Team on 0191 218 7585

Before finally accepting your pension take advice on how much you would receive, with any Income Support you may be eligible for, and compare this with any benefits you already receive.

Pensions can be complicated so seek advice from your local Citizens Advice Bureau (See page 83).

Credit Unions

Credit Unions are non-profit making, financial co-ops which offer savings and low interest loan services to their members, who own the Credit Union concerned.

There is one Credit Union Serving the whole of Rhondda Cynon Taf called Dragon Savers who are based at 107 Bute Street, Treorchy CF42 6AU 01443 777043

Email: StonemanC@dragonsavers.org

If you or anyone you are caring for needs a loan - for whatever purpose - then joining a Credit Union is your best and cheapest option and subject to conditions offers free Life Cover.

Other Advice and Information

The two main leaflets for carers and people with a disability are:

- SD1 'Sick or Disabled'
- SD4 'Caring for Someone?'

If you do not know where to start or are unsure, ring our CarersLine (number at the bottom of the page) and we will be able to direct you to the most appropriate agency.

Look in the contact sheets or telephone directory for:-

- Age Concern (page 82);
- Council Tax Helpline (page 59);
- Department for Work and Pensions (page 84-85);
- CarersLine Freephone 0808 100 1801;
- Citizens Advice Bureaus (page 83);
- Disability Information and Advice Lines (DIAL) (page 100);
- Rhondda Volunteer Information Centre (page 59).

Other contacts who may be able to help:

Age Concern

See page 82.

Citizens Advice Bureaus

See page 83.

Consumer Advice Centres

Free, confidential help and advice on consumer problems. You can get advice on legal matters including a whole range of criminal issues.

Rhondda

One4All Centre, Station Road, Treorchy
Tel: 01443 778959

Cynon

One4All Centre, Rock Grounds, Aberdare
Tel: 01685 878888

Taff Ely

10 Church Street, Pontypridd
Tel: 01443 484469

Consumer Direct Wales

English: 0845 4040 506
Welsh: 0845 4040 505
Minicom: 0845 1281 384

Credit Counselling Service

Offers free advice on managing your finances.
Freephone: 0800 138 1111

Council Tax

For information and advice
Tel: 01443 681081 or visit
www.rhondda-cynon-taff.gov.uk

Credit Unions

A Credit Union is a financial co-operative owned and controlled by its own members.

For information about your local credit union contact:-

Dragon Savers

107 Bute Street, Treorchy CF42 6AU

Tel: 01443 777043

Department for Work and Pensions

See page 89.

Helplines

Some helplines offer advice on benefits/money.

See Helpline Section.

Housing Offices

See General Contact Sheets.

One4All Centres

Customer Service Centres where staff can assist **face-to-face** with a range of service enquiries such as:

- housing (repairs and lettings)
- council tax
- housing benefit
- domestic refuse
- applications for bus passes, planning and disabled blue badges.

Open: 8.30-5.00pm Monday - Friday

The Centres are at:

- Rock Grounds, Aberdare
- Treorchy Libray, Treorchy
- Sardis House, Pontypridd

Rhondda Volunteer Information Centre

Portacabin, Rear of Rhondda Cynon Taf
Community Care Principal Office,
Berw Road, Tonypany.
Tel: 01443 432942
Open: 10.30am to 3pm
Monday, Wednesday and Friday for advice.
10am to 3pm Tuesday for DLA/AA
(appointments only)

The centre offers advice to all Rhondda residents including assistance with filling in forms for Attendance Allowance and Disability Living Allowance.

Voluntary Organisations

There are many local groups offering a whole variety of advice. Ring the Rhondda Cynon Taf CarersLine for details of relevant groups in your area.

Freephone:0808 100 1801
Freephone Minicom:.....0808 100 1675

Interlink offer information on voluntary organisations (see General Contact Sheets). Also see the Rhondda Cynon Taf Community Information Database which lists local advice groups who may be able to help. www.rhondda-cynon-taff.gov.uk/cid

Welfare Rights Officers

The Community Care Division have Welfare Rights Officers for anyone who is a user of their services. Ring the Principal Office for your area (see page 81).

There is also a Welfare Rights Project Team who offer free confidential advice to residents of Rhondda Cynon Taf who are aged 50 or above regarding entitlements to benefits.
Tel: 01443 668888

Legal Matters

Many carers may find themselves having to think about looking after the financial affairs of the person they care for. It may be short term (e.g. for a stay in hospital) or long term.

Once someone can no longer manage their own affairs they will need a person, most likely the carer, to help. You can reduce possible problems and complications by thinking ahead.

Practical Tip:-

Plan ahead even though you may feel that it is not yet necessary.

Bank Account

If you need to operate someone else's bank or building society account, usually a letter to the bank from the person concerned is enough. This is known as a 'third party mandate'.

Social Security Benefits

If you need to help someone collect their pension or benefit, you should consider becoming their agent or appointee. If the person you care for is mentally capable of handling his/her affairs, but physically unable to manage them, you can be nominated to act as his/her Agent. If the person cared for is unable to manage his/her affairs apply to the Department for Work and Pensions to become his/her Appointee.

You will find more information about agents and appointees by reading leaflet AP1 (called 'A Helping Hand'), which is obtainable from any Job Centre Plus office (see page 85).

Power of Attorney

This is a document, which gives someone the legal right to manage another person's financial affairs, for example if they are in hospital or away on holiday. An **Ordinary Power** of Attorney only applies so long as the person giving it is mentally competent. It does not cover, for instance, the sale of a house.

An **Enduring Power** of Attorney remains valid even if the person giving it later becomes mentally incapable, but it must be created by someone who is mentally capable at the time.

This could be a good idea if the person you care for is getting more forgetful and absent minded, and you think they may soon become incapable of managing their own affairs. It covers major transactions such as buying or selling shares or houses.

The Enduring Power of Attorney gives powers to continue even if the donor becomes mentally ill. This can happen in a number of ways.

Some people arrange the Enduring Power of Attorney early on and it comes into effect only under certain conditions e.g. the person becomes too frail or is diagnosed as having dementia.

A free guide entitled Enduring Power of Attorney-making an enduring power of attorney or taking on the role of Attorney is available free of charge from Public Guardianship Office.

Practical Tip:-

You could discuss these conditions with your relative and write them into the agreement. Consider doing this at the same time as making a Will, as a way of preparing for the future.

- Any existing Ordinary Power would be automatically cancelled because the donor has become mentally incapable. In these circumstances an Enduring Power will have to be registered at the Public Guardianship Office.
- An Enduring Power can be created by the Public Guardianship Office at the request of a family who need it when the person concerned has become too ill to organise it.

If you require further assistance or advice on matters relating to an application to register an Enduring Power of Attorney, then written enquiries can be sent to the Public Guardianship Office, marked for the attention of the Enduring Power of Attorney Team, at the following address:

Customer Services
Public Guardianship Office
Archway Tower
2 Junction Road
LONDON N19 5SZ
Tel: 0845 330 2900
Email: custserv@guardianship.gov.uk
Website: www.guardianship.gov.uk

Who Can be an Attorney?

- Anyone over 18.
- Anyone who has not been bankrupt.
- A relative or friend.
- An accountant or solicitor.

Practical Tip:-

It is sensible to warn of potential risks. An Enduring Power of Attorney is a very powerful document that will give the Attorney mostly unfettered and unchecked access to the financial assets of the person who made the power, including their property. Attorneys should be chosen with care.

Receivership

If a person becomes mentally incapable and they have not arranged an Enduring Power of Attorney, the usual way to deal with their financial affairs is to appoint another person under the Mental Health Act 1983, by way of an order of the Court of Protection or a Direction of the Public Trustee.

The Public Guardianship Office will decide whether a receiver needs to be appointed to act on behalf of a person which may include selling a house or property. Alternatively, if the capital value of an estate is below a certain amount, a Direction may be issued. The person appointed will be accountable and required to complete an annual enquiry to confirm the income and expenditure made on behalf of the individual.

Useful Leaflets

Obtainable from the Public Guardianship Office:

- Enduring Power of Attorney
- Making an application
- Receiver's Handbook

Practical Tips:-

- An accountant or solicitor will charge a fee so it is a good idea to get a few quotes;
- It may be expensive to pay for a solicitor or accountant to make an application to the Public Guardianship Office, so consider making direct contact yourself. They will be able to give you practical advice on the options available to you.

Making a Will

It is always a good idea to try and keep all important documents and papers in one place. Try and gather together things like birth and marriage certificates, insurance policies, post office savings book, share certificates, building society accounts, driving licence, pensions etc. If any of these are in the care of a bank or solicitor write down where they are.

Practical Tips:-

- Make sure someone knows where the file is containing all the documents;
- Write down as much information as possible (e.g. if the person you care for paid into a pension fund while working, write down the administration address);
- Plan ahead. Organising everything now may seem unnecessary and tedious but it will make things so much easier later on;

- Make a Will. You can write a Will yourself but if it is unclear it may cause difficulties after death. See contact sheet 9 (blue divider) for organisations who can offer advice. Local solicitors can help you make a will but obtain a quote first;
- Consider making your accounts joint so the person who is left can still draw cash;
- Make a list of all your assets;
- Check on any pensions, which may be due;
- Check on any insurance policy or prepaid funeral plan which could cover the cost of the funeral. (See page 45).

When a person dies, in law, their assets may be frozen until probate is granted. If you and the person you cared for have joint accounts then money can be drawn out. If not, you may be unable to draw money out of the bereaved person's account.

The British Bankers Association have several leaflets relating to helping bank customers with a disability.

Including:

- Disability Law: Information for personal customers about their rights.
- Banking for mentally incapacitated customers.

Copies are available from the CarersLine (number at the bottom of this page) or the British Bankers Association.

Pinners Hall, 105-108 Old/Broad Street
 London EC2N 1EX
 Tel: 0207 216 8800
 Website: www.bba.org.uk

Other contacts who may be able to help:

Age Concern

See page 82.

British Bankers Association

Pinner's Hall, 105-108 Old Broad Street,
London EC2N 1EX.

Tel: 0207 216 8800

Website: www.bba.org.uk

Citizens Advice Bureaus

See page 83.

Counsel and Care

Twyman House, 16 Bonny Street,
London NW1 9PG.

Tel: 020 7241 8555

Adviceline: 0845 300 7585

(10am to 1pm Monday to Friday)

Email: advice@counselandcare.org.uk

Website: www.counselandcare.org.uk

Offers advice and care for older people.

Court of Protection

Public Guardianship Office, Archway Tower,
2 Junction Road, London N19 5SZ.

Tel: 0845 330 2900

(9am to 6pm Monday to Friday)

Textphone: 020 7664 7755

(9am to 5pm Monday to Friday)

Email: custserv@guardianship.gov.uk

Website: www.guardianship.gov.uk

Department for Work and Pensions

See page 84.

Enduring Power of Attorney (EPA)

Helpline: 0845 330 2963 (local rate)

(9am to 5pm Monday to Friday)

Help the Aged

16-18 St James Walk, London EC1R 0BE.

Senior Line: 0808 800 6565

Website: www.helptheaged.org.uk

Produce a useful booklet 'Your Guide to Making or Changing Your Will'. This is a free publication.

MENCAP

123 Golden Lane, London EC1Y 0RT.

Tel: 020 7454 0454

Website: www.mencap.org.uk

MENCAP Cymru

31 Lambourne Crescent, Cardiff Business Park,
Llanishen, Cardiff CF14 5GF

Tel: 029 2074 7588

Email: helpline.wales@mencap.org.uk

Publish various booklets on the subject of making a Will and can give advice.

HAFAL (Wales)

Suite C2, William Knox House,

Brittanic Way, Llandarcy, Neath SA10 6EL.

Tel: 01792 816600

Email: hafal@hafal.org

Website: www.hafal.org

Publish guidelines on making a Will and setting up a Trust in relation to people suffering from schizophrenia.

Solicitors

See under 'S' in Yellow Pages, or ask a friend or colleague for a recommendation.

Wills

Disability Law Service, 39-45 Cavell Street,
London E1 2BP.

National Adviceline: 020 7791 9800

Minicom: 020 7791 9801

(10am to 1pm and 2pm to 5pm Monday to Friday).

Email: advice@dls.org.uk

Website: www.dls.org.uk

You can obtain a free booklet called 'Guidelines for Wills and Trusts'. They will also give advice over the telephone or by letter.

Housing

As a carer you may have particular concerns or worries about the house of the person you care for.

Housing occupancy includes a range of options, which includes being a home-owner, leaseholder, a tenant of the Council, a Housing Association or a private landlord. It is not possible to cover this difficult and at times complex topic in great depth within this section.

If you do have a housing problem then firstly you should consider whether you are responsible for carrying out the repairs. If you are not responsible then you should raise your concerns with the landlord. If you have a mortgage, you will either be the homeowner or leaseholder and you may prefer to obtain independent advice. In which case you should consider contacting:-

- Your local Citizens Advice Bureau;
- Building professionals;
- Age Concern;
- Care & Repair.

The Housing or Community Care Division of Community Services in Rhondda Cynon Taf may be able to help you with general advice.

If you intend to undertake significant alterations to a property you should first ensure that you have the legal responsibility to do so and inform your mortgage company.

Care and Repair

Rhondda Cynon Taf has a Care and Repair scheme. It is a non profit making organisation which offers free advice, help and support to local elderly and disabled homeowners who would like to get repairs or improvements, both large and small, carried out to their home.

Care and Repair can arrange to visit you at home to discuss the repairs and improvements you would like done. If you decide to have work done they can:-

- discuss the options available to you;
- give you technical advice on how best to tackle the repairs;

- consider what finance is needed and what options are available to raise this money;
- help you fill in the forms for loans or grant, and deal with the administration of the work;
- arrange estimates and help you choose a builder;
- monitor the building work while it is going on;
- ensure that you are satisfied with the work before payment is made;
- ensure you are receiving the correct benefits.

Contact them on 01443 755696

Grants

There are three different types of grant available:-

- House Renovation Grant;
- Disabled Facilities Grant;
- Maintenance and Repair Assistance.

Renovation Grant

Renovation assistance is intended to repair and maintain properties showing significant signs of deterioration and where investment would benefit the community.

Applications

Applications will only be considered in the following circumstances:-

- If it meets the Council's Exceptional Circumstances Policy;
- or its Strategic Investment Programme.

Who is Eligible?

The Council will consider applications for renovation grant assistance using the following criteria:-

- It is an exceptional circumstance;
- The applicant must complete a prescribed application form and submit appropriate supporting documentation;
- The applicant must be 18 years of age or over at the date of formal application;
- The applicant must have an owner's interest in the property at the time of formal application;

- The property will only be eligible if built more than ten years prior to an application being made, this period will not be applicable in disabled facilities applications;
- The applicant must have owned and/or lived in the property for a minimum period of five consecutive years prior to application.

What is the Grant For?

- To prevent deterioration of community areas by targeting investment.
- To reduce the level of unfit private sector housing.
- To improve the quality of housing in the private sector through targeted investment.
- To reduce the number of empty properties in the County Borough.
- To provide access to assistance in cases of exceptional circumstances.
- To regenerate confidence in local housing markets.

Before approving an application for a grant, the Council must decide that repairing the property is the most satisfactory course of action to take.

How the Grant Is Worked Out

- All renovation grant assistance will be subject to a financial assessment (means test) based on the applicants ability to contribute towards the costs of repairs and improvements.
- All applications for assistance will be subject to a test of resources.

Levels of assistance

The maximum grant available for Renovation assistance is £35,000.

What Are the Conditions?

- A grant, once approved, must be completed 12 months following the date of approval. The Council reserves the right to review the expiry date.
- The grant or part of the grant must be repaid if the property is sold within five years of receiving the grant. The Council reserves the right to review the repayment.

Disabled Facilities Grant

Disabled Facilities Grant assistance is available to create a safe and secure environment for the disabled person and to provide appropriate facilities to enable applicants to remain in their own home.

Applications

- Applicants must be considered disabled within the definition set out in the Chronically Sick and Disabled Act 1970.
- Applications for grant assistance will be processed on a demand basis following referral from the Community Occupational Therapist section.

Who Is Eligible?

You can apply for a Disabled Facilities grant as an owner of the property, a tenant or if you care for someone in your home.

What is Grant For?

- To provide access into and around a property for the disabled person.
- Access to bathing or showering facilities (or both) and a wash hand basin this may include providing a room in which facilities are available.
- Facilities for the preparation and cooking of food.

How the Grant Is Worked Out

All Disabled Facilities Grant assistance will be subject to a test of resources. The resources of the disabled person, their spouse or partner, or the parents of a disabled child will be taken into account.

Levels of assistance

The maximum grant available for Disabled Facilities assistance is £30,000.

Discretionary Disability Adaptation Supplementary Grant (DASG)

The option of making a DASG application is available to any client regardless of age or income, who has a financial contribution to make towards a Disabled Facilities Grant.

Equipment and Minor Adaptations

The Council has a duty to provide any additional facilities, which they consider to be 'necessary for the greater comfort and convenience of the disabled person'. This might include equipment and minor adaptations such as handrails, grab rails and ramps. This kind of help might be available without applying for a disabled facilities grant or if a disabled facilities grant is refused. Contact the Community Care Division Principal Office in your area for more information.

Maintenance and Repair Assistance (MRA)

Maintenance and Repair assistance is available to provide assistance to elderly, disabled and vulnerable residents.

Applications

- Maintenance and Repair assistance will be processed in accordance with the date an enquiry form was received by the Council.
- An application must be made in writing.
- Treatment of MRA assistance outside of date order will only arise if eligible under the Council's Exceptional Circumstances Policy.

Who is Eligible?

Applications made under the following criteria will be considered for assistance for MRA:-

- Applicants must be over 60, in receipt of a combined income not exceeding state benefit entitlement plus 25% or £150 whichever is the greater;
- This type of assistance will also be available to persons under 60 years of age who are in receipt of an income related benefit and who qualify for exceptional circumstances;
- The applicant must be an owner/occupier, leaseholder (with a repairing obligation in their lease), private tenant or have a licence to live at the property for the remainder of their lives.

What is the grant for?

Assistance to undertake small scale repairs and adaptations to reduce property decline.

How the grant is worked out

This form of assistance will not be subject to a detailed test of resources. However, only persons

who are receiving state benefit, such as retirement pension, income support or DLA etc who have extra income that does not exceed 25% of the combined benefit entitlement will be eligible for assistance.

Levels of assistance

- The maximum grant available for assistance for Maintenance and Repair will be £4,000.
- However, in cases where a structural defect is present a maximum of £6,500 will be available.

If you're not happy

If you apply for a grant and you're not happy either with the service you have received or with any decisions made, you can complain in writing to the appropriate agency. If you are still not satisfied you can complain to the Local Government Ombudsman at:-
Derwen House, Court Road, Bridgend CF31 1BN
Tel: 01656 661325
Email: enquiries@ombudsman-wales.org

Other Ways of Raising Money

If someone doesn't qualify for a grant or the grant doesn't cover the full costs of the work, there are other ways of raising the money for repairs and adaptations, including:-

- Raising a loan e.g. extra mortgage using your home as security;
- Help from the Home Energy Efficiency Scheme;
- Applying for help through the Social Fund;
- Applying for a grant or loan from a charity or benevolent fund.

New Home Energy Efficiency Scheme (HEES) for Wales

This section gives details on two schemes. They are called the New Home Energy Efficiency Scheme and the New Home Energy Efficiency Scheme Plus. It is run by the EAGA partnership.

The New HEES scheme will provide a package of energy efficiency measures. This includes heating improvements in addition to insulation measures. The measures depend on the construction type of the property and the heating and hot water arrangements.

The New HEES Plus scheme recognises the difficulties experienced by low income householders aged over 60 and will offer similar packages to HEES with the addition of central heating through gas and electricity systems. Lone parent households, chronically sick and disabled households will also be allowed access to the enhanced schemes (with the exception of security measures).

Security improvements (including door and window locks) will be provided to households aged over 60 in high crime areas.

Grants are designed to provide the most cost effective measures and the new HEES grant maximum is £1,500. Where a particularly expensive form of heating is in use (on-peak electricity, bottled gas or paraffin) the grant maximum will be £1,000.

The new HEES Plus maximum is £2,700.

HEES Wales - up to £1,500

Eligibility

Householders who are in receipt of one or more of the following benefits and either:-

- have a child under 16;
- are pregnant and have been given maternity certificate MAT B1;
- Income Support;
- Council Tax Benefit;
- Housing Benefit;
- Working Tax Credit with income less than £15,050;
- Child Tax Credit with income less than £15,050;
- Income Based Job Seekers Allowance.

HEES Plus Wales - up to £2,700

Eligibility

Householders who are (1) aged 60 or over or (2) lone parent families with a child under 16 and are in receipt of one or more of the following benefits:-

- Income Support;
- State Pension Credit;
- Housing Benefit;
- Income Based Job Seekers Allowance;
- Council Tax Benefit.

OR

Householders who are disabled or chronically sick and in receipt of one or more of the following benefits:-

- Working Tax Credit or Housing Benefit or Income Support or Council Tax Benefit plus the Disability Premium;
- War Disablement Pension plus Constant Attendance Allowance or Mobility Supplement;
- Disability Living Allowance;
- Industrial Injuries Disablement Benefit plus Constant Attendance Allowance;
- Attendance Allowance.

OR

Householders with a child under 16 claiming benefit with the child receiving:

- Disability Living Allowance.

Please bear in mind the figures quoted change regularly. For further up to date information about the scheme contact EAGA.

Tel: 0800 316 2815

Email: enquiries.wales@eaga.co.uk

Website: www.eaga.co.uk

Raising a Loan Using Your Home as Security

Owner/occupiers might be able to raise a loan using their home as security. However, anyone who does this but fails to keep up the repayments could lose their home altogether. It is therefore very important to get independent advice first, contact :-

- Your local Citizens Advice Bureau;
- Age Concern.

(See General Contact Sheets).

The Social Fund gives loans and grants e.g. for people getting Income Support to help them stay in the community rather than residential care. Social Fund payments are made by the local JobCentre Plus. Contact your local Jobcentre Plus for more information. (See General Contact Sheets).

Charities and Benevolent Organisations

Charities and benevolent organisations have a range of grants and loans to help pay for things that the Government does not fund. Most of the major charities and benevolent organisations are listed in a book called "A Guide for Individuals in Need". Libraries and Citizen Advice Bureau usually have a copy to look at.

VAT

Some works and goods, which are needed for adaptations for disabled people, are VAT free. Contact your local Customs and Excise office and ask for VAT leaflet 701/7. They can also give you advice. Ask for leaflet 701/59 regarding motor vehicles for disabled people.

Tel: 0845 010 9000

To avoid paying VAT, the disabled person signs a statement saying that as a disabled person they are entitled to relief from VAT having satisfied eligibility conditions. They can then give this to suppliers so that they do not add VAT to their bills.

Safety in the Home

There are many simple, straightforward things, which can be done to make the home safer.

Home Safety Checklist

- Remove all loose mats and rugs. Fix carpets down if possible.
- Make sure stair carpets are properly fitted.
- Fit a strong rail at the side of the staircase. If your relative has had a stroke, and can only use one arm, fit a rail on each side.
- Use higher wattage light bulbs in corridors and stairways.
- Do not use cupboards or shelves that are so high that you need to stand on a chair to reach them. Use them for storing things, which are seldom used, or leave them empty.
- Install grab rails by the bath or shower if it does not already have a special non-slip surface.
- Install grab rails by the front and back steps, and by any internal steps.
- Tape trailing flexes around the edges of the wall. Try to avoid tucking them under carpets, as they can fray without anyone realising it, and cause fires.

- Use extra table lamps or side lamps to lighten dark corners. This can also help if the ceiling light bulb goes then the person will not have to change it themselves or wait in the dark until help arrives. As stated before, make sure flexes are taped down. Keep a lamp or a torch by the bed so it can be switched on if someone needs to get up during the night in the dark.
- If glass doors are not made of safety glass, cover them with a shatterproof film (from DIY shops).
- Have gas appliances and flues checked annually by a registered Corgi fitter. If possible, use gas installations with a flame supervision device. This means the gas will be turned off automatically if it is not lit.
- Have electrical wiring checked by an electrician. Make sure that sockets and fuses are not overloaded. Check that the plug is fitted with the correct strength fuse; 3 or 5 amp for appliances up to 730 watts, 13 or 15 amp for those over 730 watts.
- If there are open fires, make sure there is a fireguard, and that it is easy to use.
- Do not dry clothes or tea towels over the fire or on top of the cooker because they can easily catch fire.
- Install a smoke detector that will sound a warning if there is a fire.

Get into a safety routine at bedtime:-

- Unplug any unnecessary appliances, e.g. the TV;
- Put a guard around the fire or switch it off;
- Close all doors and windows. This reduces the spread of fire and smoke;
- If you or the person you care for has some money to spend, you could also consider getting fixed carpets, which reduce the risk of tripping or slipping, as well as being easy to keep clean. A microwave cooker may be easier to use, and may cut down the risk of burns on hot pans, provided the person you care for is capable of understanding the instructions. Microwaves are also more economical for cooking or heating up small quantities of food;
- A deep fat fryer is a good buy for anyone who makes chips regularly and is much safer than a conventional chip pan. Most kitchen fires are caused by unattended chip pans or those that have been filled with too much oil. The rule is - never more than one third full of oil.

Leaflet

Community Services has produced a leaflet and checklist for landlords and people who let furnished accommodation. If you would like a copy to help you do a check to make sure that the furniture and equipment in someone's home is safe, contact:

Community Services, Trading Standards Division
10 Church Street, Pontypridd
(01443) 484470

Carelink

Rhondda Cynon Taf has its own community alarm system, which is called Carelink. It is a local service that provides reassurance and 24-hour emergency support to those in need. With the use of a specially designed telephone and mobile radio trigger it enables people to continue living an independent life in their own home, knowing they can contact someone for help easily and quickly.

There is a weekly charge to subscribe to the service. Contact Carelink direct for more details:

The Annexe, Rock Grounds
Aberdare CF44 7AE
Tel: 01685 876831

Other contacts who may be able to help:

Age Concern

See page 82.

Carelink

See page 83.

Care and Repair

See page 83.

Citizens Advice Bureaus

See page 83.

Department for Work and Pensions

See page 84-85.

Disability Associations

See Helplines and Other organisations who can help on pages 89-97. Ring the CarersLine for local contacts.

(number at bottom of the page).

Grants (for over 60s) and People receiving Benefits

For information on the New Home Energy Efficiency Scheme in Wales, please call:

Freephone 0800 316 2815

Email: enquiries.wales@eaga.co.uk

Website: www.eaga.co.uk

Alternatively, write to:

Eaga Partnership, Freepost, PO Box 130,
Newcastle Upon Tyne, NE99 2RP.

HM Revenue and Customs

for VAT and Excise general enquiries contact:

Portcullis House, 21 Cowbridge Road East,
Cardiff CF11 9SR

Tel: 029 2038 6400

National Advice Service: 0845 010 9000

(8am to 8pm Monday to Friday)

Email: enquiries.wales@hmrc.gsi.gov.uk

Housing Associations

Contact your local Housing Office.

See page 86-87.

Housing Offices

See page 86-87.

The Relatives and Residents Association

24 The Ivories, 6-18 Northampton Street
London N1 2HY

Tel: 020 7359 8136

Email: advice@relres.org

Website: www.relres.org

Offer support, advice and information for people going into residential and nursing homes.

Samaritans

24 hour listening ear for anyone in distress.

Tel: 029 2034 4022

National number (local rate):

0845 790 9090

Tenants Associations

Ring your local Housing Office.

See page 86-87.

Young Carers

Are you under 18? Do you look after or help to look after someone at home who is disabled, sick, elderly, experiencing mental health problems or unable to look after themselves for some other reason? If so, you are probably a young carer.

Your family circumstances could need you to look after your parents, grandparents, brother, sister or any other member of your family. Your brother or sister may have particular problems such as physical or learning disabilities.

The caring you do may include one or more of the following :-

- Emotional support - sitting and listening to the person you care for;
- Household jobs - extra domestic chores such as cleaning, cooking, washing up, shopping and ironing;
- Medical care - helping with medicine and injections;
- Personal care - helping with washing, dressing, feeding or taking them to the toilet;
- Physical care - helping the person to move around the house or go out.

As a young carer you may find you:-

- Have less spare time than many of your friends;
- Worry a lot about the person you are caring for;
- Feel your school work is not as good as it could be because of the extra caring you do;
- Are embarrassed about inviting friends back to your house because of the situation at home;
- Feel a bit different to your friends and are worried about being picked on or bullied.

It is not easy being a young carer but it is not anything to be ashamed of either.

No two situations are the same, but many young carers have similar feelings, experiences and stories to tell. There are many young people who are carers but the exact number is not known because most young people do not like to call themselves a young carer.

Your Rights

All children under the age of 18 have rights. There are laws to protect these rights.

One of the most important rights you have as a young carer is the right to an assessment.

What is an assessment and should I get one?

A social worker is the person who would make an assessment. He/She will ask questions about yourself, your family, the things you do as a carer, how you feel about being a carer and how it may be affecting your life. The social worker needs to ask these questions to get a good picture of your life.

After the assessment the social worker will decide what help can be offered to you and the person you care for. The social worker must listen to what you have to say when deciding what help to offer. The social worker will then let you know the type of help being thought about to make your life easier.

It is important that you are as honest as possible in what you say and the help you would like. If you are unhappy with what is being offered it is best to say so and give your reasons why, rather than agreeing if you are not happy.

You may be worried about asking for an assessment because you do not want to talk in front of the person you care for and feel embarrassed about asking for help. You can ask to see the social worker on your own and take along a friend or adult you feel will support you.

You will find the contact details to arrange an assessment listed later on page 77.

Job	Tick	Time spent each week
Cooking		
Cleaning		
Ironing		
Shopping		
Looking after brother & sister		
Helping the person you care for to :		
Move around the house		
Move around outside the house		
Get dressed		
Wash and go to the toilet		
Take medicines		
Manage their money		
Sorting out appointments		
with doctors/hospitals		
Keeping the person you care for company		
Lifting the person you care for		

Other questions to think about

- Who else helps you with these jobs?
- What would you like to do but cannot because of the caring you do? (e.g. go out with friends, earn some money, stay for after school activities, do some homework etc).
- What sort of help would you like, to give you the chance to do some of these things?

Money

When you meet the social worker you may want to talk about benefits (money) the family are receiving. Alternatively, you can contact a number of other places that can offer benefits (money) advice. They are listed under the general contact sheets section of this pack. Look for Citizens Advice Bureau and Job Centre Plus.

Sharing your Caring

You may not want your friends or anybody else to know what goes on at home. Your family may not want other people to know either. Both you and your family may be worried about what might happen if you do tell anyone about the caring you are doing.

However, as was said earlier being a young carer can be hard. Talking to someone about it often helps. Here are some suggestions of who you could think about talking to:

Friends

Do you have a special friend you can trust? Do you already talk to them about other things? If people start asking awkward questions your friend can stand up for you.

Family

It may be hard to talk to your mum, dad or brothers and sisters. Do you have an aunt, uncle or grandparent who you get on well with?

School

Is there a teacher you know well? If you have begun to have difficulties with your school work because of the caring you do, teachers will understand and be sympathetic. Do you know the Education Welfare Officer at your school?

Youth Workers

Do you know anyone who runs a youth club you have attended or someone in your local leisure centre.

District Nurse/Health Visitor

One of these paid workers may already be visiting your house. Could you talk to them?

Young Carers Project

There are two Young Carers Projects covering Rhondda Cynon Taf. The Projects give young carers the chance to have 'timeout' from the caring role, take part in group activities and help to arrange extra support for you and your family.

If you are a young carer you can ring the Cynon Project on (01443) 476777 or Rhondda and Taff Ely on (01443) 433079.

Confidentiality

All the people listed above will respect what you have told them and not tell other people unless you agree. However if something you have said makes them believe that you are at risk they will have to pass the information on.

Helplines

If you want to talk to someone anonymously you can ring:

Childline

Freephone: 0800 1111 (24 hours a day)

Eye to Eye Youth Counselling Service

A confidential counselling service for young people. Ring 01443 204551 for an appointment.

Other people who may be able to help:

Barnardos Information Shop

21 Morgan Street, Pontypridd

Provide a range of services for young people (between ages 14 - 25), including counselling and help to get access to services.

Tel: 01443 486645

Chequers

2 Canon Street, Aberdare

Provide advice and information on issues relevant to young people.

Tel: 01685 872678.

Website: chequers.aberdareonline.co.uk

General Information on Young Carers

The following two organisations can be contacted for general information on young carers

- The Rhondda Cynon Taf CarersLine:
Freephone 0808 100 1801
- Carers Wales: 0808 808 7777

Legislation that relates to Young Carers

There is no need to know all about the law, which is there to help you as a young carer. However, here is a list of the relevant laws.

- The Disabled Persons (Services, Consultation and Representation) Act 1986 Section 8
- The Children Act 1989 Section 17
- The NHS and Community Care Act 1990
- The Carers (Recognition and Services) Act 1995
- The UN Convention on the Rights of the Child 1989
- Carers and Disabled Children Act 2000.

Rhondda Cynon Taf County Borough Council have produced a document entitled 'Children as Carers - The Multi Agency Response. Inter Agency Guidelines for Practice'

Copies of all this information can be obtained from the Rhondda Cynon Taf CarersLine (see number at bottom of page).

Other contacts who may be able to help:

Barnardos

Information Shop, 21 Morgan Street, Pontypridd.
Tel: 01443 486645
Website: www.barnardos.org.uk

Provide a range of services for young people between the ages of 14-25, including information shop, help to get access to services and aftercare.

Carers Wales

Offer general advice particularly in relation to starting up young carers projects.
See General Contact Sheets.

Childline

Freepost 1111, London N1 0BR.
Tel: 0800 1111 (24 hours freephone)
For support and help
Textphone: 0800 400 222
Open 9.30am to 9.30pm Monday to Friday and
9.30am to 8pm Saturday and Sunday.
Website: www.childline.org.uk

Cynon Valley Young Carers Project

Tel: 01443 476777 (sometimes an answer machine)

This Project is aimed at any young carers living in Cynon Valley. It is based at Mountain Ash YMCA.

Chequers

2 Canon Street, Aberdare CF44 7AT
Tel: 01685 872678
Website: www.chequers.aberdareonline.co.uk

Provides advice and information on issues relevant to young carers.

Education Welfare Officers

Tel: 01443 744000

Eye to Eye Youth Counselling Service

Beddau Community Education Centre,
Bryncelynog School, Pencoedcae Road,
Beddau CF38 2AE
Tel: 01443 204551

A confidential Counselling Service for young people, ring for an appointment.

Children and Young People's Principal Offices

There are local offices covering each of the three areas - Cynon, Rhondda and Taff Ely. The emergency duty team covers the three areas.

You should contact these offices for general advice or if you think you need direct help - ask for the 'Duty Desk' when you ring.

Rhondda Cynon Taf Community Care Division and Young People's Division

Rhondda Principal Office, Berw Road,
Tonypanyd CF40 2HH.
Tel: 01443 431513 (also minicom)

Cynon Principal Office (Community Care)
Llewellyn Street, Trecynon, Aberdare CF44 8HU.
Tel: 01685 875481 • Minicom: 01685 881741

Cynon Children and Young People's Division

Ty Caradog, Gas Works Road, Aberaman, Aberdare
Tel: 01685 888800 • Minicom: 01685 881741

Taff Ely Principal Office, Courthouse Street,
Pontypridd CF37 1LJ.
Tel: 01443 486731 (also minicom)

Emergency Duty Team
Outside Office Hours, emergencies only
(covers Rhondda Cynon Taf).
Tel: 01443 204010

Rhondda Cynon Taf CarersLine

For developments on young carers' issues in Rhondda Cynon Taf and general information on young carers ring:

Freephone: 0808 100 1801
Freephone Minicom: 0808 100 1675

Email: carerssupportproject@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/carerssupport

Rhondda and Taff Ely Young Carers Project

NCH Cymru, 293 Brithweunydd Road,
Trealaw, Tonypanyd, Rhondda CF40 2NZ.
Tel: 01443 433079

Views and Comments

Most organisations value comments on the work they carry out and the services they offer carers.

Organisations like to hear from people whether it is a compliment, suggestion or a complaint. So if you have been very happy about a service you have received let the organisation know! You can do this in a letter or by ringing up.

If you would like to use your experience on a more regular basis many organisations hold meetings to obtain the views and ideas of carers.

Both the Community Care Division and the Children and Young People's Division have systems, both formal and informal, to find out your views and ideas on their work. You can request a copy of the Community Care Charter that tells you what you can expect from a service. There is also a copy of the document called the Social Care Plan that gives details of the work the Divisions are planning over the next few years.

This is available free, from Rhondda Cynon Taf Community Care Division and Children and Young People's Division in Head Office.

If you are unhappy with any of the services you or the person you care for have received, whether from a statutory or a voluntary organisation, you have the right to make your views known. Firstly it is always best to discuss this with the person who manages the services. Many complaints can be resolved informally. If you have a complaint about the service which you have received, in the first instance please ask to discuss this with the person who manages the service. If, however, you remain dissatisfied and wish to make a formal complaint you may write to the relevant person shown in the following list.

Many large voluntary organisations have a formal complaints procedure. You will need to ask for a copy of any published leaflet.

If you need help to write a letter of complaint your local Citizens Advice Bureau may be able to help.

Contacts for Formal Complaints:-

Community Care Division and the Children and Young People's Division

Complaints Unit,
Children & Young People/ Community Care,
Rhondda Cynon Taf County Borough Council,
Ty Elai, Dinas Isaf East, Williamstown,
Tonypany CF40 1NY

Housing Division

Chief Management Officer,
Rhondda Cynon Taf Housing Division,
Rock Grounds, High Street, Aberdare, CF44 7AE

North Glamorgan NHS Trust

Chief Executive, North Glamorgan NHS Trust,
Prince Charles Hospital, Merthyr Tydfil CF47 9DT
Website: www.nglam-tr.wales.nhs.uk

Pontypridd and Rhondda NHS Trust

Trust Headquarters, Trust Managers Office,
Dewi Sant Hospital, Albert Road,
Pontypridd, CF37 1LB.
Website: www.pr-tr.wales.nhs.uk

Bridgend and District NHS Trust

(For services provided to people with a Learning Difficulty within Rhondda Cynon Taf by the Trust):

Directorate Manager,

Learning Difficulties Directorate,
Bridgend and District NHS Trust,
Quarella Road, Bridgend CF31 1YE.
Website: www.bromor-tr.wales.nhs.uk

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, Bridgend CF35 5LJ
Tel. 01656 641150
email: ask@ombudsman-wales.org.uk
Website: www.ombudsman-wales.org.uk

Contacts for Formal Complaints:

Community Care and Children and Young People's Division

Complaints Unit,
Community Care/Children's Services,
Rhondda Cynon Taf, County Borough Council,
Ty Elai, Dinas Isaf East, Williamstown,
Tonypanyd CF40 1NY

Housing

Chief Management Officer,
Rhondda Cynon Taf Housing Department,
Rock Grounds, High Street, Aberdare CF44 7AE

North Glamorgan NHS Trust

Chief Executive, North Glamorgan NHS Trust,
Prince Charles Hospital, Merthyr Tydfil CF47 9DT
Website: www.nglam-tr.wales.nhs.uk

Pontypridd & Rhondda Hospital NHS Trust

Chief Executive,
Pontypridd & Rhondda Health Care NHS Trust,
Trust Management Offices, Dewi Sant Hospital,
Albert Road, Pontypridd CF37 1LB
Website: www.pr-tr.wales.nhs.uk

Bridgend and District NHS Trust

(For services provided to people with a Learning
Difficulty within Rhondda Cynon Taf by the Trust)

Directorate Manager,
Learning Difficulties Directorate,
Bridgend and District NHS Trust,
71 Quarella Road, Bridgend CF31 1YE.
Website: www.bromor-tr.wales.nhs.uk

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed,
Bridgend CF35 5LJ
Tel: 01656 661325
Email: ask@ombudsman-wales.org
Website: www.ombudsman-wales.org.uk

Citizen Advice Bureaus

May be able to help draft a letter. See General
Contact Sheets. text

General Contacts

Rhondda Cynon Taf Community Care and Children and Young People's Division

There are local offices covering each of the three areas; Rhondda, Cynon and Taff Ely. You should contact these offices for general advice or if you think you need direct help from the Division - ask for the "Duty Desk" when you ring.

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Rhondda Principal Office

Berw Road, Tonypany CF40 2HH.
Tel: 01443 431513 (also minicom)
Fax: 01443 434833

Cynon Principal Office

Llewellyn Street, Trecynon, Aberdare CF44 8HU
Tel: 01685 875481 • Fax: 01685 879046
Minicom: 01685 881741

Cynon Children and Young People's Division

Ty Caradog, Gas Works Road
Aberaman, Aberdare CF44 6RS
Tel: 01685 888800 • Fax: 01685 879046
Minicom: 01685 881741

Taff Ely Principal Office

Courthouse Street, Pontypridd CF37 1LJ.
Tel: 01443 486731 (also minicom)
Fax: 01443 486102

Llantrisant Principal Office

Ty Elai, Dinas Isaf East, Williamstown,
Tonypany CF40 1NY
Tel: 01443 442100
Minicom: 01443 425535

Community Care

Ty Elai, Dinas Isaf East, Williamstown,
Tonypany CF40 1NY
Tel: 01443 442100 • Minicom: 01443 425535

Head Offices

(For particular enquiries concerning policies, future plans and for complaints).

Education and Children's Services

Ty Trevithick, Abercynon, Mountain Ash CF45 4UQ
Tel: 01443 744000

All of the above offices are open Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4.30pm – in an emergency, outside these hours contact:

Emergency Duty Team
Tel: 01443 204010

Rhondda Cynon Taf Carers Support Project

Freephone: 0808 100 1801
Freephone Minicom: 0808 100 1675
9am to 1.30pm and 2pm to 5pm Monday to Friday
(Answerphone available outside these hours)
Email: carerssupportproject@rhondda-cynon-taff.gov.uk
Website: www.rhondda-cynon-taff.gov.uk/carerssupport

The project holds information on a whole range of topics. Also provides a telephone counselling service and helps support carers initiatives in Rhondda Cynon Taf.

Rhondda Cynon Taf Council Tax Section

Bronwydd House, Porth CF39 9DL
Tel: 01443 681081

Age Concern Morgannwg

Age Concern in Rhondda Cynon Taf runs a Community Outreach Team, Good Neighbour Scheme, Drop In Centres and an Information Service. The Organisation's four principles are direct intervention, social advocacy, innovation and research and joint social planning.
Website: www.ageconcernmorgannwg.org

Age Concern - Cynon Scheme
3 Market Street, Aberdare CF44 7DY
Tel: 01685 879959
(10am to 3.30pm [closed for lunch 1-1.30pm]
Monday to Friday)
Email: cynongns@ageconcernmorgannwg.org

Age Concern - Rhondda Scheme
105 Dunraven Street, Tonypany,
Rhondda CF40 1AR
Tel: 01443 431944
(10am to 3.30pm [closed for lunch 1-1.30pm]
Monday to Friday)

Age Concern - Taff Ely Scheme
35 Taff Street, Pontypridd
Tel: 01443 485505
9.15am to 4.45pm
Monday to Thursday, 9.15am to 4.15pm Friday,
10am to 12.45pm Sat (trial)
Surgeries held in the morning, 10am to 12pm
(Tuesday, Wednesday and Thursday by
appointment only)

Advocacy

The Age Concern Morgannwg Elderly Mentally Infirm (EMI) Advocacy Project provides people over 50 with Dementia an independent voice to express their views.

Tel: 01443 431944 and ask for Luisa Bridgman
(10am to 3.30pm [closed for lunch 1-1.30pm]
Monday to Friday)
Email: advocacy@acmorgannwg.org.uk

Community Outreach Team

Tel: 01443 477126
Email: cot@acmorgannwg.org.uk

The Community Outreach Team provides help and support to older people living in Rhondda Cynon Taff and Merthyr Tydfil, it's projects include:

- Hospital Discharge Service – Supports people in their own homes for 6 to 8 weeks on discharge from hospital.
- Preventative Service – supporting people in their own home with the intention of preventing the need for hospital admission.
- Specialist Home Care service in the Cynon Valley – for older people with Mental Health problems.
- Tegfan Day Unit – in partnership with the Day Unit staff, we deliver activity sessions to stimulate activity and conversation.
- William Stephen Jones Club – in partnership with other professionals, we provide an arts and social evening for older people suffering with Dementia.
- Supporting People Scheme – Tenancy support to people over 60, including debt management and other related benefits advice.
- Keeping in Touch Project - aims to enable older people who have family all over the world to keep in touch via email.

In addition to these projects, we participated in the successful pilot of the Telecare system, worked jointly with Leisure to encourage older people to maintain their mobility in the 'Move More Often' project and we work alongside the Community Care Mental Health Teams to enable greater communication and planning in people's services.

Good Neighbourhood Befriending Service

Rhondda/Taff Ely Scheme
105 Dunraven Street, Tonypanyd CF40 1AR
Tel: 01443 431944
Email: rhonddagns@acmorgannwg.org.uk
or lana.silver@acmorgannwg.org.uk

Pension Service Surgeries

Rhondda – 01443 431944
10am to 1.00pm Mondays and Fridays
(drop-in service)
Cynon – 01685 879959
10am to 12.30pm Mondays and Fridays
Taff Ely – 01443 485505
10.30am to 12.30pm Fridays

British Red Cross

The British Red Cross provides free short-term loans of wheelchairs, commodes and backrests (there may be a small delivery charge). They also provide a transport and escort service for people who cannot get about easily or use ordinary transport and a therapeutic care service.
Website: www.redcross.org.uk

British Red Cross Glamorgan Branch

River House, Ynys Bridge Court
Gwaelod-y-Garth Cardiff CF15 9SS
Tel: 029 2081 5680

Medical Loan Depot

Unit 15 Albion Estate, Cilfynydd
Pontypridd CF37 4NX
Tel: 01443 493333
Email: samclark@redcross.org.uk

Care and Repair

39 Duffryn Street, Ferndale
Rhondda CF43 4ER
Tel: 01443 755696
Website: www.careandrepair.org.uk

Care and Repair can offer advice, help and support to local elderly and disabled home owners who would like to get repairs or improvements made to their home.

Carelink Centre

The Annexe, Rock Grounds, Aberdare CF44 7AE
Tel: 01685 876831

A local community alarm system that provides 24-hour emergency support to those in need. There is a small charge.

Carers Wales

River House, Ynysbridge Court
Gwaelod y Garth, Cardiff CF15 9SS
Tel: 029 2081 1370
Email: info@carerswales.org.uk
Website: www.carerswales.org
Carersline: 0808 808 7777
(10am to 12noon and 2pm to 4pm Wednesday and Thursday)

Carers Wales is the 'national voice' of carers in Wales. It aims to:-

- raise awareness of the needs of carers;
- help carers become more aware of their own role and status in the community;
- provide information, advice and support to carers in Wales.

Citizens Advice Bureaus

Cynon Valley
The Old Library, Duffryn Road, Mountain Ash
Tel: 01443 475633
Open Mon to Thurs 9.30am to 1pm
Appointments can be made for legal advice, tribunal representation and completing of various forms.

Pontypridd and Rhondda
5 Gelliwastad Road, Pontypridd
Rhondda Cynon Taf CF37 2BP
Open 10am to 4pm
Monday to Friday (appointments only)
Open door – 10am to 1pm
Tel: 01443 409963
Website: www.citizensadvice.org.uk

The Bureaus offer an extension service as follows:-

Mondays - Llanharry, The Surgery, Elm Road
(Better Advice: Better Health)
Open 9.30am to 11.30am

Tuesdays - Ferndale, Trerhondda
Open 9.30am to 11.30am

Tylorstown - Welfare Hall (Basement)
Open 1pm to 3pm

Wednesdays - Treherbert (Cwmni),
156 Bute Street
Open 1pm to 3pm

Tonyrefail - Clinic School Street
(Better Advice: Better Health)
Open 1.30pm to 3.30pm

Thursdays - Hirwaun YMCA
Open 10.15am to 12.15pm

Maerdy - Maerdy Community Centre
Open 10am to 1pm

Rhydyfelin - Taff Vale Practice, Duffryn Road
(Better Advice: Better Health)
Open 1.30pm to 3.30pm

Community Health Councils

Website: www.wales.nhs.uk/chc

Cynon (and Merthyr)

3rd Floor, Hollies Health Centre
Swan Street, Merthyr Tydfil CF47 9DT
Tel: 01685 384023 ext. 213/4

Taff Ely and Rhondda

Unit 10, Maritime OfficesmWoodland Terrace,
Maesycod, Pontypridd CF37 1DZ
Tel: 01443 405830
Email: enquiries@pontypriddchc.org.uk

Crossroads (Rhondda Cynon Taff)

Llanover House, Llanover Road,
Pontypridd CF37 4DY
Tel: 01443 480484
Email: info@rctcrossroads.org.uk
Website: www.crossroads.org.uk

Department for Work and Pensions

Comprises

- Jobcentre Plus - provides services to people of working age, administering the majority of benefits they can claim.
- The Pension Service - provides services and support for pensioners. Within RCT there are local outlets supported by Swansea Pension Centre. They administer State Pension, Pension Credits and Winter Fuel Payments.
- The Child Support Agency - administer the system that pursues maintenance from absent parents.
- The Disability and Carers Service - administers DLA, AA, CA and vaccine damage payments through a network of Disability Benefit Centres.
- The Appeals Service - administers independent tribunals which hear appeals on Social Security Benefits.

Website: www.dwp.gov.uk

Attendance Allowance and Disability Living Allowance

Helpline: 0845 712 3456
(7.30am to 6.30pm Monday to Friday)
Textphone: 0845 722 4433

Benefit Enquiry Line

Tel: 0800 882200
Textphone: 0800 243355
Confidential advice and information for people with disabilities and their carers.

Disability and Carers Service

Website: www.dwp.gov.uk/localoffice/disability

For existing disability claims:-

Disability Benefits Unit, Warbreck House,
Warbreck Hill, Blackpool FY2 0YE

Helpline: 0845 712 3456
(7.30am to 6.30pm Monday to Friday)
Textphone: 0845 722 4433

Email: DBU-customer-service@dwp.gsi.gov.uk

Wales Disability Benefits Centre

Government Buildings, St. Agnes Road, Gabalfa,
Cardiff CF14 4YJ
Tel: 029 2058 6002
Textphone: 029 2058 6267
Email: wales-DBC-customerservices@
dwp.gsi.gov.uk

Appeals Service in Wales

Oxford House, Hills Street,
The Hayes, Cardiff CF1 2DR
Tel: 029 2087 7200
Minicom: 029 2087 7296
Email: tas-car-customer-serv@appeals-
service.gsi.gov.uk
Website: www.appeals-service.gov.uk

Carers Allowance Unit

Palatine House, Lancaster Road, Preston PR1 1HB
Tel: 01772 899508
Carers Allowance Enquiry Line: 01253 85 61 23

Child Benefit and Guardians Allowance Enquiry Line:

Tel: 0845 302 1444
Textphone: 0845 302 1474

Child Support Agency

National Enquiry Line:
0845 7133 133
Textphone: 0845 7138 924
Website: www.csa.gov.uk

Jobcentre Plus

To claim Income Support for people aged 16 – 60
and all remaining benefits for people under 65.

Contact Centre: 0845 601 3614
Textphone: 0845 605 2612
Welsh language: 0845 606 8135
Ffôn testun: 0845 605 2302

If you are of working age and want to claim
benefit

Telephone: 0845 601 3614
Textphone: 0845 605 2612
Welsh Language: 0845 605 8135
Website: www.jobcentreplus.gov.uk

For help with other social security benefits ring
your local Jobcentre Plus.

Jobcentre Plus Offices

Aberdare

Crown Buildings, Greenbach, Aberdare CF44 7HU
Telephone: 01685 887200
Textphone: 01685 887348

Llantrisant

17 Ely Valley Road, Talbot Green,
Pontyclun, Llantrisant CF72 9YE
Telephone: 01443 484700
Textphone: 01443 618401

Mountain Ash

New County Buildings, Mountain Ash CF45 4HU
Telephone: 01443 484700
Textphone: 01443 618515

Pontypridd

Oldway House, Broadway, Pontypridd CF37 4SP
Telephone: 01443 484700
Textphone: 01443 612011

Porth

Oldway House, Porth Street,
Porth, Rhondda CF39 9RB
Telephone: 01443 484700
Textphone: 01443 613807

Tonypandy

Thistle House, Llwynypia Road,
Tonypandy, Rhondda CF40 2EP
Telephone: 01443 484700
Textphone: 01443 618086

Treorchy

Oldway House, Bute Street, Treorchy,
Rhondda CF42 6TE
Telephone: 01443 484700
Textphone: 01443 618834

For letters write to:-

Department for Work and Pensions
(here insert whichever office from the list above
you are writing to)

Royal Mail

220 – 228 Penarth Road, Cardiff CF1 1BR

New Deal

for Lone Parents: 0800 868 868

for jobseekers: 0845 606 26 26

Textphone: 0845 606 0680

Tax Credits (Inland Revenue)

Helpline: 0845 300 3900

Textphone: 0845 300 3939

Website: www.inlandrevenue.gov.uk

The Pension Service

Tel: 0845 6060 265

Textphone: 0845 6060 285

Welsh speaker: 0845 6060 275

Welsh textphone: 0845 6060 295

To claim Pension Credit Telephone: 0800 99 1234

Textphone: 0800 169 0133

Website: www.thepensionservice.gov.uk

Inherited SERPS Scheme

Helpline: 0845 600 6116

Textphone: 0845 602 1913

Winter Fuel Payments

Helpline: 0845 915 1515

Textphone: 0845 601 5613

(Have your National Insurance number ready when you call)

Website: www.thepensionservice.gov.uk

Ministry of Defence

Veterans Agency, Norcross, Blackpool FY5 3WP

War Disablement Pensions and War Widows

Pensions:

Freephone: 0800 169 2277

Textphone: 0800 169 3458

Email: help@veteransagency.gsi.gov.uk

Website: veteransagency.mod.uk

Other useful benefit numbers

Department for Work and Pensions Public

Enquiry Office: 020 7712 2171

Employer helpline: 0845 7143 143

Motability: 0845 4564 566

National Insurance

Registration Helpline: 0845 915 7006

Social Security Abroad: 0191 213 5000

Interlink

Interlink aims to offer support, information and representation of voluntary groups/organisations in Rhondda Cynon Taf and can suggest places to undertake voluntary work.

Maritime Offices, Woodland Terrace, Maesycloed, Pontypridd CF37 1DZ

Tel/minicom: 01443 485337

Website: www.interlinkrct.org.uk

NHS Trusts Serving Rhondda Cynon Taf

North Glamorgan Trust Trust Headquarters,

Prince Charles Hospital, Merthyr Tydfil CF47 9DT

Telephone: 01685 721721

Email: info@nglam-tr.wales.nhs.uk

Website: www.nglam-tr.wales.nhs.uk

Pontypridd and Rhondda NHS Trust

Trust Headquarters, Trust Managers Office,

Dewi Sant Hospital, Albert Road,

Pontypridd CF37 1LB

Telephone: 01443 486222

Website: www.pr-tr.wales.nhs.uk

Rhondda Cynon Taf Community Housing

Head Office, Rock Grounds, High Street,

Aberdare CF44 7AE

Tel: 01685 885220/885300

Repairs Call Centre: 0845 301 4141

Website: www.rhondda-cynon-taff.gov.uk

Area Housing Offices

Aberdare – 01685 885220/885300

Areas covered – Rhigos, Penderyn, Hirwaun,

Penywaun, Llwedcoed, Trecynon, Cwmdare,

Aberdare, Aberaman, Godreaman, Cwmaman,

Glynhafod.

Mountain Ash – 01443 472461

Areas covered – Cwmbach, Abercwmboi, Cefnpennar, Mountain Ash, Perthcelyn, Penrhiwceiber, Ynysboeth and Abercynon.

Pontypridd - 01443 494019

Areas covered – Cilfynydd, Ynysybwl, Glyncoch, Pontypridd, Graig, Trallwyn, Rhydyfelin, Hawthorn, Taffs Well, Treforest, Church Village and Beddau.

Porth – 01443 734000

Areas covered – Maerdy, Ferndale, Tylorstown, Pontygwaith, Penrhys, Wattstown, Cymmer, Ynysir, Porth and Lower Trebanog

Tonypanyd - 01443 440303

Areas covered – Blaenrhondda, Blaencwm, Treherbert, Tynewydd, Ynyswen, Treorchy, Cwmparc, Ton Pentre, Gelli, Ystrad, Llwynypia, Tonypanyd, Clydach Vale, Trealaw, Penygraig, Penrhiwfer, Williamstown, Edmondstown and Dinas.

Tonyrefail – 01443 674133/676567

Areas covered – Tonyrefail, Trebanog, Gilfach Goch, Llantrisant, Talbot Green, Pontyclun, Llanharri and Llanharan.

Housing Grants

Tel: 01443 407811

Sheltered Housing

85 Talbot Road, Talbot Green, Llantrisant
Tel: 01443 222211

Housing Advice Team

35a Taff Street, Pontypridd CF37 4YY
Tel: 01443 485515
(8.30am to 5pm Monday to Friday)

Rhondda Cynon Taff Crossroads

Llanover House, Llanover Road,
Pontypridd CF37 4DY
Tel: 01443 480484
Email: info@rctcrossroads.org.uk
Website: www.crossroads.org.uk

Crossroads aim to promote, offer, support and deliver high quality services for carers and people with care needs. The Community Care and Children and Young People's Divisions can also refer you to these Schemes.

Rhondda Cynon Taf Local Health Board

Unit 3, Cefn Coed, Parc Nantgarw,
Pontypridd CF15 7QQ
Tel: 01443 824400
Website: www.rhonddacynontafflhb.wales.nhs.uk

The Board is responsible for leading the development of local health services to meet the needs of Rhondda Cynon Taf residents. The Board hold regular meetings that are open to the public.

Helplines

In the following list, 0800 and 0808 numbers are free, 0845 numbers are charged at local rate and other numbers are charged at usual rates.

The helplines listed are only some of the lines available. If you cannot find a helpline for your situation, please contact the Rhondda Cynon Taf CarersLine who will try to find the information you require.

Telephone Freephone: 0808 100 1801
Minicom Freephone: 0808 100 1675
Email: carerssupportproject@rhondda-cynon-taff.gov.uk

Bereavement

Compassionate Friends

Support line manned by bereaved parents for bereaved parents and families who have lost a child of any age.

National Helpline: 0845 123 2304
(10am to 4pm and 6.30pm to 10.30pm every day)
Email: info@tcf.org.uk
Website: www.tcf.org.uk

Cruse Bereavement Care

Day by Day Helpline: 0870 167 1677
(9.30am to 5pm Monday to Friday, 3pm to 5pm on Saturdays and 3pm to 7pm on Sundays)

Evening Bereavement line: 0845 758 5565
(5pm to 9pm Monday to Friday, 3pm to 5pm on Saturdays and 3pm to 7pm on Sundays)
Email: helpline@cruse.org.uk
Website: www.crusebereavementcare.org.uk

The Samaritans

The Samaritans local number is: 029 2034 4022, if this line is busy, you can also ring the National number (local rate): 0845 790 9090
Website: www.samaritans.org

Stillbirth and Neonatal Death Society (Sands)

Tel: 020 7436 5881
(9.30am to 3.30pm Monday to Friday)
Email: support@uk-sands.org
Website: www.uk-sands.org

Carers

Carers UK Carers Line

Tel: 0808 808 7777
(10am to 12 noon and 2pm and 4pm on Wednesdays and Thursdays)
Email: info@carerswales.org.uk
Website: www.carersuk.org

Dementia Careline

For carers of elderly people with memory problems
Tel: 029 2052 9848
service also available in Welsh
(10am to 10pm every day)

Parent Line

For parents under stress
Tel: 0808 800 2222
(24 hours a day, every day)
Textphone: 0800 783 6783
Email: parentsupport@parentlineplus.org.uk
Website: www.parentlineplus.org.uk

Rhondda Cynon Taf CarersLine

Freephone: 0808 100 1801
Minicom Freephone: 0808 100 1675
(9am to 1.30pm and 2pm to 5pm Monday to Friday, answer machine out of hours)
Email: carerssupportproject@rhondda-cynon-taff.gov.uk

Children and Young People

Childline Cymru

Call free 0800 1111 (24 hours a day, every day)

Textphone: 0800 400 222

(9.30am to 9.30pm Monday to Friday and

9.30am to 8pm Saturday and Sunday)

Website: www.childline.org.uk

Children and Young People's Services

Cynon area

Tel: 01685 888800

Textphone: 01685 881741

Llantrisant area

Tel: 01443 442100

Textphone: 01443 425535

Pontypridd area

Tel/Textphone: 01443 486731

Rhondda area

Tel/Textphone: 01443 431513

Website: www.rhondda-cynon-taff.gov.uk

Contact a Family

Tel: 0808 808 3555

(10am to 4pm Monday to Friday)

Textphone: 0808 808 3556

Email: helpline@cafamily.org.uk

Website: www.cafamily.org.uk

NSPCC Cymru Child Protection Helpline

Tel: 0808 800 5000 (24 hours a day, every day)

Textphone: 0800 056 0566

Email: help@nspcc.org.uk

Welsh Email: helplinecymru@nspcc.org.uk

Asian Email: helpline.asian@nspcc.org.uk

Website: www.nspcc.org.uk

Young Carers

Cynon Young Carers Project

Tel: 01443 476777

(9am to 5pm Monday to Friday, answer machine out of hours)

Rhondda and Taff Ely Young Carers Project

Tel: 01443 433079 (9am to 5pm Monday to Friday,

answer machine out of hours)

Continence

Continence Foundation Helpline

For information and advice on the practical and emotional aspects.

Tel: 0845 345 0165

(9.30am to 1pm Monday to Friday)

Email: continencehelp@dial.pipex.com

Website: www.continence-foundation.org.uk

Enuresis Resource and Information Centre

For advice and practical help for children or young adults on bed wetting.

Tel: 0117 960 3060

(10am to 4pm Monday to Friday)

Email: info@eric.org.uk

Website: www.eric.org.uk

Eye to Eye Youth Counselling Service

A confidential counselling service for young people, for an appointment ring 01443 204551

Incontact

Provides information and support for people affected by bladder problems.

Tel: 0870 770 3246

(9am to 5pm Monday to Friday)

Email: info@incontact.org

Website: www.incontact.org

Debt

National Debtline

Free confidential advice on mortgages, rent arrears and other debts.

Tel: 0808 808 4000

(9am to 9pm Monday to Friday, 9.30am to 1pm

Saturdays,

answer machine out of hours)

Website: www.nationaldebtline.co.uk

UK Insolvency Helpline

For people with debt problems. Offer a free self-help information pack.

Tel: 0800 074 6918

(24 hours a day, every day)

Email: info@insolvencyhelpline.co.uk

Website: www.insolvencyhelpline.co.uk

Elderly

Action on Elder Abuse Response Line

Tel: 0808 808 8141

(10am to 4.30pm Monday to Friday)

Email: enquiries@elderabuse.org.uk

Website: www.elderabuse.org.uk

Community Services Adult Teams

Cynon area

Tel: 01685 875481

Textphone: 01685 881741

Llantrisant area

Tel: 01443 442100

Textphone: 01443 425535

Pontypridd area

Tel/Textphone: 01443 486731

Rhondda area

Tel/Textphone: 01443 431513

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Help the Aged

A free UK information service for older people, their carers, relatives and friends.

Senior Line: 0808 800 6565

(9am to 4pm, Monday, Wednesday, Thursday and Friday, 9am to 3pm on Tuesdays)

Email: infocymru@helptheaged.org.uk

Website: www.helptheaged.org.uk

Veterans Helpline

Tel: 0800 169 2277

Textphone: 0800 169 3458

Email: help@veteransagency.gsi.gov.uk

Website: www.veteransagency.mod.uk

Winter Warmth Line

Advice to older and vulnerable people on keeping warm and well during the winter months.

Information is also available on benefits, cold weather payments and grants for the home.

Tel: 0800 085 7000

Minicom: 0800 085 7857

(Open 1st October to 31st March, 8am to 8pm Monday to Friday)

Gambling

Gamblers Anonymous

Tel: 0870 050 8880 (24 hours a day, every day)

Website: www.gamblersanonymous.org.uk

Health

NHS Direct Wales

Service provided by nurses, giving confidential health care advice and information.

Tel: 0845 4647

(24 hours a day, every day)

Website: www.nhsdirect.nhs.uk

Sexual Health Information Line

Tel: 0800 567 123

(24 hours a day, every day)

Other languages: 0800 917 2227

Minicom: 0800 521 361

Website: www.playingsafely.co.uk

Terrence Higgins Trust (HIV and Aids helpline)

Tel: 0845 122 1200 (10am to 10pm Monday to Friday and 12 noon to 6pm Saturday and Sunday)

Email: info@tht.org.uk

Website: www.tht.org.uk

Housing

Housing Advice Team

Housing advice service for residents of Rhondda Cynon Taf

Tel: 01443 485515

(9am to 5pm Monday, Tuesday, Wednesday and Friday, 12 noon to 5pm on Thursdays)

Emergency out of hours telephone: 01685 876831

Website: www.rhondda-cynon-taff.gov.uk

Eaga Partnership (Home Energy Efficiency Service [HEES])

Tel: 0800 316 2815

(8.30am to 5.30pm Monday to Friday)

Email: enquiries.wales@eaga.co.uk

Website: www.eaga.co.uk

Shelter Cymru

Tel: 0808 800 4444

(24 hours a day, every day)

Website: www.shelter.org.uk

Learning Disabilities

British Dyslexia Association

Tel: 0118 966 8271

(10am to 12.30pm and 2pm to 4pm Monday to Friday)

Email: helpline@bdadyslexia.org.uk

Website: www.bdadyslexia.org.uk

Cerebral Palsy Helpline

Advice, information and support on all aspects affecting people with cerebral palsy.

Tel: 0808 800 3333

(9am to 9pm Monday to Friday, 2pm to 6pm Saturdays and Sundays)

Email: cphelpline@scope.org.uk

Website: www.scope.org.uk

Community Services Community Support Teams

East: 01443 439266

West: 01443 668800

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

MENCAP

Wales Learning Disability Helpline

Tel: 0808 800 0300

Email: helpline.wales@mencap.org.uk

Website: www.mencap.org.uk

Mental Health

Alzheimers Helpline

Tel: 0845 300 0336

(8.30am to 6.30pm, Monday to Friday)

Email: enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

Alzheimer's Rhondda Cynon Taf Branch

Tel: 01443 400233

(9.30am to 2.30pm, answer machine out of hours)

Email: maria.moruzzi@lycos.co.uk

Contact to arrange an appointment.

Website: www.alzheimers.org.uk/BranchWebsites/RhonddaCynonTaff/index.html

Community Advice and Listening Line (CALL)

Tel: 0800 132 737

(10am to 2pm and 7pm to 11pm Monday to Friday, 12 noon to midnight

Saturdays and Sundays)

Email: call.helpline@new-tr.wales.nhs.uk

Website: www.callhelpline.org.uk

Community Services Mental Health Teams

Rhondda: 01443 687098

Cynon: 01685 881246

Taff Ely: 01443 486856

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Community Services Older People's Mental Health Services

Cynon area

Tel: 01685 875481

Textphone: 01685 881741

Llantrisant area

Tel: 01443 442100

Textphone: 01443 425535

Pontypridd area

Tel/Textphone: 01443 486731

Rhondda area

Tel/Textphone: 01443 431513

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Dementia Careline

Information and support for people with memory problems or Alzheimers.

Tel: 029 2052 9848

MDF the BiPolar Organisation Cymru

Tel: 0845 634 0080

(10am to 4pm Monday to Friday)

Email: info@mdfwales.org.uk

Website: www.mdfwales.org.uk

MIND Infoline

Tel: 0845 766 0163

(9.15am to 5.15pm

Monday to Friday)

Email: info@mind.org.uk

Website: www.mind.org.uk

Rethink

(formerly the National Schizophrenia Fellowship)

Tel: 020 8974 6814

(10am to 3pm Monday to Friday)

Email: advice@rethink.org

Website: www.rethink.org

No Panic (Phobias)

National Helpline: 0808 808 0545

(10am to 10pm daily)

Nighttime anxiety crisis line: 0800 783 1531

(10pm to 10am)

Email: ceo@nopanic.org.uk

Website: www.nopanic.org.uk

National Phobic Society

Offer all kind of help to people living with anxiety disorders and phobias.

Tel: 0870 7700 456

(9.30am to 9pm Monday to Friday)

Email: support@phobics-society.org.uk

Website: www.phobics-society.org.uk

Sane Line

Tel: 0845 767 8000

(12 noon to 11pm Monday to Friday and 12 noon to 6pm Saturdays and Sundays)

For information and emotional support to people suffering from mental illness, their families and friends.

Website: www.sane.org.uk

Wales Rural Stress Helpline

Same details as the CALL helpline.

There is a free booklet called 'A Guide to Services for Mental and Emotional Well Being in Merthyr and Rhondda Cynon Taf' which lists many more helplines and sources of information.

Ring the CarersLine for a copy on

Freephone: 0808 100 1801

Freephone minicom: 0808 100 1675

or view it online at www.rhondda-cynon-taff.gov.uk/communitycare

Missing Persons

Missing Persons Helpline

Freephone: 0500 700 700

Runaway helpline: Freephone 0808 800 7070

(If you are under 18 and have runaway call us for help and advice)

Message Home: Freephone 0800 700 740

(Over 18, left home? Send a message, no questions asked)

Email: help@messagehome.org

Website: www.missingpersons.org

Physical Disability/ Illness

AFASIC

Information for parents of children and young adults with speech impairments

Tel: 0845 355 5577

(10.30am to 2.30pm Monday to Friday)

Email: hlmgr@afasic.org.uk

Website: www.afasic.org.uk

Arthritis Care

Tel: 0808 800 4050

(12 noon to 4pm Monday to Friday)

Email: helplines@arthritiscare.org.uk

Website: www.arthritiscare.org.uk

Asthma UK Advice Line

Tel: 0845 701 0203

(9am to 5pm Monday to Friday)

Website: www.asthma.org.uk

Back Care

Provides treatment and management of back pain.

Tel: 0870 950 0275 (9am to 12pm Monday,

Tuesday and Friday, 7.30pm to 9pm Wednesdays and 1pm to 4pm Thursdays)

Email: helpline@backcare.org.uk

Website: www.backcare.org.uk

British Stammering Association

Tel: 0845 603 2001

(10.30am to 12.30pm, 1.30pm to 3pm and 7pm to 9pm Mondays and Wednesdays. 10.30am to 1pm, 2pm to 5pm and 7pm to 9pm Thursdays)

Email: info@stammering.org

Website: www.stammering.org

Cancer BACUP

Tel: 0808 800 1234

(9am to 8pm Monday to Friday)

Website: www.cancerbacup.org.uk

Diabetes UK CareLine

Help with general questions on living with diabetes

Tel: 0845 120 2960

(9am to 5pm Monday to Friday)

Email: careline@diabetes.org.uk

Website: www.diabetes.org.uk

Diabetes UK (Cymru)

Tel: 029 2066 8276

Website: www.diabetes.org.uk/cymru

Disability Law Service

A free confidential legal advice and casework service for disabled people, their enablers, carers, families and other organisations.

Tel: 0207 791 9800

(10am to 1pm and 2pm to 5pm Monday to Friday)

Minicom: 0207 791 9801

Email: advice@dls.org.uk

Website: www.dls.org.uk

Disability Rights Commission Helpline

For information about the Disability Discrimination Act.

Tel: 0845 7622 633

(8am to 8pm Monday to Friday)

Textphone: 0845 7622 644

Website: www.drc.gov.uk

Community Services Adult Teams

Cynon area

Tel: 01685 875481

Textphone: 01685 881741

Llantrisant area

Tel: 01443 442100

Textphone: 01443 425535

Pontypridd area

Tel/Textphone: 01443 486731

Rhondda area

Tel/Textphone: 01443 431513

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Rhondda Cynon Taf Disabled Children's Team

Tel: 01443 444300

Textphone: 01443 425535

Website: www.rhondda-cynon-taff.gov.uk

Disabled Living Foundation

Provides information on disability equipment.

Tel: 0845 130 9177

(10am to 4pm Monday to Friday)

Textphone: 020 7432 8009

Email: advice@dlf.org.uk

Website: www.dlf.org.uk

Dystonia Society

Information, support and advice for carers of people with neurological movement disorder.

Tel: 0845 095 6575

(9am to 5pm Monday to Friday)

Email: support@dystonia.org.uk

Website: www.dystonia.org.uk

Eating Disorders Association

Adult helpline: 0845 634 1414 (8.30am to 8.30pm Monday to Friday and 1pm to 4.30pm Saturdays)

Email: helpmail@edauk.com

Youthline: 0845 634 7650

(4pm to 6.30pm Monday to Friday and 1pm to 4.30pm Saturdays)

Youthline TEXT service: 07977 493 345

Textphone: 0160 375 3322

(8.30am to 8.30pm Monday to Friday)

Email: talkback@edauk.com

Website: www.edauk.com

Epilepsy Helpline

Tel: 0808 800 5050

(9am to 4.30pm Monday to Thursday and 9am to 4pm on Fridays)

Free fax: 0808 800 5555

Email: helpline@epilepsy.org.uk

Website: www.epilepsy.org.uk

Epilepsy Wales

Tel: 0845 741 3774

Email: helpline@epilepsy-wales.co.uk

Website: www.epilepsy-wales.co.uk

Lymphoma Association

Tel: 0808 808 5555

(9am to 6pm Monday to Thursday and 9am to 5pm Friday)

Email: information@lymphoma.org.uk

Website: www.lymphoma.org.uk

For younger people (telephone number as above)

Email: lifesite@lymphoma.org.uk

Website: www.lifesite.info

ME Connect

The ME Associations information and support service.

Tel: 0870 444 1836

(10am to 12am, 2pm to 4pm and 7pm to 9pm every day)

Website: www.meassociation.org.uk

Motor Neurone Disease Helpline

Tel: 0845 762 6262

(9am to 5pm and 7pm to 10.30pm Monday to Friday)

Email: enquiries@mndassociation.org

Website: www.mndassociation.org

Multiple Sclerosis

Tel: 0808 800 8000

(9am to 9pm Monday to Friday - except Bank Holidays)

Email: info@mssociety.org.uk

Website: www.mssociety.org.uk

National Eczema Society

Tel: 0870 241 3604

(8am to 8pm Monday to Friday)

Email: helpline@eczema.org

Website: www.eczema.org

National Osteoporosis Society

Tel: 0845 450 0230

(10am to 3pm Monday to Friday)

Email: nurses@nos.org.uk

Website: www.nos.org.uk

Parkinsons Disease Society

Tel: 0808 800 0303

(9.30am to 5.30pm Monday to Friday)

Email: enquiries@parkinsons.org.uk

parkinsons.org.uk

Website: www.parkinsons.org.uk

Sexual Health Information Line

Tel: 0800 567 123

(24 hours a day, every day)

Other languages: 0800 917 2227

Minicom: 0800 521 361

Website: www.playingsafely.co.uk

Tenovus (Cancer Information)

Tel: 0808 808 1010

(9am to 4.30pm Monday to Friday)

Website: www.tenovus.com

Sensory Impairment (visual and hearing loss)**Deafblind UK**

Tel/Minicom: 0800 132 320

(24 hours a day, every day)

Website: www.deafblinduk.demon.co.uk

National Deaf Children's Society

Tel/Minicom: 0808 800 8880

(10am to 5pm Monday to Friday)

Email: helpline@ndcs.org.uk

Website: www.ndcs.org.uk

Community Services Sensory Services Team

Tel/Textphone: 01443 431513

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Royal National Institute for the Blind

Tel: 0845 766 9999

(9am to 5pm Monday to Friday)

Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

Royal National Institute for the Deaf and hard of hearing (RNID)

Tel: 0808 808 0123

Textphone: 0808 808 9000

Email: information.line@rnid.org.uk

Website: www.rnid.org.uk

Substance Misuse**Ark Youth and Community Project**

A support group for parents and carers of someone who is experiencing substance misuse.

An advocacy service is offered by appointment

Tel: 01443 431441

Community Services Substance Misuse Team

Tel: 01685 875481

(9am to 5pm Monday to Friday)

Email: communitycare@rhondda-cynon-taff.gov.uk

Website: www.rhondda-cynon-taff.gov.uk/communitycare

Drinkline

Information, advice, support and referral to people concerned about their or someone else's drinking

Tel: 0800 917 8282

(24 hours a day, every day)

Minicom: 0800 027 4114

Family Awareness and Drug Support (FADS)

To support families affected by drug and alcohol misuse in the Penywaun area.

Tel: 01685 814900

Frank Campaign**(National Drug Helpline)**

Tel: 0800 776 600

(24 hours a day, every day)

Minicom: 0800 917 8765

Email: frank@talktofrank.com

Website: www.ndh.org.uk

Midas Drugaid

Tel: 01685 721991

(9am to 5pm Monday to Friday)

Email: office@drugaidcymru.com

Website: www.drugaidcymru.com

Release

People who have substance misuse problems
(includes a legal advice service)

Tel: 0845 4500 215

(10.30am to 5.30pm

Monday to Friday)

Email: ask@release.org.uk

Website: www.release.org.uk

Rhondda Cynon Taf Community Drug and Alcohol Team

Tel: 01443 217026

(9am to 5pm Monday to Friday)

Rhondda Integrated Substance Misuse Service (RISMS)

A partnership of agencies working together to
meet the health and social care needs of
individuals and their carers

Tel: 01443 440440 ext. 5757

(9am to 5pm Monday to Friday)

T.E.D.S.

Tel: 01685 880090

(9am to 6pm Monday to Thursday and

9am to 5pm Fridays)

Email: teds@teds.org.uk

There is a free booklet called 'A guide to drug and
alcohol services in Rhondda Cynon Taf' which
lists many more helplines and sources of
information.

Ring the CarersLine for a copy on

Freephone: 0808 100 1801

Freephone minicom:

0808 100 1675

or view it online at www.rhondda-cynon-taff.gov.uk/communitycare

Other Organisations

Who Can Help

Please remember

There are many small groups who may be just what you are looking for but who are not listed here. Ring the Rhondda Cynon Taf CarersLine Freephone 0808 100 1801 • Freephone Minicom 0808 100 1675 or Email: carerssupportproject@rhondda-cynon-taff.gov.uk who will be able to tell you of any local groups who may be relevant to you.

Alternatively you can look on the Rhondda Cynon Taf Community Information Database available at your local library or at home if you have the Internet.

The web site address is:
www.rhondda-cynon-taff.gov.uk/cid

Children and Young People

Contact a Family National Helpline

Tel: 0808 808 3555
(10am to 4pm Monday to Friday)
Textphone: 0808 808 3556
Email: helpline@cafamily.org.uk
Website: www.cafamily.org.uk

Support for families who care for children with disabilities and special needs.

Contact a Family Wales

1st Floor, The Exchange Building
Mount Stuart Square, Cardiff CF10 5EB
Tel: 029 2049 8001
Website: www.cafamily.org.uk/wales

Council for Disabled Children

National Children's Bureau, 8 Wakley Street
London EC1V 7QE
Tel: 020 7843 1900
(9am to 5pm Monday to Friday)
Email: cdc@ncb.org.uk
Website: www.ncb.org.uk/cdc

Home Start

Forge House, Morgan Street, Pontypridd CF37 2DS
Tel: 01443 406664
Textphone: 07984 905987
Email: homestartct8522@aol.com
Website: www.home-start.org.uk

Volunteers offering support, friendship and practical help to parent/carers experiencing difficulties with children under five.

Law yn Llaw

Ty Caradog, Gasworks Lane, Aberaman
Aberdare CF44 6RS
Tel: 01685 886906
(9am to 3pm Monday to Friday – term times only)
Email: post@lyll.fsnet.co.uk

Voluntary organisation offering families with special needs pre-school children the choice of inclusive play opportunities (Welsh or English medium) within their local community.

Portage Service

Portage is a home visiting educational service for pre-school children who have special needs. Portage assesses young children with special needs including learning difficulties, physical disabilities, sensory impairments and communication disorders and then, in partnership with parents, builds on the abilities the child already has, teaching skills the child has yet to master.

A Health Visitor or Social Worker can advise you on this service.

SNAP Cymru

89 Talbot Road, Talbot Green

Pontyclun CF72 8AE

Tel: 01443 220150

Minicom: 01443 227151

Email: morgannwg@snapcymru.org

Website: www.snapcymru.org

Offers an independent, free and confidential service to families of children and young people who have, or may have, special educational needs.

The Family Fund

The Information Office, Family Fund, Unit 4,
Alpha Court, Monks Cross Drive, Huntington

York YO32 9WN

Tel: 0845 130 4542

Minicom: 01904 658085

Email: info@familyfund.org.uk

Website: www.familyfund.org.uk

You may be able to get help from the Family Fund if you care for a severely disabled child.

Disability (general) (also see Physical Disability)

British Council of Disabled People

Litchurch Plaza, Litchurch Lane

Derby DE24 8AA

Tel: 01332 295551

Minicom: 01332 295581

Email: general@bcodp.org.uk

Website: www.bcodp.org.uk

British Council of Disabled People is the only national umbrella organisation to be democratically set up by disabled people themselves to represent their interests at the national level.

Dial (Disablement Information and Advice Line)

Old Ambulance Hall

Birchgrove Road, Llanharry

Tel: 01443 237937

(10am to 12pm Mondays, 1.30pm to 3.30pm

Tuesdays, 10am to 1pm Fridays - answerphone available outside these hours)

DIAL UK

St Catherine's, Tickhill Road,

Doncaster DN4 8QN

Tel: 01302 310 123

Textphone: 01302 310 123

(please use voice announcer)

Website: www.dialuk.org.uk

DIAL UK is the national organisation for the DIAL network - over 100 disability advice centres run by and for disabled people.

DIALs give free, independent advice on all aspects of disability over the telephone and in drop-in centres; many can arrange to visit less mobile clients in their own homes. As the national organisation for the Network, DIAL UK promotes the interests and usage of disability advice centres controlled by disabled people and provides information and support services to DIALs and to other disability information providers.

Disability Wales

Wernddu Court, Caerphilly Business Park

Van Road, Caerphilly CF83 3ED

Tel/Minicom: 029 2088 7325

Website: www.disabilitywales.org

Independent charity working to promote the rights, recognition and support of all disabled people in Wales.

FAST (Foundation for Assistive Technology)

Mary Marlborough Centre

Nuffield Orthopaedic Centre

Headington, Oxford OX3 7LD

Tel: 01865 227592

Email: info@fastuk.org

Website: www.fastuk.org

Provides disability equipment guides. List on website of books for sale.

ME Connect

The ME Associations information and support service.

Tel: 0870 444 1836

(10am to 12am, 2pm to 4pm
and 7pm to 9pm every day)

Website: www.meassociation.org.uk

Motoring Organisations

Disabled Drivers Association

Tel: 0870 770 3333

(9am to 5pm Monday to Friday)

Email: hq@dda.org.uk

Website: www.dda.org.uk

Disabled Drivers Motorclub Ltd

Tel: 01832 734724 (8.30am to 4.30pm

Monday to Friday)

Email: davidholding@ddmc.org.uk

Website: www.ddmc.org.uk

Offers members advice on motobility discounts on ferries and the RAC.

Mobility Information Service

20 Burton Close, Dawley, Telford TF4 2BX

Tel: 01743 340269

Email: mis@nmcuk.freemove.co.uk

Website: www.mis.org.uk

Also have a centre in South Wales:-

South Wales Disabled

Drivers Assessment Centre

Rookwood Hospital

Fairwater Road, Llandaf, Cardiff CF5 2YN

Tel: 029 2055 5130

(9.15am to 3.15pm Monday to Friday)

Email: sandra@wddac.co.uk

Elderly Mentally Ill

Age Concern Cymru

Ty John Pathy, 13/14 Neptune Court

Vanguard Way, Cardiff CF24 5PJ

Tel: 029 2043 1555

(9am to 5pm Monday to Friday)

Website: www.accymru.org.uk

Exists to ensure older people receive the support, encouragement and, where necessary the care they need to make life as enjoyable and rewarding as it can be. There are a wide variety of leaflets available and a library on all aspects of old age.

Alzheimer's Society Wales

4th Floor, Baltic House

Mount Stuart Square, Cardiff CF10 5FH

Tel: 029 2043 1990

(9am to 5pm Monday to Thursday and
9am to 4.30pm Fridays)

Email: rows@alzheimers.org.uk

Website: www.alzheimers.org.uk

Exists to help people with any form of dementia (primarily Alzheimer's) and those who care for them.

Counsel and Care

Twyman House, 16 Bonny Street,

London NW1 9PG

Tel: 020 7485 1566

Advice Line: 0845 300 7585

(10am to 12pm Monday to Friday and 2pm to
4pm Monday, Tuesday, Thursday and Friday)

Email: advice@counselandcare.org.uk

Website: www.counselandcare.org.uk

Provides free advice and information to elderly people, carers and professionals.

Dementia Care Line

1 Park Road, Whitchurch, Cardiff CF4 7BP

Tel: 029 2052 9848

(open 10am to 10pm every day)

Offers a telephone helpline service with access to information and support, drop in centre, support groups and counselling.

Help the Aged

St James Walk, London EC1R 0BE

SeniorLine: 0808 800 6565

Minicom: 0800 26 96 26

(open 9am to 4pm Monday, Wednesday, Thursday
and Friday and 9am to 3pm Tuesdays)

Email: infocymru@helptheaged.org.uk

Website: www.helptheaged.org.uk

Provide practical support and advice to help older people live independent lives.

HIV/AIDS and sexually transmitted diseases

GUM Clinic (Genito Urinary Medicine Clinics)

Royal Glamorgan Hospital, Talbot Green
Tel: 01443 443597

(9am to 4.30pm Monday to Friday)
(Confidential Health Advice)

Strictly appointment system only covering
Rhondda Cynon Taf.

The clinics provide:- HIV pre and post test
counselling, medical monitoring and treatment,
counselling information for partners, carers etc,
information on safer sex and information on
sexual health issues.

Terence Higgins Trust Cymru

2nd Floor, Canton House,
435-451 Cowbridge Road East,
Canton, Cardiff CF5 1JH
Freephone: 0800 074 3445 (9.30am to 5.30pm
Monday to Friday)
Email: info.cymru@ttht.org.uk
Website: www.ttht.org.uk

Learning Disability

MENCAP Cymru

31 Lambourne Crescent, Cardiff Business Park
Llanishen, Cardiff CF14 5GF
Tel: 029 2074 7588

Wales Learning Disability Helpline:
Freephone 0808 8000 300
Email: helpline.wales@mencap.org.uk
Website: www.mencap.org.uk

Offers support and practical help to people with a
learning disability and their families.

People First

Old Bank Building, The Square
Porth, Rhondda CF39 9NP
Tel: 01443 683037

A self-advocacy organisation run by a members
committee of people with a learning disability.

Person to Person Citizen Advocacy (Eiriolaeth Person i Berson)

c/o Interlink, Maritime Offices, Woodland Terrace
Maesycloed, Pontypridd CF37 1DZ
Tel: 01443 485196
Email: rhondda@persontoperson.f9.co.uk
Website: www.persontopersonf9.co.uk

Sets up one to one long term partnerships
between a person who has learning difficulties and
an individual member of the community who can
safeguard their rights and help them voice their
concerns, needs and aspirations.

Rhondda Cynon Taf Parent Forum Alliance

For further information contact Clive Pugh on
Tel: 01443 237718
Email: buddyboy935@aol.com

Forum of parents/carers of people with learning
difficulties/disabilities. Aims to be partners with
the statutory authorities in the planning and
monitoring of services.

The Dyslexia Institute

14 –18 City Road, Cardiff CF24 3DL
Tel: 029 2048 1122
(9am to 3.30pm Monday to Friday)
Email: cardiff@dyslexia-inst.org.uk
Website: www.dyslexia-inst.org.uk

Dedicated to successful learning for Dyslexic
people. There may be charges for some services.

The Viva Project

Morgan Street, Pontypridd CF37 2DS
Tel: 01443 480297
(9am to 5pm Monday to Friday)
Email: pmyoung@totalise.co.uk
Website: www.thevivaproject.org.uk

The project seeks to promote leisure and friendship
opportunities between young people with and
without disabilities by enabling them to participate
fully and equally in local community activities.

Values into Action

Oxford House, Derbyshire Street
London E2 6HG
Tel: 020 7729 5436

A campaigning organisation on issues affecting people with learning disabilities and their carers.

Mental Health

HAFAL Cymru

Suite C2, William Knox House
Brittanic Way, Llandarcy, Neath SA10 6EL
Tel: 01792 816600
(9am to 5pm Monday to Friday)
Email: hafal@hafal.org
Website: www.hafal.org

MDF the BiPolar Organisation Cymru

22 –29 Mill Street, Newport NP20 5HA
Tel: 01633 244244
Helpline: 0845 634 0080
(10am to 4pm Monday to Friday)
Email: info@mdfwales.org.uk
Website: www.mdfwales.org.uk

Helpline for sufferers of manic depression who can put people in touch with local self help groups.

MIND Cymru

3rd Floor, Quebec House, Castlebridge
Cowbridge Road East, Cardiff CF11 9AB
Tel: 029 2039 5123
Mindinfo: 0845 766 0163
(9.15am to 5.15pm Monday to Friday)
Email: info@mind.org.uk
Website: www.mind.org.uk

Schizophrenia Association of Great Britain

“Bryn Hyfryd”, The Crescent, Bangor
Gwynedd LL57 2AG
Tel: 01248 354048
(10am to 3pm Monday to Friday)
Email: info@sagb.co.uk
Website: www.sagb.co.uk

Aim to inform people about schizophrenia and increase general understanding of the illness.

There is a free booklet called ‘A Guide to Services for Mental and Emotional Well Being in Merthyr and Rhondda Cynon Taf’ which lists many more helplines and sources of information.

Ring the CarersLine for a copy on Freephone: 0808 100 1801 Freephone minicom: 0808 100 1675 or view it online at
www.rhondda-cynon-taff.gov.uk/communitycare

Physical Disability

Arthritis Care

18 Stephenson Way, London NW1 2HD
Freephone: 0808 800 4050
(12pm to 4pm Monday to Friday)
Email: helplines@arthritiscare.org.uk
Website: www.arthritiscare.org.uk

Arthritis Care in Wales

Ty Trydan, Stryd y Castell, Castell Newydd Emlyn
Sir Caerfyrddin SA38 9AF
Tel: 01239 711 883
Email: walesoffice@arthritiscare.org.uk
Website: www.arthritiscare.org.uk

British Polio Fellowship

Eagle Office Centre, The Runway
South Ruislip, Middlesex HA4 6SE
Tel: 020 8842 4999
Freephone: 0800 0180 586
(9am to 5pm Monday to Friday)
Email: info@britishpolio.org.uk
Website: www.britishpolio.org.uk

British Stammering Association

15 Old Ford Road, Bethnal Green
London E2 9PJ
Tel: 020 8983 1003
Helpline: 0845 603 2001
(10.30am to 12.30pm, 1.30pm to 3pm and 7pm to 9pm Mondays and Wednesdays. 10.30am to 1pm, 2pm to 5pm and 7pm to 9pm Thursdays)
Email: info@stammering.org
Website: www.stammering.org

Diabetes UK (Cymru)

Quebec House, Castlebridge, Cowbridge Road East
Cardiff CF11 9AB
Tel: 029 2066 8276

National Careline: 0845 120 2960
(9am to 5pm Monday to Friday)
Email: careline@diabetes.org.uk
Website: www.diabetes.org.uk

Epilepsy Action

New Anstey House, Gate Way Drive, Yeadon
Leeds LS19 7XY
Freephone helpline: 0808 800 5050
(9am to 4.30pm Monday to Thursday and
9am to 4pm Fridays)
Free fax: 0808 800 5555
Email: helpline@epilepsy.org.uk
Website: www.epilepsy.org.uk

Epilepsy Wales

PO BOX 4168, CF14 OWZ
Helpline: 0845 741 3774
Email: helpline@epilepsy-wales.co.uk
Website: www.epilepsy-wales.co.uk

Can provide home visits, education, information
and support, liaison with professionals and
practical advice and guidance.

National Headway Association

Headway the brain injury association
Freephone helpline:
0808 800 2244
Email: helpline@headway.org.uk
Website: www.headway.org.uk

Provides information, support and services to
people with head injuries, their families and carers.

Wales Headway

Rookwood Hospital, Fairwater Road, Llandaff
Cardiff CF5 2YN
Tel: 029 2057 7707
Email: enquiries@headwaycardiff.freereserve.co.uk

Motor Neurone Disease Association

Helpline: 0845 762 6262
(9am to 5pm and 7pm to 10.30pm
Monday to Friday)
Email: enquiries@mndassociation.org
Website: www.mndassociation.org

Vale of Glamorgan Branch

(Covering Rhondda Cynon Taf)
Tel: 01443 650566
South Wales Regional
Care Advisor: 029 2059 8186

Volunteer Development

Co-ordinator: 01536 517200

Multiple Sclerosis Society

MS National Centre, 372 Edgware Road
Staples Corner, London NW2 6ND
Helpline: 0808 800 8000
(open 9am to 9pm Monday to Friday)
Email: info@mssociety.org.uk
Website: www.mssociety.org.uk

Multiple Sclerosis Society Cymru

PO Box 126, Bridgend CF35 5ZR
Tel: 01656 645999
Website: www.mssociety.org.uk/wales

South Wales Region

Tel: 01978 311163
Email: slloyd@mssociety.org.uk

Rhondda Cynon Taf branch

Tel: 01443 442573

Muscular Dystrophy Campaign

Family Care Officer
Institute of Medical Genetics
University Hospital Of Wales
Heath Park, Cardiff CF4 4XW
Tel: 029 2074 4052
Website: www.muscular-dystrophy.org

Parkinson's Disease Society

Freephone helpline:

0808 800 0303

(9.30am to 5.30pm Monday to Friday)

Email: enquiries@parkinsons.org.uk

Website: www.parkinsons.org.uk

Wales Office

Maritime Offices, Woodland Terrace,

Maesycloed Pontypridd CF37 1DZ

Tel: 01443 404916

Spinal Injuries Association

3rd Floor, Acorn House

387-391 Midsummer Boulevard

Milton Keynes MK9 3HP

Tel: 0845 678 6633

Freephone Helpline: 0800 980 0501

(9.30am to 4.30pm Monday to Friday)

Email: sia@spinal.co.uk

Website: www.spinal.co.uk

Stroke Association

Stroke Information Service

Stroke House, 240 City Road, London EC1V 2PR

Helpline: 0845 303 3100

(9am to 5pm Monday to Friday – answerphone outside these hours)

Email: info@stroke.org.uk

Website: www.stroke.org.uk

Wales Stroke Association

72 Merthyr Road, Whitchurch, Cardiff CF14 1DJ

Tel: 029 2052 1728

Email: jsims@stroke.org.uk

Family Support

Supports stroke patients and their families/carers.

- Rhondda and Taff Ely
Llwynypia Hospital/Rehab Unit
Llwynypia, Rhondda CF40 2LX
Tel: 01443 440440 ext. 5736
- Cynon and Merthyr
St.Tydfils Hospital
Upper Thomas Street
Merthyr Tydfil CF47 0SJ
Tel: 01685 375245

Dysphasia Support

Tel: 029 2089 2469

Positive Action for Stroke

Tel: 029 2089 2469

Sensory Impairment (visual and hearing loss)

British Deaf Association

1 – 3 Worship Street, London EC2A 2AB

Minicom: 020 7588 3529

Videophone: 020 7496 9539

Voice phone: 020 7588 3520

Helpline minicom: 0800 652 2965

Helpline voice phone: 0870 770 3300

Email: helpline@signcommunity.org.uk

Website: www.signcommunity.org.uk

British Deaf Association Wales

Shand House, 2 Fitzalan Place, Cardiff CF24 0BE

Minicom: 0845 130 2853

Voice phone: 0845 130 2851

Minicom/fax: 0845 130 2852

Email: wales@signcommunity.org.uk

Website: [www.signcommunity.org.uk/
community/bdawales.php](http://www.signcommunity.org.uk/community/bdawales.php)

The BDA prime objective is to advance and protect the interest of the deaf community and ensure greater awareness of their rights and responsibilities as members of society.

Deafsign

16 Highfield Crescentm, Hartburn

Stockton on Tees TS18 5HH

Tel/Minicom: 01642 580505

Email: cath@deafsign.com

Website: www.deafsign.com

Our website is SchoolZone 5 star rated and National Grid for Learning approved for British Sign Language information and resources.

Pontypridd Deaf Sports and Social Club

1 Lan Park Road, Pontypridd CF37 2DH

Provides a building where deaf/hard of hearing people can meet and socialise.

Royal National Institute of the Blind

105 Judd Street, London WC1H 9NE

Tel: 020 7388 1266

Helpline: 0845 766 9999

(Monday to Friday 9am to 5pm)

Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

RNIB Cymru

Trident Court, East Moors Road, Cardiff CF24 5TD

Tel: 029 2045 0440

The RNIB challenges the disabling effects of sight loss by providing information and practical services to help people get on with their own lives.

Royal National Institute for the Deaf

19-23 Featherstone Street, London EC1Y 8SL

Tel: 020 7296 8000

Textphone: 020 7296 8001

Information line: 0808 808 0123 (9am to 5pm

Monday to Friday)

Information Textphone:

0808 808 9000

Email: information.line@rnid.org.uk

Website: www.rnid.org.uk

Royal National Institute for the Deaf Cymru

16 Cathedral Road, Cardiff CF11 9LJ

Tel: 029 2033 3034

Text: 029 2033 3036

Videophone: 029 2064 5298

RNID vision is a world where deafness and hearing loss are not barriers to opportunity and fulfilment.

Sense Cymru

(The National Deaf Blind & Rubella Associations)

Shand House, 20 Newport Road

Cardiff CF2 1YB

Tel: 029 2045 7641

Minicom: 029 2046 4125

Website: www.sense.org.uk

Talking Newspapers

Rhondda: 01443 435342 or 01443 685301

Cynon: 01685 872015

Taff Ely: 01443 204856

Wales Council for the Blind

3rd Floor, Shand House

20 Newport Road, Cardiff CF24 0DB

Tel: 029 2047 3954

Email: staff@wcb-ccd.org.uk

Website: www.wcb-ccd.org.uk

Offers a whole range of information and advice on all matters relating to visually impaired people e.g. Welfare Rights Service, information for individuals in the community and professionals.

Wales Council for the Deaf

Glenview House, Courthouse Street

Pontypridd CF37 1JY

Tel: 01443 485687

Minicom: 01443 485686

Email: wdeaf@freenet.co.uk

Website: www.wdeaf.org.uk

Supports all activities of benefit to people with hearing loss in Wales.

Substance Misuse

Community Drug and Alcohol Team

Llwyn-Yr-Eos Clinic, Main Road, Church Village

Nr. Pontypridd CF38 1RN

Tel: 01443 217026

(9am to 5pm Monday to Friday)

Service for anyone over 18 with a substance misuse problem. Service based on individual need and may include counselling, drug information, advice on welfare rights, safer drug use, safer sex and HIV/AIDS counselling and testing. Reduction scheme offers a 'drop in' advice service and a needle exchange facility.

Midas Drug Aid

Oldway House, Castle Streetx
Merthyr Tydfil CF47 8UX
Tel: 01685 721991
(9am to 5pm Monday to Friday)
Email: office@drugaidcymru.com
Website: www.drugaidcymru.com

Offers confidential counselling, educational and information to drug/solvent misusers, carers, friends and family.

TEDS

The Engine House, Depot Road
Aberdare CF44 8DL
Tel: 01685 880090
Email: teds@teds.org.uk

Provides advice, information, counselling and support for people who have substance misuse problems, their families, friends and carers.

There is a free 'Guide to drug and alcohol services in Rhondda Cynon Taf' which lists many more helplines and sources of information.

Ring the CarersLine for a copy on
Freephone: 0808 100 1801
Freephone minicom:
0808 100 1675
or view it online at
www.rhondda-cynon-taff.gov.uk/communitycare



Carers Support Project

Heddfan, Ilan Avenue, Rhydyfelin, Pontypridd CF37 5PN

carerssupportproject@rhondda-cynon-taff.gov.uk

Rhondda Cynon Taf CarersLine Freephone 0808 100 1801 Freephone Minicom 0808 100 1675