

**Established 1991**

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GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE

LIFE

# The Carer

**Issue 80 Winter 2016-17**

**Registered Charity No: 1066262**

The new look  
newsletter for  
unpaid adult carers  
in Anglesey, Conwy  
and Gwynedd



Give as you Live™

Translated into Welsh by  
Angharad Edwards

# Update from Carers Outreach

Welcome to our newsletter. Although we have a new look, you will still find all the regular topics that carers have told us they enjoy.



## New logo



Our new logo provides a fresh new look. To us, the 3 thumb or finger prints represent the triangle of care:

carers, cared for and Carers Outreach. The finger prints also remind us that each carer is an individual and each caring experience is different. The word Life is there to emphasise that caring is a part of life! We are here to help carers to have the best life they can. We'd love to hear what your thoughts are!

## New website



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

Our new website is due to go live in November 2016. The new website is more user friendly and can be accessed by computer, lap top, tablet or smart phone. There will be lots of new features such as a display of our Facebook and Twitter feeds, as well as options to get involved, volunteer or donate and health and well-being tips for carers.

## Tell us your mailing preference

Many carers already opt to receive information from us by email. These carers receive a quarterly email reminding them to check the website for details of activities for the next 3 months. Let us know if you would like to join our email list.

Remember we are here to provide a service to you so please stay in touch with us. We want to share your stories, triumphs and concerns and most of all we want to know what matters to you and your needs as a carer.

## Anglesey and Gwynedd only

In order to be as efficient and effective as possible we have made a few changes to the way we work in Anglesey and Gwynedd.

**Out and about:** the Outreach and Development Officer now provides one to one and group support. Barbara Thomas covers Gwynedd and Bethan Morris covers Anglesey.

**In the Bangor hub:** our Carers Link Officers deal with your telephone enquiries and make referrals on your behalf.

Our specialist financial information service continues as do the parents groups in Gwynedd and the 25 - 50 project, Menter Morgan, in Anglesey.

**We strive to provide an outstanding service to unpaid carers!**

Each person's caring journey is as unique as a snowflake or finger print

# Update from Carers Outreach

Carers Outreach hubs will close on Friday 23 December, 2016 and re-open on Tuesday 3 January, 2017. Below are some telephone numbers and health and well-being tips which may be useful, especially over the holidays.

## Out of Hours GP Service

 0300 123 55 66

## NHS Direct (Medical and dental)

 0845 4647

## The Samaritans

 116123 Freephone

## Social Services Out of Hours

### Emergency Contact

 01248 353551 Anglesey &  
Gwynedd

 01492 515777 Conwy

## Citizens Advice Bureau

 0344 477 2020

## Electricity power cut

 0800 001 5400 freephone

 0330 1010 222

## Gas

 0800 111 999

This is a free 24 hour emergency line. If you smell gas, think you have a gas **leak**, or are worried that fumes containing **carbon monoxide** are escaping from a gas appliance, phone immediately.

## Beat the winter blues!

- Catch up with friends and relatives
- Go to the movies
- Watch your favourite sitcom
- Enjoy fresh air; if you can't go out, bring nature indoors instead, open a window, gather leaves or stones, listen to the rain, watch the sunrise
- Treat yourself, you're doing an awesome job!

“ Unless someone like you cares a whole awful lot, nothing is going to get better. It's not.” Dr. Seuss



“ When we begin to feel that we can no longer go on, hope whispers in our ear to remind us that we are strong.” R. M. Hensel

The information in this newsletter is, as far as we are aware, accurate at the time of going to press. Carers Outreach Service can accept no liability for errors or omissions or for the quality of information provided by other organisations, nor can we recommend products or services.

## Self care is essential for carers

Remember you can give more freely and effectively when you're rested and relaxed.



# Every fingerprint tells a story

## A Grand Day Out at Greenwood Forest Park!

My 13 year old son and his friend were two of many young Anglesey people who thoroughly enjoyed a day out at Greenwood courtesy of Carers Outreach Service. The weather was kind, and an extra outing at the end of the Summer holidays when most budgets are tight was much appreciated.

As a widow and lone carer, it can be hard for me to find the energy to facilitate outings like this solo. It was so nice to know that other families would also be going and that Carers Outreach staff would be present. Of course once we got there, we bumped into people we knew, and there was a friendly and supportive atmosphere throughout the park. I was also particularly grateful that my son was allowed to bring a friend, since he is an only child and having a peer to share the experience with truly made his day.

There is a good mix of activities at Greenwood, some of which I believe would be suitable for most youngsters with disabilities. The new solar splash proved the definite favourite.

I think funding these kinds of 'treats' is very beneficial, since not only do they give something to look forward to, but the happy memories help in challenging times of pain, illness, and discouragement. I would like to congratulate Carers Outreach on a successful event, and I hope they will be able to provide more activities for young people and their carers in the future.

This event was funded by Anglesey County Council. We are always looking for funding to provide extra events and we hope to have good news for Conwy parent carers in the near future.

## Ways to stay in touch



Phone our hubs

**Bangor and Llangefni: 01248 370797**

**Colwyn Bay: 01492 533714**

**Penrhyndeudraeth: 01766 772956**



Join in our activities



[help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)



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



Follow us

# Solution slot

**Q:**

I've just received a letter from the DWP saying that I'm not entitled to PIP (Personal Independence Payment). I'm not happy about this decision. How do I go about appealing?

**A:**

In brief, if you get a letter about a benefit decision from the DWP (Department of Work and Pensions) that you are not happy with - keep a copy of the letter and:

- Write to the DWP to ask for a reconsideration.
- Wait for a 'reconsideration letter' from the DWP. This will be called a 'Mandatory Reconsideration Notice letter'. Keep this letter - you will need it to appeal.
- Appeal if you are not happy with the decision. You need to do this in writing within one month of the date on the Mandatory Reconsideration Notice.

This can be quite a daunting prospect but there are organisations that can assist you with an appeal. Carers Outreach Service staff can sign post or refer you to local organisations that may help you.

**Have you heard about....?**

## **McKenzie Friends**

A McKenzie Friend is someone who comes to Court with you to help.

They can usually come into Court with you and be with you when you are speaking to other lawyers at Court.

For example, you might ask someone you know who has been to Court before, or a relative or someone else who will be able to support you in and out of Court. There are also people who are professional McKenzie Friends - they charge money for their services.

If you take someone along to Court with you as a McKenzie Friend then generally speaking, apart from exceptional circumstances, the Judge must let them into Court and sit next to you during any hearing. They are allowed to speak to you during the hearing and to support you during the hearing.

However, it is very unlikely that you would be allowed a McKenzie Friend and a lawyer at the same time.

McKenzie Friends can: Provide moral support; Take notes; Quietly give advice; Help with case papers.

**But** they are not allowed to: Speak in Court (i.e. do the advocacy in Court, ask questions and speak to the judge); Act as an agent (which means answer letters, issue proceedings etc.); Manage the case outside Court (i.e. negotiate with the lawyers or other side etc.); Conduct litigation (do what solicitors do).

**Some carers have told us that they have appealed a benefit decision and they have not had anyone to accompany them to the hearing. A McKenzie Friend could be the solution to this. Or perhaps you could become a McKenzie Friend for someone else.**

# Life tips

## Hospital discharge and the pharmacy

The BCU Health Board is introducing MTED (Medicines Transcribing and Electronic Discharge) in hospitals.

Electronic discharge information is sent to GP practices. This information is also sent to community pharmacies which will enable your local pharmacist to follow up your medication with you. Once fully established this system will enable local pharmacies to supply medicines on discharge thus putting an end to long queues at the hospital pharmacy.

## Stop junk mail

The Mailing Preference Service can help to reduce unwanted mail.

☎ 0845 7034599

## Stop nuisance phone calls

You can register your phone number – either landline or mobile – online or by phone. It's free to register and takes up to 28 days to come into effect.

☎ 0345 070 0707

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

**The Deceased Preference Service** ensures mail addressed to the deceased is stopped. It also reduces the risk of identity theft.

☎ 0800 068 4433

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

**Credwch  
mewn plant  
Believe in  
children**

 **Barnardo's  
Cymru**

Parents in Anglesey can benefit from a wide range of free courses provided by Barnardo's Cymru.

Topics include nutrition, managing money, improving relationships and mindfulness and wellbeing.

☎ 01248 751194

✉ [ruralfamilyservice@barnardos.org.uk](mailto:ruralfamilyservice@barnardos.org.uk)

## Community Dental Services

This Service provides treatment for people who may not otherwise seek or receive dental care, such as:

- People with learning disabilities
- Elderly housebound people
- People with mental or physical health problems or other disabling conditions which prevent them from visiting a dentist

You can request a referral through your GP or dentist.



## Tax-Free Childcare

The scheme will be launched from early 2017 and will be rolled out gradually to families, with parents of the youngest children able to apply first.

To qualify, parents will have to be in work, and each earning around £115 a week and not more than £100,000 each per year.

Any eligible working family can use the Tax-Free Childcare scheme - it doesn't rely on employers offering it.

### For more information visit:

[www.gov.uk/government/news/tax-free-childcare-10-things-parents-should-know](http://www.gov.uk/government/news/tax-free-childcare-10-things-parents-should-know)



**If you care, we care**