

Established 1991

The Carer



GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

Registered Charity No: 1066262

Issue 96 Winter 2020-21



In a changing landscape,
some things remain
constant. Carers Outreach
Service is still here to
provide emotional support
and information.



Translated into Welsh by
Angharad Edwards



Our Chief Officer reflects...

...on 2020



What a year this has been!
In January, no-one could have predicted what would unfold; now it is nearly Christmas and it seems like a good time to take stock and evaluate what 2020 has meant for us all.

November is the time we usually hold Carers Rights Day events; this made me realise that during 2020 we have all had our usual rights suspended - albeit for the greater good!

Being in lockdown affects people in different ways. Some thrive on being solitary, whilst others need social interactions. Striking a balance that benefits our own wellbeing and that of the wider population is tricky.

We have all had to find new ways to manage our daily lives. I am mindful that the most vulnerable amongst us have really suffered. I suspect that the legacy of Covid-19 will be far reaching.

For example, the cancellation of routine medical appointments and the knock-on effect of lockdown on local businesses, and on the arts, shows how unexpected events can impact the future.

But although we can't always know what will happen in the future, we can still attempt to plan for the unexpected.

During lockdown we have been motivated to extend our service to include more digital support. We now offer groups via Zoom and have started using Instagram along with Facebook and Twitter.

I have been lucky enough to join carers' groups via Zoom and I have learnt a lot about the challenges of caring throughout a pandemic. I always ask our staff to feedback on carers' experiences as this is what motivates me to expand and develop our service to meet your needs.

When I believe that issues need further reporting I pass them on to the Welsh Government, the Local Authority and the Health Board.

I truly hope that we have made a beneficial difference to carers' lives during the Covid-19 pandemic. We will, as always, endeavour to do our very best for you in 2021.

~ Llinos

In order for us to make a change to carers' lives, I invite you to feedback on any issues that you encounter. Contact details are on the last page.



Reflection: Looking back so that the view looking forward is even clearer.



Update from Carers Outreach

Carers caravan

It was a disappointing summer for those who hoped to stay at the carers' caravan. After careful consideration, we decided it was in the best interest of all concerned that we did not open our caravan. Although we don't yet know what next year will look like, we feel it is important to be positive and plan ahead. So we are going ahead with taking bookings for 2021.

However, there will not be as many slots available this year due to some carers carrying over their cancelled slots from last year.

Please note:

No calls can be taken regarding the caravan until January 2021.

We are often asked about the price of the caravan. The price varies according to whether you book in High season, Mid season or Low season. Please see the chart below for a price list based on last year's prices.

Length	High season	Mid season	Low season
3 nights	£245	£195	£155
4 nights	£275	£205	£175



Two new projects

As this has been such a testing time, all our staff were tasked with keeping in touch with carers and ensuring that they received support. Two new projects that were due to start in April, were delayed. We are pleased to announce that the projects are now ready to roll out.

Forward Thinking Forward Planning

will support Anglesey carers to plan ahead and make arrangements that will allow them to live safely and independently at home for longer.

Rest/Bite will address the lack of respite opportunities for carers by working with local businesses to provide discounted or free breaks. It is our sincere hope that changing the respite landscape in this way will improve carers' lives.



Christmas holidays

Our phone lines close on Wednesday 23 December, 2020 and re-open on Monday 4 January, 2021. Below are some phone numbers which may be useful during the holiday period.

Social Services Out of Hours

Emergency Contact

☎ 01248 353551 Anglesey & Gwynedd

☎ 0300 123 3079 Conwy

NHS Direct (Medical and dental)

☎ 0845 4647

Samaritans

☎ 116 123

Never let go of your dreams!





Living life

Beat the winter blues! The winter months can be challenging at the best of times. Remember, self care is essential for carers as you can give more freely and effectively when you are rested and relaxed.

NHS attend anywhere

Attend Anywhere is a secure *NHS* video call service for patients with pre-arranged appointment times only. If you agree to have a video consultation, you will be sent the details of the appointment date and time.

📄: <https://wales.nhs.attendanywhere.com>

CALL Mental Health Listening Line
Provides a confidential mental health listening and emotional support line which is open 24/7.

☎️ 0800 132 737

text "help" to 81066

📄: callhelpline.org.uk

Help in challenging times

These are challenging times for many people, including unpaid carers and the people they care for. If you are experiencing any difficulties, contact Carers Outreach. We can help you to access your entitlements and put you in touch with other agencies that can help you.

Our contact details are on the last page.

Conwy volunteer Bronwyn has been volunteering with Carers Outreach for over 20 years. Thank you for all your loyalty and dedication Bronwyn!

Patient advice and liaison support service (PALS)

The Patient Advice and Liaison Support Officers are here to help make your voice heard. Whether you are a patient, a relative, a friend or carer, they will listen to your concerns and liaise with the relevant staff to find a quick solution.

How to contact:

Patient Advice and Liaison Support hubs are situated in the main entrance of each main hospital (Ysbyty Maelor, Ysbyty Glan Clwyd and Ysbyty Gwynedd).

✉️: BCU.PALS@wales.nhs.uk

☎️: 03000 851234

Open 9am to 5pm Monday to Friday, except Bank holidays.



Live laugh love

Help with technology

There is a wealth of information and assistance happening online these days. If you would like to get online, but are unsure of how to go about it, contact Carers Outreach. We will look at what help is available in your local community and try to put you in touch with someone who can help you.

Enjoy your Christmas

Although it may look different this year, we can still celebrate Christmas. We may have to change the way we shop, and how we socialise, but we can still keep the spirit of Christmas alive.



Happy Christmas from us all!

App corner



Free app **Friendili** connects you with families with similar health conditions, so you can talk about what matters to you.

According to research from Carers UK and the Jo Cox Commission on Loneliness, nine in ten unpaid carers of disabled children have felt lonely or socially isolated.

Belonging to a network of people who understand the challenges we face is priceless. Talking to others in a similar situation helps us to find the support, strength and encouragement we need.

Vitamin D



The sunshine vitamin

This vitamin supports good bone health and can help with numerous conditions including depression and arthritis, and it's also said to be effective at warding off viruses!

You can absorb vitamin D from the sun even on a cloudy day. It is also available to buy as a supplement from pharmacies and other shops.



Face coverings exemption card

It is now a legal requirement to wear a face covering in shops and on public transport unless you are exempt for reasons of health or disability. You should not be challenged about your reason for not wearing a face covering. However, the Welsh Government acknowledges that some people may feel more comfortable showing an exemption card and has made a template available for people to print.

🔗: <https://gov.wales/face-covering-exemption-card>

Or contact Carers Outreach and we will post a template out to you.



Carer's story

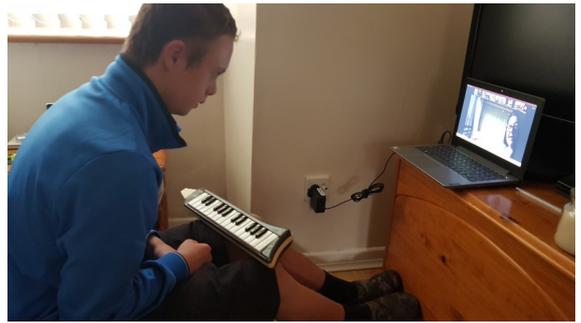
Last year we were fortunate to get funding from the Gwynedd respite fund towards a family break. But this year, as we were in lockdown, this did not seem possible.

My son, lolo was home from college and was trying to join in all the zoom groups on offer to keep in touch with his friends. The tablet he had was not very good for this purpose and so I phoned Carers Outreach to see if there was any help available.

We were able to apply for funding towards a laptop for lolo. Since then he has been busy!



During lockdown he took part in various groups during the week, including craft clubs, quizzes, discos and a Makaton choir, and they still continue. Many thanks to 'Llwybrau Llesiant' for their part in arranging them.



He still does yoga every other Friday and will be part of the Dawns i Bawb Christmas show.



lolo is now back at college for 3 days a week and also has an apprentice position at a local tea rooms. He misses his Sunday football games with his friends, and other outdoor activities.

However, the laptop has allowed him to keep in touch with his friends and to stay involved in lots of great activities. Seeing him happy makes me feel happy too. We are so grateful to Carers Outreach.

~ Iona Thomas, Gwynedd carer

Ways to stay in touch



Phone our hubs

Gwynedd and Anglesey: 01248 370797

Conwy: 01492 533714



help@carersoutreach.org.uk



www.carersoutreach.org.uk



Join in our zoom groups



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