



bywyd  
GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE

# The Carer

Registered Charity No: 1066262

Issue 84 Winter 2017-18

Established 1991



Unpaid carers do a fantastic job. They shouldn't have to choose between keeping warm or eating well. Carers Outreach can help carers to reach a satisfactory standard of living. Contact us to find out more.

## Keep warm this winter



Translated into Welsh by  
Angharad Edwards

# Update from Carers Outreach



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

## Keep in touch

Carers Outreach provides a holistic service, one that meets the needs of every carer who needs information and support to enhance their caring journey. We love to hear your feedback, so please do keep on phoning, emailing and attending our groups. We look forward to meeting even more of you in 2018.

## Keep warm

The winter months can be bleak; remember we are just a phone call away. Check out the 'Live Laugh Love' page for our tips on keeping warm this winter.

## Our holiday closing times

Our carers' hubs will close on Friday 22 December 2017 and re-open on Tuesday 2 January 2018.

## Ysbyty Gwynedd

In addition to our local Carers' hubs in Bangor, Colwyn Bay, Llangefni and Penrhyndeudraeth we have 3 Carers

Support Workers based in Ysbyty Gwynedd, Bangor who provide support and help to carers of patients and to carers who are patients. Including inpatients and outpatients.



Tina Williams, Helen Evans and Tanya Jones are our Carers Support Workers based at Ysbyty Gwynedd. Look out for them at the hospital or contact them by phoning our Bangor hub and we can put you in touch.



**"Thanks for listening to me today. It was good to get things off my chest. I feel better now."**

## Stay in touch



**By phone:**

**Bangor and Llangefni: 01248 370797**

**Colwyn Bay: 01492 533714**

**Penrhyndeudraeth: 01766 772956**

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

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

**Join in our activities**

**Contact Carers Outreach Service for information or support in your caring role**

# Carers Outreach Service

## Summary of 5 year Strategic plan 2016-2021

Many people do not see themselves as carers but simply a spouse, partner, parent, neighbour or friend. They do not receive any support to enjoy a life outside caring

### Why do we need a plan?

*To ensure that the needs of unpaid carers are met*

Unpaid carers provide the vast majority of care in the community. 80% of individuals will take on a caring role

## Vision

*"A society in which unpaid carers are recognised, valued and supported".*

Some of the serious consequences of caring include deteriorating mental and physical health, social isolation, and financial hardship

The growing demand for care from an ageing population is being met with less support from social services due to stretched resources

## Carers Outreach will:

- Diversify its income sources with the aim of becoming self-sufficient
- Maintain positive relationships with funders, donors and partners
- Ensure that it is tender ready
- Refresh its fundraising strategy to attract donors and grow our community events
- Look at social enterprise as a means to fund additional services
- Continue to improve on quality
- Involve carers in everything we do
- Continue to invest in its employees through training and performance management Support and encourage Volunteers to make the most out of their volunteering experience.
- Increase its team's capacity to support more carers and offer specialist support to particular groups
- Secure funding to employ an Advocate to support Carers
- Secure funding to run a wellbeing project to include wellbeing officers and a therapeutic counsellor

It is estimated that over 45,000 people aged over 16 are carers in Anglesey, Conwy and Gwynedd.

**We are the only organisation that solely supports unpaid carers in North West Wales.**

GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE

bywyd

LIFE

Rhif Elusen Gofrestredig 1066262

**'Life is what happens while you're busy making other plans'**



# A carer's story

---

## My brother has autism

If you want to know something about sport, he will tell you the names of all the team. He'll even tell you the date they joined if you ask.

If you ask him about holidays, he will tell you it was Portugal in 2011, and on the Thursday we went to watch Barcelona play and they won 3-0. The last time he ate prawns was on a Friday 4 years ago, but he didn't like the texture. He is one of a kind with the most wonderful abilities. He is caring. He is funny. He is him. His ways are not like mine and not like many, his unique ways often get seen as 'weird'.

Acceptance wasn't easy. I remember teachers saying, he's not as well behaved as you, or, he doesn't take after you, the look on my friends faces when they first heard the funny noises he would make.

To compensate I decided I should be the best at everything. I dreamt about going to university and making my parents proud. To me, I could be the only 'proof' that my parents were good parents so that other people didn't judge. Let me tell you I could not have been more wrong...

To be that person dealing with a disability means every day is different. One day it's chaotic the next it's rewarding. I remember a friend saying I'd grown up far too quick, but I always had that motherly instinct. I felt like in school I needed to be there for him. Why has he had no dinner? Why is he walking around on his own?

Sometimes I love him and sometimes I hate him and that's okay.

I have always been a confident person; I could talk the legs off a donkey. So, trying

to understand and accept that my brother didn't want to hang out with friends or go out anywhere was difficult. At times, I often felt confused how somebody could be so scared to talk to other people (I mean I loved it). I didn't understand why he didn't want a phone – I couldn't part with mine. I wondered and still do wonder on his bad days if he does hate his big sister, but then an hour later he wants a movie night with me. I didn't understand why he looked so normal but he didn't act what is judged as 'the norm'.

What I don't question is will he be ok? Because I know he will be. He has faced challenges that I myself and you will probably never face. He is a blessing that has made me more aware of all the differences around us. Because of him I am more patient, kind and helpful.

Judging a person does not define who they are, it defines who you are; accepting that each individual is different and some a little bit more different makes you a better person. At no time is anyone above you. Disabilities unravel feelings and emotions, you never know where the tunnel ends, but you walk with your family and travel the distance. My parents are the most inspiring, caring and loving people and with their determination and persistence, Kyle and I have grown up as strong young adults with respect, love and loyalty.

Kyle, you are you. Don't you ever change.

To any siblings out there, you are brave and your mum and dad love you just as much, but your sibling needs that extra bit of attention. Keep being bold and brave.

~ Jasmine Rigby

---

**Please keep sending your carer's stories - they really help other carers**



# Live, Laugh, Love

## "Listening to carers"

I work for Bangor University and I am researching the experiences of carers. I'd like to listen to your story. If you are interested in helping me with this important work by talking about your valuable experiences please contact Llinos Roberts at the Bangor carers hub or myself, Rhian Lloyd.

✉ Rhian.lloyd@bangor.ac.uk

The Warm Home Discount scheme could provide you with £140 discount on your electricity bill – contact your supplier for eligibility criteria.

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 August 1953. This is known as a 'Winter Fuel Payment'.

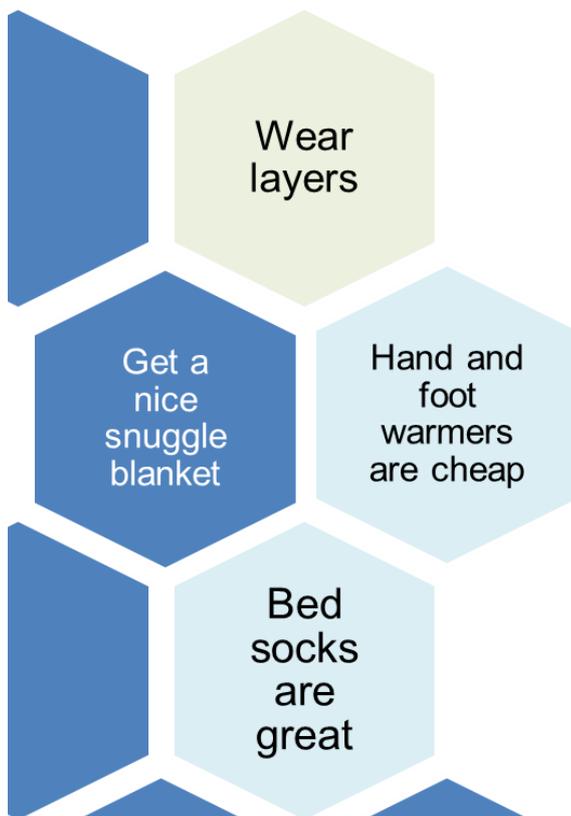
📄 [www.gov.uk](http://www.gov.uk)

Nest or Nyth is a Welsh Government scheme aimed at making homes warmer and more energy efficient.

Freephone  
0808 808 2244

📄 [www.nestwales.org.uk](http://www.nestwales.org.uk)

## Our tips for keeping warm



## Food Banks

Are you struggling to make ends meet? Do you have to choose between paying bills and buying food?

Contact your local Carers Outreach office and ask our staff if they can refer you to the nearest Food Bank.

If you meet the criteria you will be eligible for a food parcel.

## Social Services Out of Hours Emergency Contact

☎ 01248 353551 Anglesey & Gwynedd

☎ 01492 515777 Conwy

## Citizens Advice Bureau

☎ 0344 477 2020

## The Samaritans

☎ 116123 Freephone

## Electricity power cut

☎ 0800 001 5400 freephone

📱 0330 1010 222

And if you're online don't forget the power of **Google** 😊



**Q:** My husband has dementia and I'm finding the whole situation immensely stressful. I'm struggling to cope with his constant questions and the change in his personality. Any tips to help me deal with his challenging behaviour when out shopping would be welcome. I daren't leave him at home alone.

**A:** Our Carer Support Officer can arrange to visit you at home and discuss coping strategies.

If your husband hasn't yet had a formal diagnosis we can discuss your options with you. We can give you a Dementia Red key fob which can be shown discretely when out and about with your husband, so you will not have to explain or apologise for his behaviour. If your husband has had a diagnosis of dementia we can refer you to the Alzheimer's Society; your husband may qualify for a dementia support worker which could provide you with some time out from caring and a chance to go shopping alone.

Technology is now being widely used to help carers of people with dementia. There are mobile phone trackers which beep if the person leaves a certain area. We can tell you about all the telecare devices which can be used around your home to help give you peace of mind.

It's important that you do not allow yourself to become isolated so keep

checking our mailing for details of support groups near you. In addition, we can send you details of dementia support events. A lot of carers and their cared for people are benefiting from sing along sessions and dancing sessions specifically for people in their circumstances.

We can also make sure that you are receiving all your entitlements.

It's normal to feel stressed and anxious when caring for someone with dementia but there is help available. We're here to listen to your concerns and to keep you informed about what is out there to help make your life and caring role easier.

The Alzheimer's Society has several schemes and projects, for more information visit:

<https://www.alzheimers.org.uk/>

National Dementia Helpline

☎ 0300 222 11 22

Wales Dementia Helpline

☎ 0808 808 2235 (Freephone)

## Dementia Red Key Fob

