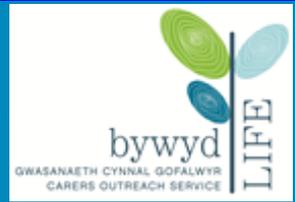


Carers Outreach Service Newsletter



For parents and carers of
Winter 2017 adults with a learning difficulty (Learning disability) **Issue 22**

Carers Outreach invites you to come along to a Carers Support group and Emergency Planning information morning at

Llys Deudraeth, High Street,
Penrhyndeudraeth
on Monday 20 November
10.30 - 12.30

Rugby Club, Dolgellau
On Tuesday 21 November
10.30 - 12.30

To book your place or for further information contact Gwyneth on the contact details below. A meeting may be cancelled if not enough people have booked.

If you would like to attend but are unable to - maybe the time or location is not convenient to you, please contact us, because if we have enough people wanting to meet in a specific area we will try and arrange support groups there in the future.

Carers Outreach Service

Llys Deudraeth
High Street
Penrhyndeudraeth
Gwynedd. LL48 6BL

☎ 01766 772 956

✉: help@carersoutreach.org.uk

Carers Outreach Service

Unit 6, Mentec
Deiniol Road,
Bangor
Gwynedd. LL57 2UP

☎ 01248 370 797

🌐 www.carersoutreach.org.uk



Translated into Welsh by
Angharad Edwards

Update from Carers Outreach

Planning for emergencies

During our carers support groups (details on front page) we will be sharing a wide range of information with carers.

Here are examples of what will be available:

Carers Emergency Card The Carers Emergency Card is a free service. Carers carry a card which shows their name, a unique identification number and an emergency phone number. If a carer has an accident/emergency or is taken seriously ill, then the card can be used to alert a 24 hour emergency call centre that the person they care for needs help. Steps are then taken to ensure the safety of the cared for person.

More details on page 4

Carers Emergency Plan Carers complete an Emergency Plan that has information which will help the cared for person if the carer should suddenly be away from home. The completed emergency plan is kept in the carer's home.

ICE (In Case of an Emergency) By adding ICE as a contact on your mobile phone it allows paramedics to identify you, treat you and be able to contact your next of kin immediately. Also, carers and parents can relax knowing that if anything happen to their loved ones, medics will have all the information they need to give the right treatment, and they will know who to call first

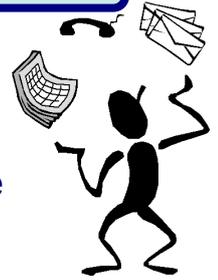
Message in a Bottle Is a simple idea designed to encourage people to keep their basic personal and medical details on a standard form placed in the bottle and then kept the fridge! If the Emergency Services are called this information is at hand which could give peace of mind.

Carers Assessment

Any carer who appears to have a need for support should be offered a Carers Assessment by Gwynedd Council. The Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to actively offer carers' assessments. You are entitled to a carer's assessment even if the person you care for has refused a service user's assessment. It is important that your needs as a carer are recognised, so do ask for a carers assessment – it is your right! Contact us to receive our Carers Assessment fact sheet or to be referred to Gwynedd Council Social services to receive a Carers assessment.

If you are unable to attend the support groups and would like further information on any of the above please contact Gwyneth Roberts, contact details are on the front page.

Caring and work - how do I juggle both?



What are my rights in work?

Juggling work and caring can be very challenging. The law gives you statutory rights which everyone has.

- ♦ All employees have a right to request flexible working after they have worked for the same employer for 26 weeks as long as they haven't already requested it in the last 12 months. Employers must have a sound business reason for rejecting any request.
- ♦ You have the right to take a "reasonable" amount of time off in an emergency or an unforeseen matter involving a dependant, which includes your partner, child or parent, or someone living with you as part of your family - others relying on your help in an emergency may also qualify. This time off is unpaid unless your employer is willing to give paid time off as a contractual right.
- ♦ Protection from discrimination - if you are looking after someone who is elderly or disabled, the law, under the Equality Act 2010, will protect you from direct discrimination or harassment because of your caring responsibilities.

You might have contractual rights which can be more generous than your statutory rights. To find out whether there is a carer's policy or any extra support for carers in your workplace, you could check your contract of employment, staff handbook, HR policies or letter of appointment

If I decide to give up work is there any financial help available?

- ♦ There is Carers Allowance - you could get £62.70 a week if you care for somebody for at least 35 hours a week and they have certain benefits
- ♦ If you are entitled to Carers Allowance you'll automatically get National Insurance Credits
- ♦ You may also be able to apply for a Council Tax reduction, Income Support or Pension Credit.



If you would like to discuss your individual financial circumstances with our specialist Information Officer contact Carers Outreach 01248 370797

Other useful websites

ACAS - help and support for employers and employees.

🔗 <http://www.acas.org.uk/>

Helpline number ☎️ **0300 123 1100**. Open Monday to Friday 8am-6pm.

Gov.uk - This is the government's website

🔗 <https://www.gov.uk/carers-allowance>

Carers UK has a range of useful information

🔗 <http://www.carersuk.org/help-and-advice/work-and-career/getting-support-at-work>

Helpline number ☎️ **0808 808 7777**

To discuss your options further please contact Carers Outreach's Carers Support Officer . Contact details are on the front page.

Carers Emergency Card

Information supplied by Social services

Have you ever thought what would happen if you were held up, maybe due to an illness, accident, hospital emergency, or another situation which would mean that you were unable to be home in time for when the person you care for comes home?

If you have , then one way to have peace of mind is getting a **Carers Emergency Card**

What is the Carers Emergency Card and how will it be of benefit to me?

This is a card which someone who cares for someone else carries with them all the time. In the event of illness or an accident it can draw the emergency services' attention to the fact that there is someone at home who cannot cope without help. Carers can use the card if they are delayed when they are out.

How does the card work

You will need to fill in a registration form. The form asks for details of the person you care for and also contact details of up to two people who would be available to take your place in an emergency.

The two contacts' names are kept on the database of Gwynedd Social Services, who will provide a 24 hour emergency service. You will receive a card with a unique ID number on it. You will need to carry this card all the time, usually in a purse or wallet.

What if there is no one I can name?

You can still register for the scheme. If you have no one who would be available to take your place in an emergency, the social services will know this and provide the necessary support.

What is expected of the people I name?

One of the people you nominate should know the person you care for and know what help that person needs. They will need to know how to gain entry to the home of the person who is cared for. They will also need to know what to do in an emergency. If the nominated person is unavailable, social services will provide support until they can contact those who have been named.

Confidentiality

All information is treated confidentially according to the Data Protection Act 1998. Only Gwynedd Social Services will know the unique ID number on the card.

How to apply?

Contact Gwynedd Council's Carers Support Officer on 01286 679742

✉ LesterBath@gwynedd.gov.uk

**CERDYN ARGYFWNG GOFALWYR
GWYNEDD
CARERS EMERGENCY CARD**

SYLWER! Mae'r un sy'n cario'r cerdyn hwn yn gofalu am rywun na ellir ei adael ar ei ben ei hun. Mewn argyfwng ffoniwch y rhif ffôn drosodd i alw am gymorth.

ATTENTION! The person carrying this card cares for someone who cannot be left alone. In an emergency please ring the telephone number overleaf so that help can be summoned.

Oriau Swyddfa Llun - Gwener
Office Hours Monday - Friday
☎ 01766 771000

Oriau Tu Allan i Swyddfa / Out of Office Hours
☎ 01248 353551

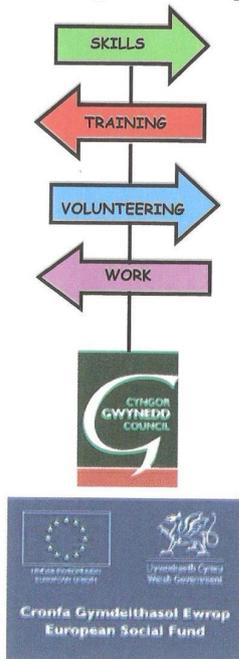
Nodwch y rhif isod / Quote the number below

Rhif cyf. / Ref No:

OPUS

OPUS

The OPUS Team can support you on your journey to work, volunteering and training.



WE CAN HELP YOU WITH:



To be eligible you must be:

- Over 25
- Living in one of the counties listed below:
 - Conwy
 - Denbighshire
 - Anglesey or
 - Gwynedd
- Unemployed for over 12 months
- Not actively looking for work, not in education or training.

Contact our OPUS Team today

Telephone:

01286 682730

Email: opus@gwynedd.llyw.cymru

Scambusters

Cold Callers - Unfortunately, these days, not everyone who calls at your door is who they seem to be. So you should always be on your guard; the person standing on your door step could be legitimate caller, a rogue trader or even a distraction burglar.

Protect yourself!

Whenever you answer the door remember to **lock, stop, chain, check.**

- **Lock:** secure all your other outer doors as the person at the door may intend to distract you while an accomplice gets in through a back door
- **Stop:** think about whether you're expecting anyone
- **Chain:** put the door chain on or look through the window or spyhole to see who's there
- **Check:** ask for an identity card and examine it carefully - you can always tell the caller to come back another time when someone will be with you.

If you spot a scam or have been scammed, report it to ActionFraud on 0300 123 2040 or online at www.actionfraud.police.uk

Carers Council Tax Discount

Do you care for your son or daughter who is

- over 18 years old

and who receives one of the following

- Care component of Personal Independence Payment at any rate or
- Middle or high rate care component of Disability Living Allowance or
- Attendance Allowance at any rate

also do you

- provide care for at least 35 hours a week and
- live in the same property as the person you care for

If you have answered yes to the above questions you should be entitled to a Carers Council Tax Discount which is 25% discount if one person is caring and 50% if there are 2 people caring. If there are more than 3 adults living in the same property contact us as the rules are different

To find out more contact Gwyneth Roberts or Helen Parry at Carers Outreach Service. Contact



We help people find a way forward

- ⇒ Citizens Advice provides free, confidential, and independent advice to help people overcome their problems.
- ⇒ We are a voice for our clients and consumers on the issues that matter to them.
- ⇒ We value diversity, champion equality and challenge discrimination.
- ⇒ We're here for everyone.

Contact us on 03444 772 020

www.citizensadvice.org.uk

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 or services provided by other organisations, nor can we recommend products or services.