



GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

The Carer

Registered Charity No: 1066262

Put your feet up and have
a browse!



Issue 92 Winter 2019



Give as you Live™



Are you a carer?

Do you know your rights?

Every carer is entitled to:

- A **carers assessment**
- Ask their employer about **flexible working**
- **Time off** from caring for health and wellbeing
- **Support and information**

Contact Carers Outreach for more information
about your rights as a carer.

Grants ❄️ Benefits ❄️ Direct Payments

Home adaptations ❄️ Telecare ❄️ Respite

Emotional support ❄️ Sitting services



Our Chief Officer reflects...

On your right to choose what's best for you

Imagine if ...

Someone started a new job and they were not aware that they had holiday entitlements. They would turn up to work every single day and carry on working all year, no matter how tired they were. Just imagine if nobody told them they had the right to annual leave! Of course this would be an absurd scenario.

Although I personally don't always use up my full entitlement to annual leave, the fact that it is my choice to use it or not makes all the difference.

We regularly speak to carers who don't know their rights as a carer - there is a big difference between not knowing your rights and choosing to exercise your rights when you need to. We know that many carers choose not to have a Carers Assessment, while other carers don't know that it is their right to be offered one.

A Carers Assessment is based around the Social Services 'What matters to you' conversation, which is used to assess your situation. In a nutshell, this ensures that the assessment is person centred, providing a picture of how you live your life and what is important to you for your well-being.

At Carers Outreach we always look at what matters to the carer in everything we do. And we will always strive to ensure that carers know their rights and are able to make choices they are happy with.

It is your right to have a life outside of your caring role if you choose to and your decision as to how you choose to apply it.

In this issue you'll find suggestions and options for making the best out of your time out from caring.

With Christmas around the corner please remember that although you may have limited choices over the festive season, you do still have them. If Christmas seems bleak for you, remember it is just one day and things swiftly return to normal.

I hope you have a peaceful and stress free holiday season.

~ Llinos

**Tell us
what matters
to you!**

Do what you love, choose what you do - that's living!



Update from Carers Outreach

Good news on respite

They say a pessimist sees a glass as half empty and an optimist sees the same glass as half full. Llinos Roberts, our Chief Officer is the ultimate optimist, she sees a glass (or pot of money for carers) and wonders how many re-fills she can get (for them)!

The good news is that Anglesey Council is now funding us to pay towards short breaks for Anglesey families who have a child or children under 18 with additional needs. It can be used for sport and leisure activities for the whole family, or towards a day out or overnight break. Families are invited to apply once every 6 months. Funding is awarded at the discretion of the respite panel.

NB: This is for a limited period only.

Newsletter

Carers in Anglesey and Gwynedd now have their newsletter delivered in a plastic polybag. This is an efficient and cost effective process. However, if you have concerns about this please contact us. We will discuss all your options for receiving the newsletter.

Looking ahead to the summer

Hello campers: We will be taking bookings for our carers caravans from January 2020. For more details, or to book, phone 01248 370797 or email caravan@carersoutreach.org.uk.



The Sunflower Lanyard



We had several enquiries about the lanyard featured in our last issue of The Carer. It's a discreet way to alert staff to the fact that you may need extra time or assistance due to a hidden disability, without disclosing your condition.

To maximise its effectiveness we need to get local transport providers and businesses on board. We have written a letter encouraging their participation and would welcome any suggestions for whom to send it to.

Christmas opening hours & Useful phone numbers

Our carers' hubs will close at 4.00 on Friday 20 December and re-open on Thursday 2 January 2020

Social Services

Anglesey

☎ 01248 752054

Gwynedd

☎ 01766 771 000

Conwy

☎ 01492 576333

Social Services Out of Hours

Gwynedd & Anglesey

☎ 01248 353551

Conwy

☎ 01492 515777

Contact us on 01248 370797 or help@carersoutreach.org.uk



A carer's story

The issues raised in the following story, although rare, unfortunately do exist and are a stark reality for some carers and their families.

I care for my husband who is disabled. I feel that we have been the subject of disability hate crime. I want to share my experience so that if other carers and the people they look after experience this, they will know that they are not alone. I also want to raise awareness of the help that is out there.

Some of my personal experiences of disability hate crime include:

- Making a person feel that their disability is a nuisance to others.
- Discrimination against a disabled person and their family by means of harassment, bullying, jealousy, anti social behaviour.
- Questioning a person's disability and not believing they are disabled and/or comparing a person's disability with other people's disabilities.
- Constant verbal abuse.

Hate crime is taken seriously by the police and once a hate crime has been reported, they will investigate it.

Here are some tips for dealing with this:

- Always report it
- Keep a daily diary and be precise
- This can be a frightening and upsetting experience. Recognise that it takes time to recover from this type of trauma. But remember that you are not alone. Focus on the positive support of your family and friends and don't be afraid to ask for help.

Useful avenues of support

Victim Support

 www.victimsupport.org.uk

 0300 30 30 159

 0808 16 89 111 - 24 hour support line

Hate crime

 0300 30 31 982

Police

 101

North Wales Police Diversity Unit

 01492 805 398

 diversityliaison@nthwales.pnn.police.uk

~ an Anglesey carer



Stay in touch



By phone:

Gwynedd and Anglesey: 01248 370797

Conwy: 01492 533714

Email: help@carersoutreach.org.uk

www.carersoutreach.org.uk

Join in our activities

Your value doesn't decrease based on someone's ability to see your worth



Do you feel lonely, isolated or depressed?

Contact Carers Outreach any time you need to speak about how your caring role impacts on your life. If you need to speak to someone outside office hours, see the suggestions below.

The Silver Line is a Helpline for Older People

Providing free confidential information, friendship and advice to older people; open 24 hours a day every day of the year.

Call anytime on:

 0800 4 70 80 90

The Disability Resource Centre

Based in the grounds of Ysbyty Glan Clwyd, the centre offers a service to improve quality of life and meet the needs of disabled people, their carers, friends and families. Qualified staff are available to provide information and training.

 01745 341967

"Be kind whenever possible. It is always possible." —The Dalai Lama

Call The Samaritans free from any phone on

 116 123

 0808 164 0123 (Welsh language)

You can also write free to:

Freepost RSRB-KKBY-CYJK
Chris
PO Box 9090
STIRLING FK8 2SA

They aim to reply within 7 days.

Or send an email to:

 jo@samaritans.org.

Please keep us informed

If your contact details or circumstances change, don't forget to notify us.

All information is kept in compliance with the General Data Protection Regulations.



If only...

“Do you ever think, “If only I had started that exercise class/diet/evening class, I’d be so much better by now.”?

Or perhaps you think you will go to an event but when the time comes you somehow can’t bring yourself to go.

I’m one of those people too, but this year I have pushed my boundaries and made myself do things. I’ve been to a gong bath, joined Pilates, attended a mindfulness session, been to a tea tasting session, and more. Honestly, there is so much to do when you start looking, and the only thing stopping you is you.” ~ a Conwy carer

Remember, all carers are entitled to respite, or time out from their caring role, to do something of their own choosing. What would you like to do?

Caring for

one person might not change the world, but it could change the world for that person.

Digital Inclusion

“My caring role is demanding so I don’t have the time to attend groups or activities. The Conwy Facebook group helps me connect with other local unpaid carers and I feel less alone.”
~ a Conwy carer

Our groups

If you feel a bit stuck in a rut and feel in need of some kind hearted company, our carers support groups could be just the ticket.

The groups are generally run by volunteers, most of whom are also former carers. They understand how daunting it can be to join a new group and are welcoming and friendly.

Check out our groups and events page in the centre of this newsletter. If you would like to attend, give us a call and we can notify the volunteers to expect you, or even ask them to give you a call and arrange to meet you outside the meeting room.

Christmas lights by taxi

“We always enjoyed walking round our local neighbourhood and looking at the Christmas lights.

Last year, we were unable to walk so we booked a taxi to take us and then went home for mince pies. A cheap date, but we enjoyed it.” 😊😊

~ An Anglesey carer

