



bywyd

GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE

LIFE

# The Carer

Issue 88 Winter 2018-19

Registered Charity No: 1066262



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



Give as you Live™

Translated into Welsh by  
Angharad Edwards

# Update from Carers Outreach

Carers Outreach hubs will close on Friday 21 December, 2018 and re-open on Wednesday 2 January, 2019.

## Meet our Outreach Officers

Outreach staff work closely with carers who need one to one support. They also arrange carers' activities and groups and promote Carers Outreach in the community.

### Anglesey

Bethan Morris

Einir Riley works with carers aged 25-50

### Gwynedd

Delyth Kerr

Gwyneth Roberts

### Conwy

Mair Roberts

Laura Williams works with carers aged 25-50.

## Follow the star!

Our staff have been trained in the use of Outcome Star, a visual aid designed to show you the progress and changes you are making. It's a way we can work together to measure improvements. Contact your local carers' hub for more details or to take part.

Lifestyle topics covered include:



\*health, \*caring role, \*managing at home, \*finances, \*time for yourself, \*how you feel, \*work

## Pebble painting

Carers have been busy painting and hiding pebbles to help spread the word that **#carersrock**.

One pebble reached Glastonbury! Check out our Facebook group for more details. It's not too late to join in the fun at home.



## Carers Rights Day 2018

This year Carers Rights Day is on Friday 30 November. See the Carers Activity sheet for details of an event near you.

## Carers caravan

"Hi, it's Helen here, I've been busy taking your bookings for our carers caravan all summer. It's been lovely speaking to you all and I've enjoyed hearing your feedback. This helps us to know what is working well and to improve where we need to.



The first season is now at an end and we will not be taking any more bookings. However in early 2019 we will release dates for 2 caravans for the 2019 season."

Happy holidays!



# Wise up to Winter

## When it is icy outside

If you prefer not to go outside when it is slippery underfoot you could do your shopping online and have it delivered. Most major supermarkets offer this service.

## Struggling to put your bins out?

You can request a smaller wheelie bin from your local council.

Anglesey ☎01248 752860

Conwy ☎01492 575337

Gwynedd ☎01766 771000

You may also be eligible to have an assisted collection, phone your local council on the number above for more information. Or contact your local Carers Outreach hub for more information.

## A carer's tip



"I bought some snow and ice grips for my shoes from a local supermarket. Under £5 and they do the job!"

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.

New national  
Freephone  
number for  
electricity  
Power Cut.

**POWER CUT?  
CALL 105**



**Gas Leak** 24 hour emergency line

☎ 0800 111 999 Freephone

If your situation has changed since you registered with your utility company it may be worth updating them. For example, some providers offer a 'knock and wait' service for people who have mobility problems; there are text options for people with hearing or speech difficulties; priority is given to vulnerable people if there is a power cut.

To register for the electricity priority services register:

🌐 [Spenergynetworks.co.uk/  
priorityservices](http://Spenergynetworks.co.uk/priorityservices)

☎ 0330 10 10 444

text **PSR** to **61999**

**If you're worried about how to pay your winter fuel bills contact us to see if there is any help available.**

# Every carer loves a story

## A Lively Day Out in Liverpool!

Last July a group of carers from Anglesey and Conwy enjoyed a day trip to the Albert Dock in Liverpool.

“Under a clear sky with just the occasional small feathery shaped cloud floating past, and the sun shining strongly, our excitement increased as we saw our coach appear round the bend in the road. Our trip to Liverpool had begun.

As we emerged from the Liverpool tunnel we saw the blend of numerous old buildings nestled in between new imposing designer buildings, plus the famous Liver building.

We disembarked at the docks and our action packed waterfront adventures began! We started with a visit to the Maritime Museum, then sauntered towards the museum of Liverpool on the waterfront to explore and be educated in Liverpool’s fascinating yet diverse history.

Continuing along the waterfront we watched the multi coloured ferry boat cruise by. The cobbled stones were rather challenging for my husband’s small electric scooter but we persevered and stopped to admire the black linked chain that was abundant with padlocks. On closer inspection it had a romantic theme as people had left their own padlock as a token of love.

Onward to the slavery museum which gave an extremely detailed insight into slavery past and present. In contrast, inside the Pier Master’s house we saw how life was lived in those bygone days. Time for our picnic lunch in the dock area where we admired the numerous vessels



berthed there and were captivated by the person climbing to the top of the tall ship rigging.

We were fascinated by the hustle and bustle and the historic atmosphere of the docks. The memorial statues and modern works of art such as the massive white cat and the architecture of the surrounding buildings were all admired.

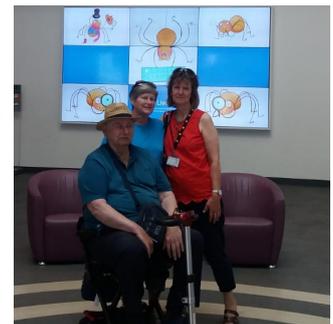
With renewed energy we found the entrance to the Beatles Story and then headed towards the landmark chimney of the old pump house with its brick exterior. However, there were still more venues to visit along the way.

On checking our watches we had enough time to do some shopping where we were spoilt for choice with the diversity of shops.

Back on the coach now and time to rest my feet. What a great day for both of us, especially my husband who relished the opportunity to investigate as much as possible in a new environment and knowing this I could relax and enjoy myself too.

Thank you Bethan and Mair for organising our day trip to Liverpool. You certainly did a marvellous job.”

~ M Badgery Jones



# Autism awareness



The National Autistic Society says there are 700,000 people on the autism spectrum in the UK, who "see, hear

and feel the world differently to other people, often in a more intense way".

Morrisons Supermarket recently introduced a weekly "quieter hour" for autistic shoppers who struggle with music and noise.

This means that stores dim lights, turn music off, avoid using the tannoy and turn check-out beeps down on Saturday mornings between 9.00 and 10.00. Signs are displayed to let other customers know that it is meant to be a calm environment for shoppers. The movement of trolleys and baskets is reduced.

Other supermarkets, including Asda, say they will work with local groups to run

quiet hours on a regular basis, Asda also works with a number of other charities to ensure its stores are inclusive to all.

If you care for someone who has a diagnosis of Autism, or who is on the autism spectrum, it's worth enquiring if your local store has any autism friendly schemes. This will raise awareness of the unmet needs of customers and more businesses will realise the need to be flexible in order to be inclusive to customers.

Some cinemas and theatres now offer 'relaxed viewings' of films and shows, with the lights and sounds on low and with freedom to sing or move around.

Carers Outreach Service holds a regular monthly support group in Llandudno for parents of people with autism. There is a warm welcome to carers from all 3 counties. For more information contact your carers hub.



## Ways to stay in touch



Phone our hubs

**Bangor and Llangefni: 01248 370797**

**Colwyn Bay: 01492 533714**



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



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



Join in our activities

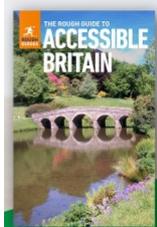


Follow us

**"I am different but not less." ~ Dr Temple Grandin**

# Live life to the full

## Plan an accessible day out with the rough guide to accessible Britain \*



This online Guide provides information for physical disabilities, and also for people with cognitive and mental health conditions, so that you can plan and enjoy a great day out.

Every venue has been thoroughly checked out by a team of reviewers, who either have a disability themselves or visited the venue with a disabled friend or family member.



Search for Rough Guide to Accessible Britain

[www.motability.co.uk/news-views-and-events/rough-guide-to-accessible-britain/](http://www.motability.co.uk/news-views-and-events/rough-guide-to-accessible-britain/)

## Enjoy a trip to the cinema?

The CEA card (Cinema Exhibitor's Card) allows disabled people a complimentary free ticket for someone to accompany them to the cinema. Cineworld in Llandudno Junction is a participator in this scheme.

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

☎ 01244 526 016

## Or fancy the theatre?

The Hynt Access Card scheme provides access to theatres and art centres across Wales and allows carers or companions a free ticket when accompanying someone with a disability. Venue Cymru is a participator in this scheme.

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

☎ 0344 225 2305

## Information on local transport

Your local area may have a transport scheme to suit your needs. Contact your local carers' hub to request details of a scheme near you.



## Toilet tips

Worries about toileting can stop people from going out. This website has some useful tips and information.

[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

The Llandudno Railway Station and The Esplanade Hotel in Llandudno are both part of the 'changing places' toilet scheme and provide spacious changing facilities and specialist equipment.

[www.uktoiletmap.org](http://www.uktoiletmap.org)

## Blue Badge changes in 2019

People with 'hidden disabilities' including autism and mental health conditions will be able to apply for a Blue Badge from 2019.



\*We have one hard copy of the Rough Guide to Accessible Britain to loan out