

The Carer

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bywyd

GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

LIFE

Building carer friendly communities

We can't help everyone, but everyone can help someone ~ R. Reagan



Translated into Welsh by
Angharad Edwards

Update from Carers Outreach

Reviewing the Act; twelve months on

The needs of carers

The Social Services and Well-being (Wales) Act 2014, has been in place for 12 months now. We want to hear from carers about how they are faring under the new Act. Have you seen a difference in the services you receive?

The Act introduced a duty on local authorities and Local Health Boards to prepare and publish an assessment of the care and support needs of the population, including carers. The North Wales Population Needs Assessment report has now been published and it includes a chapter on the needs of carers, and how these needs should be met under the Act.

To read more on this topic visit <http://www.wales.nhs.uk/sitesplus/861/page/91335>

Food for thought

The Social Services and Wellbeing (Wales) Act 2014 clearly says that a carer can say how much care they are willing to provide. Saying no is not a sign of weakness and local authorities must work with carers to provide care solutions.

Time out for carers

Do you feel that you would benefit from a bit of respite or 'me' time such as a trip away, a day out or a visit to the hair salon but don't know how you would fund it. We currently have

access to a limited fund for this type of respite for carers.

If you have a desire for some time out, no matter how unusual, speak to us about it. We'll let you know if you meet the criteria and do our best to help you find solutions.

What is respite?

Respite for carers means time away from the daily routine. This may be with or without your cared for person. Because every carer is unique, respite needs will vary.



Social opportunities for carers

We strive to provide a holistic service to carers: emotional support and information, signposting and the opportunity to meet other carers are our main priorities. Sometimes we have to cancel events due to lack of interest. Let us know what activities you want and we will do our best to make them happen.

Good news!

Emma Jones of Valley was awarded the Chronicle Mum of the Year for 2017. Emma cares for her husband and her two youngest sons. Congratulations Emma, from all at Carers Outreach.

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

Update from Carers Outreach

A lovely happy morning. Stress-free. Inspirational. More please.

Excellent experience, feeling much more happy and relaxed.

The whole experience has been excellent, and been a very welcome 'me' time.



This was a good day I feel relaxed

Thank you another enjoyable day.

It is a lovely initiative. Makes us carers feel appreciated.

Very interesting and fun. A wonderful release from a stressful week.

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.

Join in our Carers Week events! For more details see enclosed flyers

Carers Outreach is here to support carers to have a better life. Some questions seem to recur often and we have compiled a series of carers' fact sheets to answer them. Some questions, like those below can be dealt with swiftly with a phone call.

Q: My father has moved into a care home and I have to clear his house. Who do I contact about all the disability aids and equipment he has here?

A: All items delivered on loan should have a silver sticker with the provider's telephone contact details displayed. Or you can contact your father's District Nurse who can arrange for the items to be collected.
If the equipment is on loan from Social Services telephone 01248 682523.

Q: How do we go about applying for a Blue Badge?

A: The **Blue Badge** parking scheme provides a range of parking benefits for disabled people with severe walking difficulties who travel either as drivers or as passengers. Contact your local council to request an application form.

Anglesey ☎ 01248 750050

🌐 <http://www.anglesey.gov.uk>

Conwy ☎ 01492 577800

✉ bluebadge@conwy.gov.uk

🌐 <http://www.conwy.gov.uk/>

Gwynedd ☎ 01766 771000

🌐 <https://www.gwynedd.llyw.cymru>



You need to make a new application for a Blue Badge every 3 years.

You will need to send specific evidence documents with your application - the details are on the application form.

Q: My husband has had his care package reviewed. Although the care package has remained the same, the charge for his care package has gone up. Is this right?

A: From April 2017, all Local Authorities have reviewed their charging policy for care packages. This may mean a change in the price you pay for care packages. At Carers Outreach, we have copies of all charging policies for the Local Authorities of Anglesey, Conwy and Gwynedd. If you are concerned about any changes in charges or if you need any further details, please contact us.



If you have a query that is not dealt with here, contact your local carers' hub for information or to request a list of our free fact sheets.



Live, Laugh, Love

Stress free shopping

After reading the last issue of the Carer I decided to take the plunge and do my food shopping online. I have recently stopped driving and this was a big incentive. I have to admit that like a lot of people, I'm nervous about trying new things, **but** - I am now a convert to online shopping. Here are my top tips:

Allow plenty of time

It can be a bit time consuming the first time you log on as you have to enter all your contact details and set up your account.

Carrier bag charge

You are asked if you want your order delivered in carrier bags. I said yes to this and was glad I did as it meant I could get my shopping left in my hallway. It was a flat charge of 40p for bags and they will take them away to recycle next time.

Use the search box

It can be a bit overwhelming trying to find the items you need. I used the search box at the top of the page and went through my shopping list item by item. The website then keeps a list of your items for the next time you shop, so it gets easier and quicker each time you shop.

Choose your delivery slot

You can choose your delivery slot; I chose a fixed one hour slot. My shopping arrived promptly; the delivery men were helpful and polite. All my items were correct and everything was fresh.

~ a happy shopper from Holyhead



Editor's note

It's great to hear that you had such a positive experience with your first online shop. Did you know that if you shop through Give as you live you can raise funds for Carers Outreach at the same time and all at no extra cost to you. Visit the website below for more information.

<https://www.giveasyoulive.com/join/gwasanaeth-cynnal-gofalwyr-carers-outreach-service/EC116790>



Do you enjoy the social element of going shopping but struggle to carry heavy bags home?

Some shops allow you to shop in store and then get your shopping delivered.



Have you got any top tips to share with other carers? Is there anything that you have found out about that makes life easier for you? We'd love to hear them!



Life tips

Have you got Critical Illness Cover?

It seems that this is a standard procedure when taking out a mortgage. However, a lot of people don't realise all that it covers. It could be worth checking with your provider as you may be entitled to a lump sum or even your mortgage paid off.



What about me? A personal development course for carers in Wales

This free online course will help you to identify and reflect on your experiences, interests, skills and your future aspirations. You will also have the opportunity to develop a personal action plan to take forward beyond the course. Developed by The Open University in Wales and Carers Trust Wales.

<http://www.open.edu/openlearncreate/course/view.php?id=2121>

A special haven for carers

Everyone needs a break from time to time and carers are no exception. A place exists where carers can unwind and recharge their batteries.

A place with sea air, in a picturesque setting with freshly prepared home cooking.

This special haven is **Noddfa in Penmaenmawr**.

At Noddfa everyone understands carers' devotion and commitment. Carers have someone to look after them whilst they have a much needed rest. If you would like to meet there for lunch or stay a while contact them on:



www.noddfa.org.uk



noddfapen@aol.com



01492 623473

Love to read?

Some libraries will deliver books to your home.



Ways to stay in touch



Phone our hubs

Bangor and Llangefni: 01248 370797

Colwyn Bay: 01492 533714

Penrhyndeudraeth: 01766 772956



help@carersoutreach.org.uk



www.carersoutreach.org.uk



Join in our activities



Follow us

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