

# The Carer



Issue 114 Spring Summer 2026

Established 1991



## Join the great carers Sunflower showdown!

Last summer our staff had a competition to see who could grow the best sunflower. This is the winner. Do you think you could do better? We invite you to join us this year. Send photos of your blooms to our Facebook page. The winning picture will be included in this newsletter.

## Let's grow some sunshine!



Translated into Welsh by  
Angharad Edwards



# Update from Carers Outreach

## A polite reminder

Our staff are here to support carers by providing information and emotional support. We kindly ask you to communicate with us in a respectful manner. Maintaining a courteous and professional environment helps us to provide the best service possible

We understand that caring can be stressful, however, we will not tolerate abusive or aggressive language in phone calls or written correspondence. Thank you for your understanding and cooperation.

## Gifts

We always appreciate hearing from carers about their experiences with our service. While staff are unable to accept individual gifts in line with our policy, small shared items such as a box of biscuits for the team are acceptable. However, your feedback and kind words are always more than enough.

## How do you get your Newsletter?

If you are considering opting to receive this newsletter by email, this is what to look for. Three times a year you will receive a bilingual email (Welsh on top, English underneath) with links that take you to the newsletter and the group details on our website. You can check our website at any time to see if a new newsletter has gone up or to check on the dates of your local group.

Sometimes we get a notification that an email can't be delivered due to a person's spam settings, their inbox being full, or an error in the email address. If you do not receive 3 emails a year with links to the newsletter and groups, please contact us to confirm your email address.



## Contact details

**Gwynedd and Anglesey**

**☎ 01248 370797**

Open weekdays 9 - 4

**Conwy County**

**☎ 01492 533714**

Open Tuesday and Friday 9 - 4

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

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

**Join in our activities, turn to the middle pages for details.**

Contact Carers Outreach for information or support in your caring role



# Update from Carers Outreach

## Carers caravan

To book a subsidised stay in our carers caravan at Hafan Y Môr, Pwllheli email

✉ [caravan@carersoutreach.org.uk](mailto:caravan@carersoutreach.org.uk)

☎ 01248 370797



## Have you got your Carers ID Card?

To date over 300 Carers Cards have been requested. Most of you have now received your free Carers ID Card. We would love to hear your feedback on how the carers card is working for you.

**Please note, we cannot send you your card until we have received your photo.**

A frequently asked question is whether there is a card that gives unpaid carers free access to venues and tourist attractions? We are working on compiling a list of venues where carers have had free access using our card. Remember, it is always worthwhile contacting any venue you are planning to visit as many organisations run their own schemes for guests who have disabilities or their carers. Let us know how you get on.

## Carers Week, June 8 - 14

The theme for Carers Week this year is: **Building Carer Friendly Communities**. Turn to our middle pages to see Carers Week events.

## Grants

We still have some wellbeing and cost of living funding available. Contact us for more information.

## Carers Allowance

From April 2026, the weekly rate will increase from £83.30 to **£86.45**, representing a £3.15 weekly rise.

Additionally, the earnings threshold for claimants will rise to **£204 per week**, allowing for more flexible, paid work alongside caring responsibilities.

## Check out our Padlets

A padlet is an online bulletin board. As we can only include a small fraction of information in this newsletter, we also have 2 padlets. One padlet is specific to parent carers.

You can scan the QR codes below or visit our website to view our padlets.



**Be there for others, but never leave yourself behind**



# A carer's story

## Caring for someone who is living with dementia

I cared for my elderly mother at home for 15 years whilst juggling paid employment. Due to her deteriorating health, she is now in a residential home. Mum has multiple health conditions including mobility difficulties and dementia.

The years I spent caring were challenging and I often felt isolated and left in the dark. However, a massive positive was a chance meeting with a worker from Carers Outreach Service in the hospital foyer whilst waiting to go into an outpatient's appointment. I was previously unaware of Carers Outreach, and it felt good to be recognised as a carer and to have a point of contact for any caring related questions.

It was quite daunting dealing with the progression of the dementia. For example, sometimes I would arrive to find that she had left her lunch in the middle of the porch floor. I didn't know how I was supposed to deal with challenging behaviour and there didn't seem to be any help.

Mum was diabetic and district nurses

would visit to administer her insulin injections. This stopped suddenly without any communication to me which was worrying. The positive to come out of this was that eventually her diabetes was controlled by diet.

I strongly believe that carers need to be recognised and valued and that communication between health professionals and carers is essential. Especially where the cared-for person has memory problems. I also believe that paid carers should be paid more and given more resources to enable them to provide the required service.

Overall, I feel that the current health and social care system is not working. Ambulance waiting times and difficulties in getting a GP appointment are well documented. However, some things did work very well for us. For example, some useful equipment was provided such as an emergency lifting cushion that we were very grateful for.

I am grateful to Carers Outreach Service for their support over the years.

~ A Gwynedd carer

**Do you and your cared-for person enjoy socialising with other people? There are various support groups for people living with dementia and their carers. Contact us for details of a group near you.**

**Or phone Carers Trust Crossroads on 01492 542 212.**

# Help for carers of people living with dementia

**Carers Outreach Service** has two Dementia Navigators who are based in Ysbyty Gwynedd and Ysbyty Glan Clwyd.

Tina Round and Colleen Turner work closely with the Alzheimer's Society and the Carers Trust Dementia Centres to provide support for unpaid carers of patients with dementia both at the pre and post diagnosis stage.

You can contact Colleen and Tina via our contact details on page 2.

## Sensory aids for dementia patients

Animals can be a great source of comfort to us all. Research has shown that people with dementia who have had pets to care for respond well to sensory dogs and cats. They can provide a calming touch, and help trigger positive memories.

A hospital patient who was unsettled had a history of volunteering at an animal rescue centre. The Dementia Care Enabler heard about this and suggested a sensory dog was provided. The carer agreed and the patient immediately took to the dog. She named her dog Rex and her family members were seen stroking Rex during visits to the ward.

When the patient went home Rex was left behind and she became unsettled again. The staff managed to deliver Rex to her at home and she was overjoyed to have him back.



**The Alzheimer's Society** has Dementia Advisors who can support you via home visits and telephone calls. They provide pre and post diagnosis support.

**The Carers Trust Dementia Centre Co-ordinators** provide ongoing support including groups and activities.

In Anglesey and Gwynedd **Dementia Actif** provides exercise sessions for people living with dementia.

**Age Cymru Advocacy Service** provides a dementia advocacy service.

At **Ysbyty Gwynedd** there are Dementia Care Enablers and a Specialist Dementia Nursing Team.

**THE HERBERT PROTOCOL**  
Safe & Found



## The Herbert Protocol

The Herbert Protocol is a form that carers and family members can fill in. Its aim is to help police if a vulnerable person goes missing.

This can include details of places frequented, medication required, general routines, description and a recent photograph.

Further information and the form can be found at:

[www.north-wales.police.uk/herbertprotocol](http://www.north-wales.police.uk/herbertprotocol)

**Contact Carers Outreach for more details**



## Dementia Support Helpline

☎ 0333 150 3456



Monday to Wednesday: 9am – 8pm

Thursday and Friday: 9am – 5pm

Saturday and Sunday: 10am – 4pm

People with speech or language problems can visit the website for more options.

✉ [alzheimers.org.uk](http://alzheimers.org.uk)

## Feeling depressed or suicidal?



Text **HOME** or **HOLA** to the Crisis Textline and a crisis worker will text you back.

✉ [crisistextline.org](http://crisistextline.org)

## Advicelink Cymru

### 'Claim what's yours' helpline

Advicelink Cymru provides free and confidential advice about money you may be entitled to. They can help you check what you are entitled to and to claim what's yours, including to apply for welfare benefits, such as PIP (Personal Independence Payment), Carers Allowance and Pension Credit and to access Welsh Government support.

They can also arrange for you to get help with debt and personal finance issues

☎ 0800 702 2020

Monday to Friday: 8am to 7pm and on Saturdays: 9am to 1pm

Calls are welcomed in Welsh.



## New bilingual app for neurodivergent people



Created by the Autism Team at Cyngor Gwynedd, this new app contains fun and calming activities, information, details of local events and support, as well as other resources.

The 'Niwro Cymru' app is available free of charge on devices by downloading it to your smartphone or tablet.

For more information about the Team's work, visit the Autism page on Cyngor Gwynedd's website:

[www.gwynedd.llyw.cymru/autism](http://www.gwynedd.llyw.cymru/autism)

## Hospital Stays and Benefits: What Claimants Must Report

You need to tell the DWP (Department for Work and Pensions) as soon as you go into hospital.

Your Benefits claim might be stopped or reduced if you do not report a hospital stay.

If you are aged 18 or over, payments including DLA, PIP, and Attendance Allowance will stop after you have been in hospital for 28 days but entitlement remains, with payments resuming upon discharge.

Once you come out of hospital, you need to inform the DWP so that the payments can start again.