

Pembrokeshire Carers
Information & Support Service

Issue 65
May 2023

PCISS

CARERS' GAZETTE



01792 816600
adferiad.org



GIG
CYMRU
NHS
WALES | Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Pembrokeshire Carers Information & Support Service (PCISS)

*Pembrokeshire Carers
Information & Support Service*

PCISS



GIG
CYMRU
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WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Pembrokeshire Carers Information & Support Service are commissioned by Hywel Dda University Health Board and Pembrokeshire County Council to deliver a Carers Information and Outreach Service to Carers in Pembrokeshire.

Outreach Support and Information for Carers plus Drop-in Centre

Carers are invited to register with PCISS and can choose any or all of the following:

- **Carers Information Pack**
Information packs are available through the postal service. This includes basic information about support/services that may help you in your caring role.
- **Carers' Gazette**
A newsletter containing news, information and articles of interest to unpaid carers.
- **Carers Emergency Back-up Scheme**
A card designed to fit in a purse or pocket containing a 24hr contact number identifying the carrier as a carer and alerting others to the fact that someone relies on them for care and support.
- **Carers Recognition Card**
A card identifying the carrier as an unpaid carer, giving them access to discounts such as the Pembrokeshire Passport to Leisure scheme which enables carers to use their local leisure centre at a reduced rate.

- **Carers Outreach Service**

Carers who would like to discuss their situation with an experienced adviser can have a phone consultation on a wide range of topics. Face-to-face appointments are available in the community or at home.

- **Carers' Drop in Centre**

Carers are welcome to call in to our Centre at 37 Merlin's Hill, Haverfordwest for more information, advice and support. The Centre will be open between 10am and 4pm, Monday to Friday.

- **Carers Events**

A number of free events for carers throughout the year, including Carers Week in June and Carers Rights Day in November.



pciss@adferiad.org



01437 611002



***Ty Crossroads, 37 Merlins Hill, Haverfordwest,
Pembrokeshire, SA61 1PE***



Giving a voice to carers in Pembrokeshire

ARE YOU AN UNPAID CARER LIVING IN PEMBROKESHIRE?

WOULD YOU LIKE TO HAVE YOUR VOICE HEARD?

***WOULD YOU LIKE TO BE INVOLVED IN THE DESIGN AND
DEVELOPMENT OF SERVICES FOR UNPAID CARERS?***

If so, we would love to hear from you as we set up a new Carers Voice Forum for Pembrokeshire. Please register your interest by contacting PCISS by telephone **01437 611002** or email pciss@adferiad.org.

Learning Opportunities for Carers

A new resource has been created to help signpost unpaid carers towards opportunities for their own learning and personal development.

The page on the Connect Pembrokeshire platform signposts to organisations such as Adult Learning Pembrokeshire, Hywel Dda's Education Programmes for Patients, Carers UK and Alzheimer's Society - all who offer opportunities for carers to recognise the skills they have developed through their caring role and learn some new ones too. Research shows that learning new skills can also improve your mental wellbeing.

Have a browse today @ <https://connectpembrokeshire.org.uk/carerslearning-opportunities>. If there is anything on this page that you feel should be added, contact sophie.buckley@pavs.org.uk



Are you (or do you know a relative or neighbour who is) unable to get out of the house because of poor health or a lack of transport?

Are you unable to carry heavy things?

Do you love reading or listening to books?

- We offer a library book delivery service to readers across the county once every four weeks for free.
- Choose from a wide range of books from popular authors and subjects in both English and Welsh.
- A wide selection of Large Print books and spoken word is also available.
- No charges, overdue fines or reservation fees are payable for this service.
- Interested? Please ring **(01437) 776126** to find out more and for our short application form.

Have you registered as a carer at your GP surgery?

Registering as a carer with your GP will help your surgery care team understand your caring responsibilities, signpost you for help and support, offer a free flu jab, and much more.

Ask your GP Surgery for further information and a form to provide them with details of your caring role. Forms can also be found on the County Council and Health Board websites. These can now be completed on line and emailed to the surgery.

The form also has a section that you can complete for a referral for further help and support. Also look out for the leaflet (see picture) which will help you understand the benefits of this process.

If you have a relative, friend or neighbour who you think might be a carer you might be able to help them by letting them know that they can register with their GP surgery as a carer.

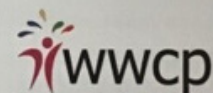
Change in circumstances

If you are already registered as a carer at your GP surgery and there is a change in your circumstances it would be helpful to let your surgery know so that they can keep their records up to date.

Do you look after someone?



A Carer is someone who provides unpaid help and support to a relative, friend, or neighbour who could not manage on their own due to illness, disability, frailty, physical impairment, mental ill health or substance misuse.

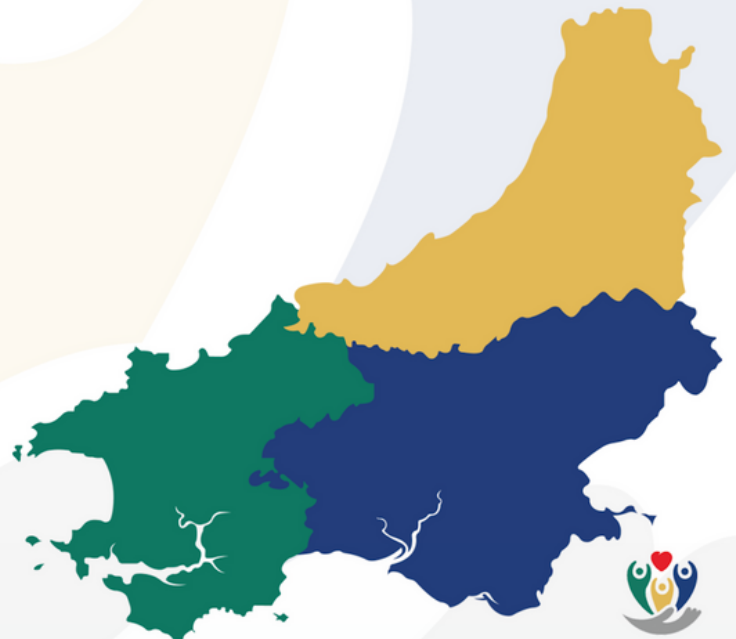


Partneriaeth Gofal Gorllewin Cymru
West Wales Care Partnership



Carers Support West Wales

CARING FOR CARERS



Information for unpaid carers

www.carerssupportwestwales.org



@carerssupportww

Alzheimer's Society Cymru

Carers Information and Support Programme (CrISP)

Do you care for someone with dementia? Join our virtual information and support sessions with other carers across Ceredigion, Pembrokeshire and Carmarthenshire.

Caring for someone with dementia can be tough and isolating. Getting support from people who understand the challenges you face can make a massive difference. Our information and support sessions are for family, friends and carers of people living with dementia. A friend or relative may have been recently diagnosed or have had dementia for some time.

The four week programme is run by skilled, compassionate and experienced Dementia Advisers. Covering the following topics:

- Understanding dementia
- Providing support and care
- Legal and money matters
- Coping day-to-day

The programme will be delivered over four 2 hour sessions virtually via Zoom regularly, afternoons and evenings.

If you would like to be added to the waiting list or have any questions regarding the course or any other services we provide please telephone Donna Jenkins on 07753 303126 or email Donna.Jenkins@alzheimers.org.uk.



Directory of Care & Support Enterprises in Pembrokeshire

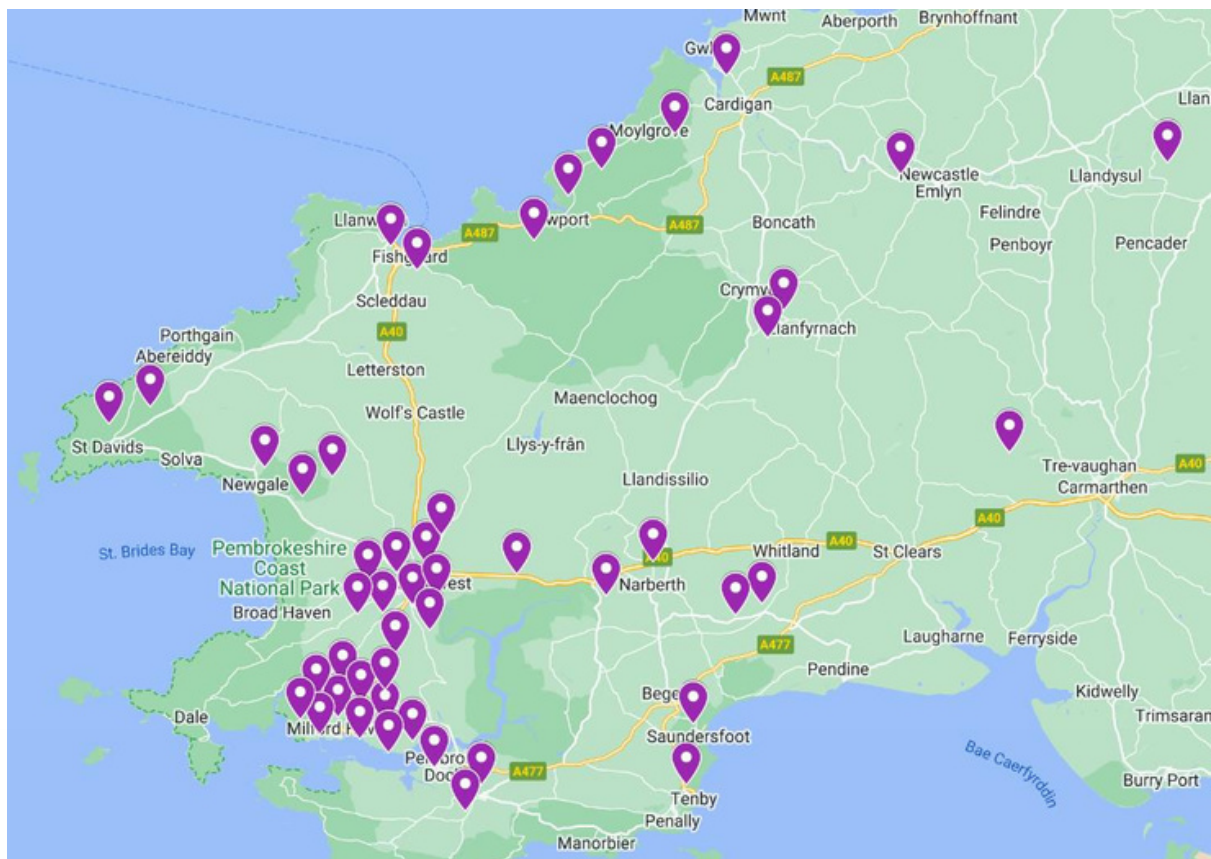
Are you looking for small, local home care / home help service in Pembrokeshire?

See what's available in your area on the directory here: www.planed.org.uk/catalysts-for-care-directory-of-care-and-support-services-in-pembrokeshire/ (The map below shows where the services are based.)

Being small and independent means that these services can provide the time and continuity to build a real understanding and relationship with the people they support.

If you are interested in a service, you can get in touch with them directly to enquire (details in the directory link above). Please see the cover pages of the directory for more information about how to decide if a small, independent service is right for you.

The directory has been put together by 'Catalysts for Care project', a partnership between PAVS, PLANED and Pembrokeshire County Council.



Scolton Manor Carers Pass

**Are you an unpaid carer?
Do you have a Carers Recognition Card
or Young Carers Card?**

As an unpaid carer you could be eligible for a **free annual parking pass** at Scolton Manor, plus a free regular hot drink on each visit.

To apply for the Scolton Manor Carers Pass you just need to:

Register for a Carer Card

Young Carers Card

Contact Action for Children
Telephone 01437 761330

email: Vikki.Booth@actionforchildren.org.uk

Adult Carers Recognition Card

Contact Pembrokeshire Carers Information & Support Service

Telephone: 01437 611002

email: pciss@adferiad.org

Request your free annual Parking Pass

Present your Carer Card at the Station Shop and you will be issued with the parking pass.

Display on your car dashboard every time you visit.

Get your free regular hot drink

Present your Carer Card at the Café or Farm Shop for a free regular hot drink per visit.

Scolton Manor is a great place to escape and spend some time, whether alone or with family and friends.



Pembrokeshire Carers
Information & Support Service

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Visit:
www.scoltonmanor.co.uk



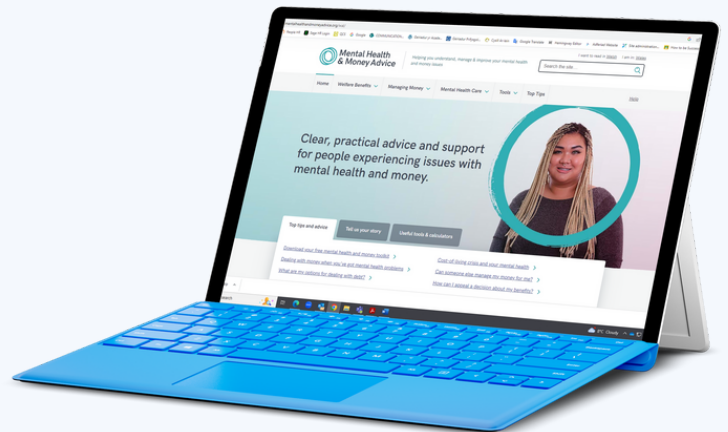


Mental Health & Money Advice is the first UK-wide online advice service designed to help you understand, manage and improve your financial and mental health. It combines support for both mental health and financial problems.

The website has lots of helpful advice and offers support for anyone with a mental illness who is struggling with their money, as well as anyone whose financial problems are affecting their mental health.

Lots of people in the UK have both mental health and money problems, and many more at risk because they are having financial difficulties.

Together these issues can create a worrying cycle that can lead to problems with relationships, work and housing.



What help is available on the website?

- Expert advice
- Free financial tools and calculators
- Sample letters and templates you can send to organisations
- Real life stories
- Useful contacts

The service is currently an online service only, however, if you need to speak to someone you can use the 'Help and Contacts' section of the website to get local and national contact details of organisations you can talk to.

For more information visit: www.mentalhealthandmoneyadvice.org/wal



Adferiad

Carers Support Group

For Family & Friends of People with a
Mental Health Illness or a Disability

Date: Every Thursday

Time: 3.00pm – 4.00pm

Location: Haverfordwest

For more information, please
contact: **Rachael Bird on 01437
611002 or 07970 435 965**

rachael.bird@adferiad.org

Would you like to

- Meet with others in a similar situation
- Share experiences & information
- One to one meeting can be arranged

Join us for a chat, a cup of
tea and a biscuit



Welsh Government Charter for Unpaid Carers

On 27th September Welsh Government published a long awaited and much needed Charter for Unpaid Carers. Julie Morgan MS, Deputy Minister for Social Services said:

“I am pleased to launch the Charter for Unpaid Carers, which sets out the rights of unpaid carers under the Social Services and Well-being (Wales) Act.

The charter has been co-produced with members of my Unpaid Carers Ministerial Advisory Group, representatives from local authorities, the NHS and the third sector. Unpaid carers have also played an active role in drafting this document and I would like to thank everyone who gave their time to take part in these important discussions.

Drawing on the expertise of professionals and unpaid carers, we have created a simple and practical guide to support carers to understand and access their rights.

The charter is also intended to help professionals to gain a better understanding of what is expected of them under the Social Services and Well-being (Wales) Act 2014.

The full Charter provides an overview of carers’ rights and includes examples of good practice in supporting and engaging with unpaid carers in health and social care settings. The summary version highlights key legal rights and the young people’s version is presented in a way that can be easily understood by an unpaid carer of any age”.

Principles of the Social Services and Well-being (Wales) Act 2014

- Voice and Control
- Prevention and Early Intervention
- Well-being
- Co-production



The Unpaid Carers Charter states that carers have the right to access:

- Community based support at an early stage to prevent carers reaching crisis point and accessing vital support services
- Information, advice and assistance - making sure unpaid carers can get information and advice about what care and support is available and how to access that support
- A Carers' Needs Assessment - Unpaid carers have a right to have a carers assessment and to have their needs met to help them achieve the outcomes they choose. The assessment should also consider whether the unpaid carer works or wishes to do so and whether the carer is or wishes to participate in education, training or any leisure activity.
- Co-production - Unpaid carers should be equal partners and be actively involved in creating policies and services.
- Direct payments - intended to improve choice, control and independence for people. Individuals are able to decide how their support needs will be met, who provides that support and control how, where and when support is delivered.
- Hospital discharge - Unpaid carers should be consulted from the start of the hospital discharge process and should be treated as someone who has relevant and important knowledge about the person they care for. **They should also be reminded at this stage that they have a choice over whether to begin or continue caring.**
- Representation and advocacy - If you are unable to fully take part in discussions yourself as a carer, an advocate is someone who can help make your voice heard when decisions are made about your support.



The Charter also outlines individuals rights to an "active offer" of using the Welsh language as well as a right to make a complaint if you are unhappy with a service from the local authority or health board.

Three versions of the charter can be found [here](#).



Pembrokeshire Community Hub

Connecting you to information, services and activities



01437 723660



enquiries@pembrokeshirecommunityhub.org



www.connectpembrokeshire.org.uk



“ My life is busy, but when I do have free time I'd like to do something in my community. Any suggestions? ”

“ My mum is struggling with day to day activities. Because I live away I'm unable to help. Is there any local support available? ”



“ With winter approaching, I'm really worried about my household bills. Have you got any recommendations? ”



What People Are Asking The Hub



What Can THE HUB Do For You?

Community transport options
Social activities and groups in your local area
Introducing you to local support
Support when finances are stretched
And much more...

What Can YOU DO For The Hub?

Volunteer
Set up a group
Offer a service
Help others in your neighbourhood
And much more...



Community Solutions For All Ages

SAVING CARERS MONEY

Do you need help with:

- £ Maximising income or budgeting?
- £ Purchasing essential household items?
- £ Food or fuel costs?



**Speak to
us**

**If you are an unpaid Carer living in
Carmarthenshire or Pembrokeshire**

Contact us for more information:

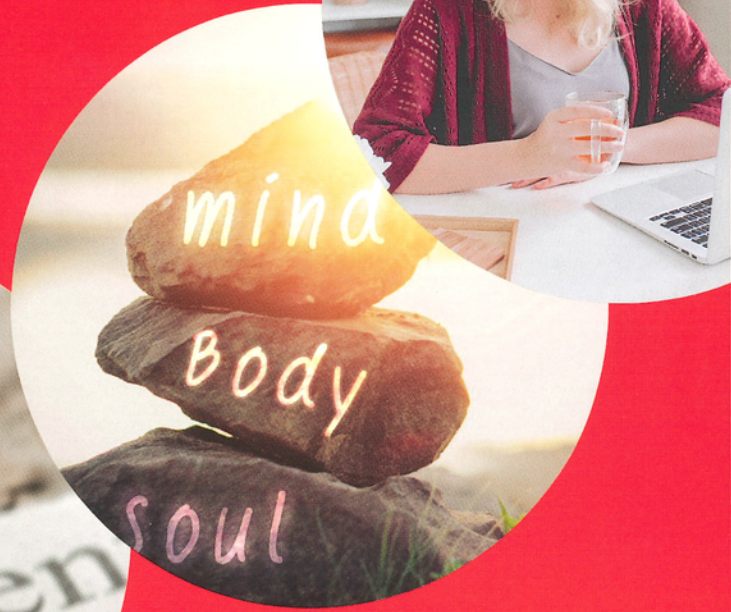
 **0300 0200 002**

 **info@ctcww.org.uk**



carers
WALES

support for unpaid carers



MeTime
online support

**For unpaid carers
looking after family
or friends**

**We're here to
support you**

**Help ranges from
emotional and physical
activities, to training on
carers rights and
helpful information
and advice**

Discover and book our free online
support sessions for unpaid carers at
carerswales.org/onlinesupport



Free Sim card with Internet (Data)



IF YOU ARE STRUGGLING TO PAY YOUR BILLS (AND OVER 18) YOU MAY BE ELIGIBLE FOR FREE DATA



TO FIND OUT IF YOU ARE ELIGIBLE:

**CALL
PEMBROKESHIRE
COMMUNITY HUB
01437 723660**

enquiries@pembrokeshirecommunityhub.org



Hwb Cymunedol
Sir Benfro
Pembrokeshire
Community Hub





Adferiad

Saturday Club

Giving Carers a Break

Time: 10.00am – 2.00pm

**Location: Crossroads House,
37 Merlins Hill, Haverfordwest,
SA61 1PE**

**To book a place & for more
information, please contact:
01437 764639**


Saturday Club offers quality care & fun activities to people with any type of memory loss & a break for their Carers

- Small group
- Reminiscence activities
- Gentle exercises
- Fully trained & experienced staff

CWTCH CYMRU







 walessupport@versusarthritis.org

 0800 756 3970

 www.versusarthritis.org

Living with arthritis or a musculoskeletal condition?

You are not alone.
Support is available:

-  **Self-management sessions**
-  **Support group meeting**
-  **Information hubs**
-  **1:1 Support**
-  **Activity group meeting**
-  **Volunteering**

Byw gydag arthritis neu gyflwr cyhyrysgerbydol?

Nid ydych chi ar eich pen eich hun. Mae cefnogaeth ar gael:

-  **Sesiynau hunanreoli**
-  **Cyfarfod grŵp cefnogi**
-  **Hybiau gwybodaeth**
-  **Cefnogaeth 1:1**
-  **Cyfarfod grŵp gweithgaredd**
-  **Gwirfoddoli**

CYMRU
VERSUS
ARTHRITIS



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Versus Arthritis: Registered Charity England and Wales No. 207711,
Scotland No. SC041156.
Versus Arthritis: Elusen Gofrestredig yng Nghymru a Lloegr Rhif
207711, Yr Alban Rhif. SC041156.



**Nyth
Nest**
Gwneud
Cymru'n
Glyd
Making
Wales
Cosy

Rhan o raglen Cartrefi Clyd Llywodraeth Cymru
Part of the Welsh Government Warm Homes programme



Ydych chi'n poeni am eich biliau ynni?

Do you worry about your energy bills?

Mae cynllun Nyth Cartrefi Clyd Llywodraeth Cymru gweithio i wneud cartrefi ung Nghynru yn gynhesach ac yn fwy ynni effieithlon i fyw ynddynt.

Welsh Government's Warm Homes Nest scheme is working to make Welsh homes warmer and more energy-efficient places to live.

Mae'r cynllun Nyth yn ceisio cefnogi pobl yng Nghymru sy'n byw ar incwm is sy'n derbyn budd-dal prawf modd neu'n byw gyda chyflwr anadlol, cylchrediad y gwaed neu iechyd meddwl.

The Nest scheme looks to support people in Wales living on a lower income who receive a means tested benefit or live with a respiratory, circulatory or mental health condition.

Mae Nyth yn cynnig amrywiaeth o gyngor diduedd am ddim, ac os ydych yn gymwys, cewch becyn o welliannau effeithlonrwydd ynni i'r cartref am ddim, fel boeler newydd, gwres canolog neu inswleiddio. Gall hyn leihau eich biliau ynni a gall fod o fudd i'ch iechyd a'ch llesiant.

Nest offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating or insulation. This can lower your energy bills and benefit your health and wellbeing.

ewch i nyth.llyw.cymru

visit nest.gov.wales



Ffoniwch Rhadffôn **0808 808 2244** Call Freephone

Useful Numbers

Pembrokeshire Carers
Information & Support Service

PCISS

Pembrokeshire Carers
Information & Support Service

01437 611002



age cymru
Creating an age friendly Wales

Age Cymru Advice

08000 223 444



DELTA
CONNECT

Delta Connect

0300 333 222



Dementia Connect

0333 150 3456



mencap cymru
Llais anabledl dysgu
The voice of learning disability

Mencap Cymru

0808 8000 300



Adferiad

Adferiad Carers'
Support Group

07970 435965



Care & Repair Cymru

Care and Repair Cymru

0300 111 3333



Royal Voluntary Service

0808 196 3646



Pembrokeshire Young
Carers Service

01437 761330

MACMILLAN
CANCER SUPPORT

We are Macmillan,
Cancer Support

01437 773859

