

When you are looking after someone else... who is looking after you?

Monmouthshire Carers information guide

**Information from Monmouthshire
Social Care and Health**



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Monmouthshire Carers Information Guide

October 2011

Chapter 1 - Introduction

This guide is intended to provide practical advice and information for carers across Monmouthshire.

At some time in our lives we may have to look after a friend, relative or neighbour who needs help due to sickness, age or disability.

Over a lifetime seven out of ten women will become carers and nearly six out of ten men.

Carers can often be isolated by the nature of the caring role and may not have access to all the information they need.

We hope this guide will provide timely, practical and useful information to carers and will prove to be a valuable resource.

We have tried very hard to keep this information up to date but if you find any errors please let us know.

Who is a carer?

“Carers look after family members (including child/children with a disability), partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid”.

- Carers UK

Who is a Young Carer?

“Young carers are children and young persons under 18 who provide, or intend to provide, care, assistance or support to another family member who is disabled, physically or mentally ill, or has a substance misuse problem. They carry out, often on a regular basis, significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development.”

- Princess Royal Trust for Carers

Chapter 2 - Legal Rights of Carers

Carers (Recognition and Services) Act 1995

This act entitled carers to an assessment of their needs as a carer.

Carers and Disabled Children's Act 2000

This act supersedes the previous act and entitles carers to an assessment of need in their own right - even if the person they are caring for does not have or want an assessment.

The Carers (Equal Opportunities) Act 2004

This act puts a duty on Local Authorities to inform carers about their right to an assessment. It says that an assessment must recognise a carer's individual needs as regards work, education and leisure. It also involves other Local Authorities, Local Education Authorities, Local Housing Authorities, and any Special Health Authorities, Local Health Boards, Primary Care Trusts, National Health Service Trusts and NHS Foundation Trusts in the planning and provision of services for carers.

The Work and Families Act 2006

This act entitles carers to request flexible working arrangements from their employers. If a request for flexible working is turned down, an employer must give good reason for the refusal.

Carers Equality Bill 2010

This act protects carers from direct discrimination or harrasment because of their association with people who have a disability.

Carers Measure (Wales 2010)

This measure puts a duty on Health and Local Authorities to produce a joint carer's information strategy.

Chapter 3 - The Monmouthshire Carers Project

The Monmouthshire Carers Project is a group of people from Monmouthshire Social and Housing Services, Crossroads SE Wales and Gwent Association of Voluntary Organisations (GAVO) who work together to support carers across Monmouthshire. Monmouthshire Carers Project aims to ensure that:-

- you know where to go to get the help you need as a carer;
- you have an opportunity to talk about support you may need;
- you have help to get that support.

The Project helps carers of all ages, both adults and children.

If you are a carer the following people may be able to help you:-

- 1. Carer's Co-ordinator;**
- 2. Young Carers Project;**
- 3. Carer's Assessment Workers;**
- 4. Carer's Support and Information Worker.**

1. The Carer's Co-ordinator works closely with the other members of the Monmouthshire Carers Project and:-

- consults and supports local carer's groups;

- produces a regular newsletter which is sent to all carers who are registered with the Monmouthshire Carers Project;
- arranges training programmes for carers on a range of issues (see Chapter 12);
- arranges events such as Carers Week and Carers Rights Day.

You can register with the Carers Project to receive a regular newsletter about carer's issues and events. If you would like to register, fill in the form at the end of this book and post it to the Carers Co-ordinator at the address on the form.

 **01291 671902**

2. Crossroads SE Wales - Young Carers Project - Monmouthshire.

Young carers are children and young people between the ages of 8 and 18 years, whose lives are in some way restricted because of the need to take responsibility for the care of a person who is ill, has a mental health condition, mental or physical disability, or is affected by substance misuse. Young carers regularly care for or help to look after a family member living within their household.

Young carers provide physical and emotional support for the person(s) that they care for. The Young Carers Project is a way for these young people to be able to have a break. They get the opportunity to participate in events and activities that their caring roles might otherwise restrict them from doing.

The Young Carers Project provides social activities, youth clubs, training courses and advocacy for young carers and their families.

The Young Carers Project also provides trips and activities for young carers.

If you know someone who is a young carer you can help to get them involved with the Young Carers Project by telephoning the numbers below and asking for a referral form. Anyone can refer a young carer to the Young Carers Project; the only conditions are that they must be a young carer and you must have consent from the parent or guardian of the young carer you are referring.

Young Carers Project Locality 3,
Flat G, County hospital, Griffithstown,
Pontypool, NP4 5YA

 Tel/Fax: 01495 769996

Email: ycteam3@crossroads-se-wales.org.uk

3. There are two **Carer's Assessment Workers** based with Monmouthshire Social and Housing Services. They can visit you at home to carry out a carer's assessment. They do not come to see how you are coping as a carer and an assessment is not a test of how you are doing! (See Chapter 4 - "Carer's Assessment"). After the assessment they may be able to arrange support to help you as a carer.

For people who live in North Monmouthshire:

 01873 735455

For people who live in South Monmouthshire:

 01291 635666

4. The Carer's Support and Information Worker is based within Monmouthshire Social and Housing Services and is responsible for:-

- linking with Health Services to promote practical support for carers;
- holding regular carer's surgeries in GP surgeries and hospitals;
- providing telephone advice for carers;
- finding out about new developments for carers;
- promoting the work of the Monmouthshire Carers Project;
- maintaining carer's notice boards in GP surgeries.

 01633 644567

Email: carers@monmouthshire.gov.uk

Carer's Surgeries

Carer's surgeries, or information sessions, are an opportunity for you to talk about anything to do with your caring role, and to explore what support and help may be available to you. Surgeries are useful because:-

- they are an opportunity to talk to someone impartial about the way your caring role affects you;
- it can be difficult to know where to go for

information - like where can you hire a wheelchair or other nursing equipment or who can arrange for you to have a break from caring;

- there is a lot of help available to carers - but you don't always have the time or resources to find it on your own.

Surgeries are drop-in or you can make an appointment. You do not have to be registered with the GP practice where the surgery is held to speak to the Carers Support and Information Worker. A room is available if you wish to talk privately. Any information you may give is treated confidentially.

Carer's surgeries are held at:-

Chepstow Community Hospital
Tempest Way, Chepstow, NP16 5YX
On: Tuesday 11.00a.m.-1.00p.m.

Every two weeks

Chippenham Surgery,
Monnow Street, Monmouth, NP25 3PL
On: Thursday 10.00a.m.-12.00p.m.

Monthly

Grayhill Surgery
Woodstock Way, Caldicot, NP26 5AB
On: Wednesday 10.00a.m.-12.00p.m.

Every two weeks

Old Station Surgery
Brecon Road, Abergavenny, NP7 5UH
On: Monday 10.00a.m.-12.00p.m.
Every two weeks

Nevill Hall Hospital
Brecon Road, Abergavenny, NP7 7EG
On: Thursday 9.00a.m.-12.00p.m.
Monthly

To make an appointment for any of the surgeries or to arrange an appointment at a location near to you, please contact the Carer's Support and Information Worker.

 01633 644567.

Carer's Emergency Card

The Carer's Emergency Card alerts people to the fact that you are a carer and someone is depending on you if you should be involved in an accident. It has space on the reverse for two contacts (people who could help out in an emergency). The name and address of the person you care for should not be written on the card as this could leave them vulnerable. Cards are available from your GP Surgery.

Chapter 4 - Carer's Assessment

If you are a carer you will be entitled to a carer's assessment. Even if the person you care for has refused an assessment or services, you can still have one.

There is no minimum or maximum number of hours to being a carer.

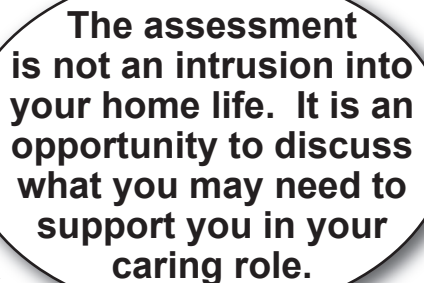
Carers of children with disabilities or long-term illness can have an assessment under the Carers and Disabled Children's Act 2000.

Your carer's assessment is your opportunity to have a discussion about things that may be able to make caring easier for you.

The carer's assessment will take place somewhere that is convenient for you, in your home, the home of the person you care for, or somewhere else, if you prefer. The assessment will be carried out by either a Carer's Assessment Worker or a Social Worker.

Carers have different needs. The Carer's Assessment Workers aim to work with you and will endeavour to arrange appropriate support to suit your individual needs as a carer.

Having an assessment does not mean that you will automatically receive services. The assessment is not just about services, but it is an opportunity to consider your situation and ask any questions that you may have.



The assessment is not an intrusion into your home life. It is an opportunity to discuss what you may need to support you in your caring role.

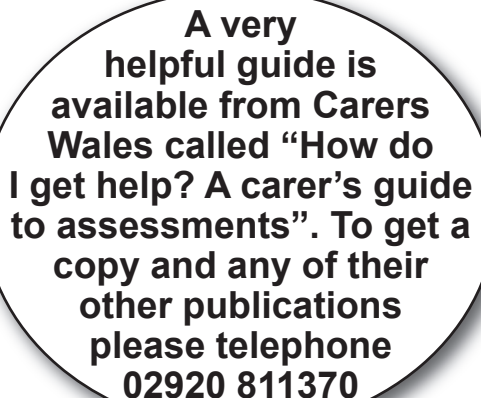
We hope to offer advice or inform you of other agencies which offer help and support for carers.

It may be a good idea to make a list or keep a diary of everything you do to help look after the person you care for, including how much time you spend caring. This will help determine the type of help and services you may receive. You may also need to say if you work or want to return to work.


Below are some of the issues that you may like to discuss when you have an assessment. If you take time to look through these and make note of what you think is important, you will be better prepared and may get more out of your carer's assessment. This list is not exhaustive and you may have other different issues to add to the list. You might want to mention how your caring role affects the following:-

- your health (physical and mental);
- your work;
- your day to day life;
- your feelings;
- your leisure needs;
- your relationships with others.

To ask for a carer's assessment, contact the Monmouthshire Carer's Assessment Workers:-



A very helpful guide is available from Carers Wales called "How do I get help? A carer's guide to assessments". To get a copy and any of their other publications please telephone 02920 811370

People living in the North of Monmouthshire:
 01873 735455

People living in the South of Monmouthshire:
 01291 635666

Chapter 5 - Help from Social Services and Health Services

Help from Social Services

Carers can expect the following from Monmouthshire Social Services:-

- to have an assessment of your needs;
- to be listened to and have the care you give acknowledged;
- to have the right to a break from caring and help to achieve this;
- to be involved in the decision making about how services are provided;
- to be given practical help and support in your role as a carer;
- to be put in touch with other organisations and services which can help you, such as Health Services, Housing Services, voluntary organisations and/or support groups;
- Community Occupational Therapy Service, if required;
- to arrange and support Direct Payments.

If your carer's assessment shows that you need services, Social Services can arrange these for you. You may be able to get help with personal care, respite care, community meals or day services.

Direct Payments

The Social Services Department can make Direct Payments to someone instead of arranging services on their behalf. The person can then take responsibility for arranging the services they need, using the money provided by Social Services.

Direct Payments must be used to pay for services that you have been assessed as needing and detailed in your Care Plan. Direct Payments are not an extra form of income.

Who can receive Direct Payments?

Direct Payments can be offered to individuals who are eligible to receive Community Care Services, with the exception of permanent residential care. This includes people with physical, sensory or learning disabilities, and people who are disabled by illness. Direct Payments can also be offered to carers in their own right, 16 and 17 year olds, and parents/carers of disabled children.

Everyone who has Direct Payments must be willing and able to manage them, either alone or with assistance. Direct Payments may be offered to people already receiving services as well as to people having an assessment for the first time.

If you would like some more information about recruiting assistants or record keeping for example. There is a booklet called "Direct Payments" available

from Social and Housing Services that you may find useful. There is also a support service to help people who use Direct Payments.

Contact the Direct Payment Project Worker

 01291 672352

or 01600 710050

The Hospital Discharge Team

The hospital wards are very often the point where you will become aware that a relative or friend will need care when they come home, or maybe you have been looking after a relative or friend before they were admitted to hospital.

The Hospital Discharge Team is there to help people to come home safely and with the appropriate support. Usually, you will meet with someone from the Hospital Discharge Team because ward staff have contacted them for you. When you visit the ward, you can ask the ward staff to refer the person you are caring for to the Hospital Discharge Team.

The Hospital Discharge Team works closely with nurses, staff, doctors, occupational therapists, physiotherapists, speech and language therapists and dieticians. They will gather as much information as possible so as to have a clear picture of the help that is needed. This is so that your relative/friend and you as a carer receive the best possible support after leaving hospital.

The Hospital Discharge Team can guide you through the procedures both before and after someone is discharged from hospital. The Team also stays involved after someone comes home to make sure that your relative/friend, and you as a carer, are safe and supported. The Team may also recommend that you have a carer's assessment.

Ask a member of staff at the hospital to contact the Hospital Discharge Team for you, or you can contact your local Social Services office.

Social Services Hospital Discharge Teams:-
for Nevill Hall Hospital, Abergavenny:

 01873 732526/7

for Chepstow Community Hospital:

 01291 635666

for Monnow Vale Healthcare Facility:

 01600 775100

Age Concern also has support workers who visit people for up to six weeks after they leave hospital to help with practical tasks. You can contact them at Nevill Hall Hospital.

 01873 850619

Charges for Services

Monmouthshire County Council's charging policy applies to most services for the person you care for, although some are available free of charge. Your Hospital

Discharge Team will be able to tell you more based on your individual circumstances. Social Services has two leaflets explaining the charges: “Paying for Community Care Services” and “Paying for Care Homes”, available from your Social Services Office.

Gwent Frailty Programme

The Gwent Frailty Programme is a new way that professionals in Health and Social Care are working together in Monmouthshire, Torfaen, Caerphilly, Newport and Blaenau Gwent to help people stay independent at home after a hospital stay, and to minimise the amount of time they spend in hospital. The main aims of the programme are to:

- ensure people have access to the right person at the right time
- focus on preventative care – wherever possible avoiding hospital admissions
- reduce the length of a hospital stay when admission is necessary
- reduce the need for complex care packages
- avert crises by providing the right amount of care when needed
- co-ordinate communication by providing a named person for all contact.

Help with Practical Tasks

There are many agencies that can help you with practical tasks in your home. They will charge you for this service. Social Services keep a list of “preferred providers” which have been vetted and approved by

Monmouthshire County Council. You can get this list from your local Social Services Office or One Stop Shop. A leaflet called “Help with Practical Tasks at Home” is available from your Social Services office. For a list of approved providers of care homes, contact the Contracts Officer (Care homes).

 01873 735424

For a list of approved providers of services which are provided in the cared for person’s home and community, contact the Contracts Assistant (Day and Home Care).

 01873 735408

Grants to Adapt Your Home

If the person you care for is living in the same house as you, you may be entitled to a grant to adapt your home so that the person you care for remains independent. There are 2 grants available: a **Safety at Home grant** for work costing less than £300 such as hand rails, and the means tested **Disabled Facilities Grant** (for work costing between £500 and £3600). To ask for an assessment, contact your local Community Care Team.

If you are on certain disability benefits – for example Attendance Allowance or Disability Living Allowance, and the cost of the work that you need done is less than £5000, you may qualify for help under Monmouthshire County Council’s LEAN process. For further information about the LEAN process contact 01633 644469

Monmouthshire Social Services Community Care Teams:

In Abergavenny  Tel: 01873 735885

In Monmouth  Tel: 01600 775100

In Chepstow  Tel: 01291 635666

Monmouthshire Social Services Community Learning Disabilities Team:

 01873 735455

Monmouthshire Social Services Community Mental Health Teams:

Teams for people aged 65 and over:-

North of Monmouthshire  01873 735581

South of Monmouthshire  01291 426779

Teams for people aged 18-64:-

North of Monmouthshire  01873 735592

South of Monmouthshire  01291 636700

Monmouthshire Social Services Children with Disabilities Team

The Children with Disabilities Team is based in Chepstow, but looks after families all over Monmouthshire, supporting children aged 0-18 who have disabilities and their families. This includes children with a physical, learning or sensory disability.

The Children with Disabilities Team offers Social Work support, family support and Occupational Therapy.

For more information, contact the Children with Disabilities Team.

 01291 635721

Useful Information from Monmouthshire Social Services

Some leaflets are available from Social Services:-

- “Are you getting your full benefits?”
- “Paying for Community Care Services”
- “Considering a Care Home?”
- “Go Ahead (Information about making a complaint or giving a compliment)“
- “Paying for Care Homes”
- “Are we able to help you? (Information about the Unified Assessment Process between the Local Health Board, Gwent NHS Trust and Social and Housing Services and how it affects you)“
- “Your Personal Information - Your Rights”
- “The Mental Capacity Act 2005”
 - Information for people who use services
 - Information for families and carers”
- “Services for Mental and Emotional Wellbeing”
- “Social Services Emergency Out of Hours”

Leaflets are available from your local Social Services Office.

The Monmouthshire Social Services Customer Relations Team

See Chapter 17 “Customer Feedback - Making Sure Your Views are Heard”.

The Monmouthshire Social Services Emergency Out of Hours Service

 0800 328 4432

This service only deals with emergency situations that cannot wait until the next working day.

The service can be used if a carer or vulnerable adult (those with mental health problems, physical or learning disabilities) is in URGENT need, if a parent, foster carer or child needs emergency help, or if a child or young person is in URGENT need of protection from harm. The service will not be able to help if the situation can wait until the next working day without risk of harm.

On working days contact your local Social Services. In a medical emergency you must phone your GP or an ambulance. You can contact the Out of Hours Service by telephone on:

Monday-Thursday 5.00p.m.-8.00a.m.

Friday-4.30p.m.-8.00a.m. the following Monday and on Bank Holidays, 24 hour service.

For any other emergency concerning a Monmouthshire County Council service contact:

 01594 836833 or 832845

Careline

Careline is a service that helps people live safely and independently in their own homes. Careline replaces the Lifeline service. Careline works by providing sensors in a person's home, and if a sensor is activated, a message is sent to Linkline, where trained operators will take the most appropriate action. This could mean contacting a family member, neighbour, doctor or the emergency services. The service operates 24 hours a day, 365 days a year.

As well as the personal trigger pendant or wrist alarm, Careline can provide protection from falls, floods, carbon monoxide, intruders, bogus callers and fire.

The technology offers a wide range of discreet, intelligent sensors to minimise risk to personal health and the home environment. For example, property exit sensors provide early warning that the service user has left their home and not returned within a certain time. This can be particularly reassuring for carers of people with dementia. Sensors can be timed to individual requirements.

There is a £35 installation fee for the Careline service. Careline costs £4.15 per week for the standard service. There are small additional charges for extra sensors.

 01633 644466

Other Council Services

One Stop Shops

Your local One Stop Shop offers many services that may be of help if you are a carer. Monmouthshire County Council has One Stop Shops in Abergavenny, Monmouth, Chepstow and Caldicot.

You can visit the One Stop Shop to get forms for bus passes and blue disabled parking badges. Staff can help you to fill in the application forms, and there are the usual payment facilities. One Stop Shops also hold regular surgeries by different organisations. For most of these surgeries you will need to ring the One Stop Shop for an appointment.

Below is a list of surgeries. For more details about the surgeries, contact your local One Stop Shop.

1. Housing: Housing Departments hold their surgeries in One Stop Shops every afternoon. Monmouthshire residents are able to discuss Housing issues ranging from homelessness, registering for the Council Housing Register, nuisances and estate management for example. You will need to make an appointment through your local One Stop Shop.

2. Planning: An opportunity for Monmouthshire residents to discuss planning applications and receive general advice about when to apply for planning permission. You will need to make an appointment through your local One Stop Shop.

3. Surgeries by the **Right Move Scheme** for people who are unable to find accommodation or are unable to pay the bond for a privately rented property. In certain cases Monmouthshire County Council are able to help through this scheme.

4. Surgeries by the **Wallich Clifford Community**, which provides accommodation and support services to homeless and vulnerable people in Wales aged between 16 and 25.

5. Surgeries by **Shelter Cymru**, which provides legal assistance and advocacy for people faced with housing problems.

6. Surgeries by **Broker Cymru**, which delivers the 'New Deal for Disabled People' to help prepare them to return to work.

7. Surgeries by **Supporting People Scheme**, a Government scheme that helps vulnerable people with Housing Support Services such as community alarms, warden services, advice and advocacy. You can also phone the Supporting People Team.

 01633 740725

8. Your local **Member of Parliament** and your **Assembly Member** also hold surgeries as and when required.

Other surgeries that are held at One Stop Shops

include:-

- Disability information desk;
- Police;
- The Pension Service;
- Registrar;
- Gwent Alcohol Project;
- Monmouthshire County Council Councillors.

Please phone your local One Stop Shop for details:-

Bryn y Cwm One Stop Shop (Abergavenny area)
Cross Street, Abergavenny, NP7 5HD

 01873 735800

Lower Wye One Stop Shop (Chepstow area)
Manor Way, Chepstow, NP16 5HZ

 01291 635700

Severnside One Stop Shop (Caldicot area)
Woodstock Way, Caldicot, NP26 4DB

 01291 426400

Central Monmouthshire One Stop Shop
(Monmouth and central Monmouthshire area)
Whitecross Street, Monmouth, NP25 3XR

 01600 775200

You can contact any One Stop Shop by
Email: onestopshop@monmouthshire.gov.uk

Help from the National Health Service

Continuing NHS Healthcare

Continuing NHS Healthcare (also known as CHC) is the name given to a package of services which is arranged and funded solely by the NHS for those people who have been assessed as having a primary health need (this is explained later). An individual can receive CHC in any setting including their own home or in a care home.

In someone's own home, this means that the NHS will pay for healthcare (for example, services from a community nurse or specialist therapist) and social care, but this does not include the costs of food, accommodation or general household support. In a care home, the NHS pays for the care home fees, including board and accommodation.

If assessments by a range of professionals show that an individual's primary need is a health need, they should be eligible for CHC. The primary health need will be assessed by looking at all of the individual's care needs considering four key areas:

Nature - this describes the needs and types and effect of needs on the individual and the type of help required to manage the needs

Intensity - this describes one or more needs which may be so severe as to require a degree of on-going care

Complexity - This describes how symptoms interact, making them difficult to manage and control, requiring increased skill to monitor the symptoms, treat the condition and/or manage the care

Unpredictability - this describes the degree to which someone's needs fluctuate and how difficult those needs are to manage. It also describes the level of risk to an individual's health if the right care isn't provided.

More information about the CHC process can be found in the Welsh Governments Continuing NHS Healthcare for Adults in Wales, Public Information Leaflet which you can obtain from Aneurin Bevan Health Board.

If you wish your relative to be considered for CHC eligibility you can ask for this through:

- Your relative's GP
- The District Nurse
- Hospital staff (if the person is in hospital)

If you would like to speak to someone about CHC, you can contact the Complex Care Team

 01495 332410

Email: complexcare@wales.nhs.uk

Funded Nursing Care

Local authorities cannot provide clinical services because the NHS is responsible for any care that

must be provided by a registered nurse. For people in care homes with nursing, registered nurses are usually employed by the care home itself and the NHS make a payment to cover the costs of providing the nursing care for those who need it.

Registered nursing can involve many different aspects of care. Typically those with a need for registered nursing care will receive some of the following:


- Supervision or monitoring of nursing needs
- Planning the care, reviewing an individual's needs and making changes to the care plan
- Identifying potential health problems and dealing with them for example, by referring to other healthcare professionals such as doctors or therapists
- Monitoring an individual's medication

An individual should receive Funded Nursing Care if:

- They live in a care home with nursing and they are not eligible for CHC but have been assessed as requiring the services of a registered nurse
- They are not receiving registered nursing care in any other way, for example, from district nurses.

Senior Nurse, Care Home Governance and Contracting
Complex Care, Cwmbran House
Mamhilad Park Estate, Mamhilad
Pontypool, Torfaen NP4 0YP

 01495 332112

 07837 022488 (Blackberry)

Help from your GP

GP Registration Scheme for Carers

In most surgeries in Monmouthshire it is now possible to register with your GP as a carer. There are a number of advantages to doing this:-

- it alerts your GP to the fact that you are looking after someone. Caring can sometimes affect the health of a carer - for example, lifting someone regularly can cause back problems. Stress related problems are common among carers. If your GP knows that you are a carer it can make it easier for you to talk to him/her about how your caring role is affecting you;
- your GP can include you when sending out information relating to carers - for example, carers are entitled to a free flu jab so can be included in mail-outs about the flu jab campaign.

Carer registration forms can be obtained from the reception desk of your local surgery. After registering as a carer there is a second form that you and the person you care for can fill in to help with information sharing. This gives permission to the GP to share information about medication or medical conditions with the carer, if the person being cared for agrees to this. More information is available from reception at your GP surgery.

The Book Prescription Service

Your GP can “prescribe” books about being a carer. There are a number of very helpful titles available, with general information about caring, or caring for

someone with a specific condition - for example Alzheimer's disease. You can take your prescription to your local library.

GP Out of Hours Service

Weekdays 6.30p.m.-8.30a.m., all day at weekends and on Bank Holidays

 0845 6001231

NHS Direct


NHS Direct offers confidential healthcare advice, can advise whether to attend an Accident and Emergency Department and can tell you the opening times for pharmacies outside normal hours. The NHS Direct website offers advice and guidance about treating common health problems at home.

 0845 4647


Website www.nhsdirect.nhs.uk

Dental Services


Out of Hours Dentist

 After 6.30p.m. Monday-Friday, weekends and bank holidays: 0845 6020252

Emergency Dental Helpline

 (All Gwent) 01633 488389

One to One Training in oral health awareness for carers

 (All Gwent) 01633 488389

Community Dental Service: Domiciliary Care Advice Service for advice to people who find it difficult to get to a dental surgery.

 01291 426722

Nevill Hall Clinic (Children and Community)

 01873 732699

Opticians, Dentists and Pharmacists

Many opticians will provide home visits in their local area.

Pharmacies can arrange to pick up your prescriptions from your doctor's surgery and deliver your medication to your door.

Dentists may offer home visits for routine check ups **if the person you care for is unable to leave their home.**

Check with your dentist, optician or pharmacist to find out what services they offer. You can find a full list of doctors, dentists, opticians and pharmacists in Chapter 19 -“Other Useful Contacts” .

The Community Nursing Service

Community Nurses provide nursing care and advice to those patients in their own home who are unable to visit the practice nurse. The aim is to maximise and maintain the patient's independence as well as teaching and supporting carers.

The nurse's skills include wound care, continence management, the assessment and management of long term disease and conditions and the care of people who are terminally ill.

Nurses can also offer advice about other sources of support such as continence issues.

Ask about Community Nurses at your local G.P. practice.

Chapter 6 - Help from other organisations

There are many organisations in Monmouthshire that offer help to carers. Here are some of the main ones. Gwent Association of Voluntary Organisations (GAVO) can give you information about others that become available.

Gwent Association of Voluntary Organisations (GAVO)

 01291 672352

AFASIC

 01495 774269

This association for all speech impaired children in Gwent gives support to children and their families and promotes awareness of speech, language and communication disabilities. There is an ongoing advice line.

Age Concern Gwent Head Office

 01633 763330

Age Concern Gwent operates several services for people aged 55 years and over in Monmouthshire. These include the Respite Care Service, Hospital Discharge Service, Information Service, Lifelong Healthy Living Project, and Community Support Services. All services are available to carers. Age Concern offers a variety of support including help to complete paperwork, benefits advice, respite care in the home, support upon discharge from hospital and signposting to other organisations.

Age Concern Gwent is a registered charity and most of their services are free. However, please check when enquiring if the service you require has a charge.

Age Concern Respite Care Services

 01633 240195

Age Concern Monmouthshire Hospital Discharge

 01873 850619

Age Concern Monmouthshire Community Support Services

 01291 673300

Age Concern Information Service

 01633 240190

Alzheimer's Society

 01495 768627

The Alzheimer's Society offers support to carers of people with Alzheimer's disease and other dementias.

The Society's Gwent Befriending Project provides practical support and information to people with dementia and their carers from diagnosis onward.

The Alzheimer's Society also has three carer support groups. For details see "Local Carer's Support Groups" at the end of this chapter.

The Alzheimer's Society has a service to support young people with dementia aged under 65, and their carers.

 01495 356755

Breathe Easy

(British Lung Foundation Group)

Support for people with breathing problems and their carers.

 01291 621530

British Red Cross - Caring for People in Crisis

 01633 245750

The British Red Cross in Monmouthshire offers several services that may be of help to carers:-

1. Community Equipment

Having the right equipment at the right time can make a great deal of difference to you and the person you care for. The British Red Cross can help by hiring out on a short-term basis (6-8 weeks), a variety of medical and daily living aids such as wheelchairs, commodes, bath aids, bed aids, toilet aids and smaller daily living aids. The British Red Cross also sell new and second hand equipment.

2. P.A.L.S (Practical Aids to Living) Outreach Scheme

The P.A.L.S service helps older people to choose the best daily living or medical aids for their particular needs. The scheme lets you view, get advice, try out and buy a wide variety of aids to daily living and medical equipment.

Two P.A.L.S sessions per week are held in Monmouthshire at different locations, such as G.P.

surgeries, hospitals, pensioner groups/clubs, sheltered housing complexes, day centres and carer support groups. Contact the P.A.L.S Manager to find out where your nearest session is or if you know of a club or group that is attended by older people that would like a P.A.L.S session.

The P.A.L.S shop is located at:-

Bradbury House, Mission Court, Newport, NP20 2DW

 01633 245750

CAIR (Monmouthshire Disablement Association)

 01873 859095

This organisation contacts, informs and represents disabled people, and provides advice about access and disability issues in Monmouthshire. Meetings are monthly, rotated around Monmouthshire.

Care and Repair Monmouthshire

Care and Repair Monmouthshire provides help and advice to people who are older or have a disability to enable them to remain safe, secure, comfortable and independent in their own homes. They can offer advice, information and services about:

- Grants
- Technical support
- Finding a reliable contractor
- Safety and security
- Home energy efficiency
- Welfare benefits
- Benevolent funding
- Help to oversee building works
- Referral to other services

and can provide advice on:

- Disabled adaptations including showers, stairlifts, ramps and grab rails
- Major and minor repairs to your home
- Welfare benefits advice
- Application for grants
- Application for charitable funding

 01873 854195

Email enquires@crmon.org.uk

Crossroads Care SE Wales

 01495 769996

Crossroads is a registered charity that can provide you with a trained carer support worker so that you can go out and have a break, visit friends and family, attend an appointment, go shopping or to work.

Crossroads support carers of people with all physical disabilities, Alzheimer's and dementia, and of all ages throughout Monmouthshire.

The Monmouthshire Young Carers Project is based with Crossroads - SE Wales (for further details see Chapter 3).

Diabetes UK

 02920 668276

Diabetes UK gives support, information and advice to people with diabetes and their carers and raises funds for research into diabetes.

Sight Support (formerly Gwent Association for the Blind)

 01495 763650

This organisation assists blind and partially sighted people in Gwent to gain or regain maximum independence. Their offices are located at:-

Bradbury House, Park Buildings, Pontypool, NP4 6JH
Open Monday-Friday 9.00a.m.-5.00p.m.
By appointment after 3.00p.m.

The Sight Support has a Resource Centre open from Monday-Friday from 10.00a.m.-3.00p.m. It provides aids and equipment for people who are visually impaired.

Gwent Disabled Motorists Club

 01633 779034

This organisation gives advice and information about adaptations to vehicles, licensing laws and health & safety issues to disabled motorists and their carers.

Hafal Monmouthshire

 01633 842266

Hafal helps people with severe mental illness and their families to work towards recovery. Details of the Hafal carer's support group can be found under "Local Carer's Support Groups in Monmouthshire" at the end of this chapter.

Heartbeat

 01291 427286

This group gives physical, psychological and social support to improve the quality of life of people who have, or have had, a cardiac condition.

Meeting Details: Weekly-Fridays at 10.30a.m.
Caldicot Leisure Centre

Heart-2-Heart Cardiac Rehabilitation Club

 01291 623862

This club gives physical, psychological and social support to improve quality of life to people who have had a heart attack.

Meeting Details: Weekly-Mondays from 10.00a.m.-
12p.m. Caldicot Leisure Centre

Heathdene

 01873 858818

Heathdene provide a supported living service for people with a learning disability who are either living with a family, or as tenants in their own home. Support packages are available from one hour a week to 24 hour, seven days per week care.

MENCAP

 01291 623216

MENCAP offers support to carers of people with learning disabilities. MENCAP also offers respite - either through day care or at home, to give a break from caring responsibilities.

Parkinson's Society

 01291 623465

The Parkinson's support group meets on the 2nd Wednesday of every month at 7.00p.m. at the Salkeld

Day Hospital, Chepstow Community Hospital. People with Parkinson's disease and their carers are welcome to attend. There is a very welcoming atmosphere with tea and biscuits and a varied programme of speakers.

Soldiers, Sailors, Airmen and Families Association (SSAFA)

 01633 246269 or 264530 9.00a.m.-12.00p.m.

After these hours there is an answerphone service.
Website: www.ssafa.org.uk

SSAFA offer support and advice for serving service personnel, or people who have served in the forces in the past and their families. They may be able to help with welfare or financial support.

Forces Help Office, Raglan Barracks
Allt-yr-Yn View, Newport, NP20 5GG
Office Hours: Monday, Wednesday,
Friday, 9.00a.m. -12.00p.m.

Local Carer's Support Groups in Monmouthshire

Alzheimer's Society Carer's Groups

To support carers and those with memory problems in an informal setting.

Abergavenny Group

4th Monday of each month Abergavenny. 7.30p.m-9.00p.m. at The Angel Hotel, Abergavenny. Transport is available if required.

 01495 768627

Chepstow Group

1st Friday of each month Chepstow. 10.30a.m.-
12.30a.m. Chepstow Methodist Hall.

 01495 768627

Monmouth Group

1st Tuesday of each month at Dingestow Village Hall
from 10.30a.m. -12.30p.m.

 01600 719127

Alzheimer's Memory Cafés

To support carers and those with memory problems in
an informal setting.

Abergavenny Memory Café

2nd Monday every month from 10.30a.m. until 12.30p.m.
Trinity Hall, Baker Street, Abergavenny

 01873 855741 or 01873 850647

Monmouth Memory Café

3rd Monday of each month from 12.00pm to 2.00pm
at Bridges Community Centre, Monmouth.

 01600 719127

Caldicot Memory Café

3rd Friday of each month at St Paul's Community Hall
Caldicot from 10.30a.m. -3.00p.m. (lunch included).

 01600 719127

Alzheimer's Society Gwent Befriending and Advocacy Project Monmouthshire

Providing support to people with dementia and their carers in Monmouthshire County Hospital, Griffithstown, Pontypool, Torfaen

 01495 768627

Gwent Younger People with Dementia (under 65) and their Carers

To provide support to younger people with dementia and their carers in South Monmouthshire

Bi-monthly, last Wednesday of every month at Caldicot Luncheon Centre, Sandy Lane, Caldicot at 1.00p.m. to 3.00p.m. Social Group – last Wednesday of each alternative month at The Wheatsheaf, Magor from 6.00pm. to 9.00p.m.

 01495 356755

Abergavenny Carers

 01873 855543 / 840182 / 831228

Aims of the group: to give support, information, advice and befriending to carers. Meet 3rd Tuesday of each month at Mardy Park, Abergavenny from 2.30p.m.-4.00p.m.

BBs Club

For children with Special Educational Needs and their siblings.

Every other Sunday at Bulwark Community Centre from 2.15p.m.- 3.45p.m.

 07970 604452 or 07523 814581

BEAT Cymru

 01873 735546

A safe and confidential environment to talk about eating disorders, for both sufferers and their carers
University of Wales, Newport - Medical Centre,
Rathmell Building, Caerleon Campus, Lodge Road,
Newport 1st and 3rd Thursday of each month from
7pm to 8.30pm.

Bi-Polar Self Help Groups

Abergavenny Group

Meet at The Station Hotel, 37 Brecon Road, on 2nd
Thursday of each month at 7.30pm.

Monmouth Group

Meet at Bridges Community Centre on 1st
Wednesday of each month from 1.30p.m.- 3.30pm.

Chepstow Group

Meet at Boverton House on 1st Monday of each
month 1.00p.m. – 3.00pm.

CAIR (Contact, Act, Inform & Represent)

 01873 859095

Aiming to contact, act for, inform and represent people
with disabilities to local authorities and other agencies.
2nd Tuesday of each month at an accessible venue in
Monmouthshire.

Chepstow Carers Support Group

 07592 503757

Aims of the group: To support carers in the Chepstow
area.

1st Monday of the month at the Scout Hall, Pembroke Road, Bulwark, Chepstow.

Crossroads South East Wales

 01495 769996

Aims of the group: To care for carers.

County Hospital, Griffithstown, Pontypool, NP4 5YA

HAFAL Monmouthshire

 01633 264763

Aims of the group: to help people with severe mental illness and their families to work towards recovery.

Hafal Newport Resource Centre, 47 Duckpool Road, Newport NP19 8FL

North Gwent Breast Cancer Support Group


 01873 858973 or 01873 853499

Aims of the group: Support for new members and patients, develop and raise awareness of breast cancer and its implications for the patient and their families.

Dissemination of information and regular meetings with guest speakers. Having fun and fundraising for the breast cancer service. Meet at The Angel Hotel, Abergavenny on the 3rd Monday of every other month (January, March, May, July, September, November).

Gwent Cancer Support

 01495 768633

 Children and Young People's helpline 01495 760066 (24 hours)

Aims of the group: to give support, information and advice to any person affected by cancer of all ages and their families. Befriending and counselling service available. Drop-in centre, Block D, Panteg Hospital, or home visits can be arranged. Befriending and counselling service available.

21Plus

 01291 691472 or 01600 711963

Aims of the group: to provide support to families who have children with Down's Syndrome. Meet monthly for either mid-week coffee morning or weekend family get-together.

Sight Support

 01495 763650

Aims of the group: To enable people with sight loss in Gwent to gain or regain maximum independence. Bradbury House, Park Buildings, Pontypool, NP4 6JH Open 10.00a.m.-3.00p.m. Monday-Friday. After 3.00p.m. by appointment.

Chapter 7 - Work and Leisure

When you are looking after someone else it is sometimes easy to “shelve” your own interests/plans. Usually much time is concentrated on the daily routine of caring for the needs of the person you are looking after.

You may not feel that you have the time, opportunity or even the motivation to pursue other interests. However, keeping your outside interests can both broaden your horizons now and make transition from full-time caring to employment easier in the future if or when your caring role comes to an end.

Your work, educational and leisure needs must be taken into account in a carer’s assessment.

A booklet, “A Carers Guide to Flexible Working” is available from Carers Wales. It explains the rights that carers have in the workplace and explores options of flexible working. The booklet contains a form to apply for flexible working that can be given to an employer.

Carers Wales

River House, Ynys Bridge Court, Gwaelod y Garth
Cardiff, CF15 9SS0

 02920 811370

Website: www.carerswales.org

Community Education

In Monmouthshire, over 150 educational courses are held regularly from computer skills to belly dancing. Details of the courses available are published annually in July by Monmouthshire County Council's Department of Lifelong Learning and Leisure. Some of the courses offered are free. Depending on your income, you may be able to claim back 25% - 50% of your course fees.

Courses can be booked at your local Community Education. You can also enrol online with a credit or debit card at: www.monmouthshirecommuntyed.co.uk

Chepstow Community Education Centre

Boverton House, Bulwark NP16 5JE

 01291 635154

Caldicot Community Education Centre

C/o Caldicot Leisure Centre, Mill Lane NP26 4BN

 01291 426852

Abergavenny Youth and Community Education Centre

Old Hereford Road, Abergavenny, NP76EL

 01873 851554

Gilwern Community Education Centre

Upper Common, Gilwern, NP7 0DS

 01873 830588

Overmonnow Family Learning Centre

Victoria Estate, Monmouth, NP25 5AR

 01600 712822

Usk Community Education Centre

Maryport Street, Usk NP15 1AE

 01291 674611

Volunteering with the Adult Education team can be very rewarding and a useful step back into employment. Volunteer tutors can assist with essential skills classes.

Contact: 📞 01291635154

Monmouthshire Leisure Centres

Monmouthshire Leisure Centres offer free swimming to anyone over 60. If you are caring for someone over 60 and accompanying them to a programmed swimming session, you can have free access.

Carers in Monmouthshire are entitled to a 25% discount at Leisure Centres. **Please** note that this offer **does not apply to paid homecare workers who may be accompanying a person with a disability.** For further details contact:

📞 01291 671902 (Monday – Wednesday)

Abergavenny Leisure Centre

📞 01873 735360

Caldicot Leisure Centre

📞 01291 426850

Chepstow Leisure Centre

📞 01291 635744

Monmouth Leisure Centre

📞 01600 775135

Jobcentre Plus

Your local Jobcentre Plus can give you information and help when you are looking for work.

Station Road, Chepstow, NP16 5YY

 01291 303300

Newbridge House, Tudor Street,

Abergavenny, NP7 5EF

 01873 303800

66 Newport Road, Caldicot, NP26 4BR

 01291 303800

Disability Advice Project

The Disability Advice Project runs a “life-coaching” course for carers and ex-carers. The course includes confidence building, help setting goals and achieving them, overcoming stress and anxiety, help with practical skills – for example I.T, and help with employment and training opportunities.

Contact:  01633 485865

The Open University

The Open University offer flexible study options for carers, and run a number of short courses - Openings - that offer a gentle introduction to subjects of interest and build confidence. It is an opportunity to see what Open University study would be like, develop your study skills and improve your knowledge and sense of achievement.

For further information contact:

 02920 471170

Email: wales@open.ac.uk

Monmouthshire Libraries

Monmouthshire has six libraries which are open to all and free to join. There is also a mobile library:-

Reaching Out - serving older people
(contact Monmouth Library)

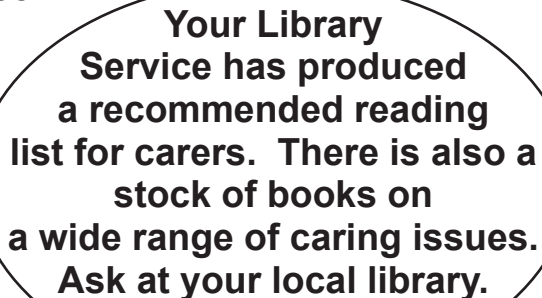
Your Local Library

You can access a wide variety of resources through your local library. As well as books you can research information, and obtain a CD, a video, DVD or CD ROM.

Extensive computer and IT facilities are also available in each library. These are free to use and can be booked in advance.

A full description of library services can be found on the Monmouthshire County Council website. For more information and for opening times, please contact your local library or phone the 24 hour Renewals and Information line.

 01291 635635



Your Library Service has produced a recommended reading list for carers. There is also a stock of books on a wide range of caring issues. Ask at your local library.

Website: <http://libraries.monmouthshire.gov.uk>

Abergavenny Library ☎ 01873 735980

Caldicot Library ☎ 01291 426425

Chepstow Library ☎ 01291 635730

Gilwern Library ☎ 01873 833055

Monmouth Library ☎ 01600 775215

Usk Library ☎ 01291 674925

Carers in Employment

Many companies and organisations now operate “carer friendly” policies (see Chapter 2 - “Legal Rights of Carers”).

For further information about working and caring contact:

Carers Wales. ☎ 02920 811370

Waving Not Drowning

Working Families’ Project for carers and parents of disabled children who work or wish to work.

Contact: Janet.Mearns@workingfamilies.org.uk

Chapter 8 - Transport

Monmouthshire runs a '**Grass Routes**' community transport scheme. It operates a low floor vehicle driven by qualified volunteers. The scheme is open to all members of the community.

How the 'Grass Routes' Bus operates:-

- you have to be a member to use the scheme;
- there is a cost per journey;
- concessionary passes are accepted on all daily 'Grass Routes' services;
- request pick up time availability and location (subject to availability);
- payment for travel is by monthly invoice;
- a low floor fully accessible vehicle with wheelchair access;
- easy to reach designated pick up points, for example, village hall, doctor's surgery;
- regular service to all main towns in Monmouthshire;
- the bus is also available to hire on a half or full day basis: £30.00 for half a day or £60.00 for a full day, plus 40p per mile for fuel (first 40 miles free).


Use the free phone number to ring and book your journey.

 0800 085 8015

Monmouthshire Ring a Ride

Ring a Ride provides door to door transport for people with restricted mobility who find it difficult to use existing transport services. Ring a Ride only operates in the Caldicot/Chepstow area. You can join the Ring a Ride scheme for a one-off fee of £5.00 or free for members of the 'Grass Routes' scheme. Journeys in Monmouthshire are free for Ring a Ride members.

Journeys outside the County are for essential purposes only, for example, hospital appointments. You can also be accompanied by a carer or friend.

 0800 085 8015

Help with Transport to Hospital

If you, or the person you are caring for need to get to an NHS hospital or clinic appointment and you need ambulance transport, you can book this through the Transport Booking Centre. This is not an emergency ambulance service. If you need an ambulance for a medical emergency you should always phone 999.

You should contact the Transport Booking Centre as soon as you receive your appointment letter from the hospital. You will need to book at least one week before your appointment. Bookings will not be taken more than three months in advance. If you have been sent an urgent appointment and cannot give a week's notice, you will need to ring the Transport Booking Centre as soon as possible. Some conditions apply. The telephone operators will be able to help you if you have any queries. Opening hours are Monday-Friday 8.30a.m.-6.00p.m. but not on Public Holidays.

 0800 32 82 332

Blue Badge Scheme for People with a Disability

The Blue Badge scheme allows people with a disability, who travel either as a passenger or a driver, to park close to their destination. Instructions about where you can and cannot park are included when a Blue Badge is issued. The Blue Badge is free but there is a £2.00 administration fee.

You can ask for an application form by contacting your local One Stop Shop. For One Stop Shop contacts see Chapter 5.

Application forms are also available to download from: www.monmouthshire.gov.uk/Monmouth/English/Health_and_Social_Care

When you ask for an application form, you will need to give your name, date of birth, address and telephone number.

There is a leaflet which explains who can, and who cannot have a blue badge called “The Blue Badge Parking Scheme for People with Disabilities”. It is available at One Stop Shops and Social Services offices (see Chapter 5 - “Help from Social Services and Health Services”).

The Motability Scheme

Motability is an independent, not for profit organisation which provides mobility solutions for disabled people.

Motability can offer:-

- a new car every three years;
- a new or used car hire purchase over a term of two to five years;
- a powered wheelchair or scooter on hire purchase over a term of one to three years.

To apply for the Motability scheme you must be in receipt of either:-

- higher rate mobility component of Disability Living Allowance;
- War Pensioners Mobility Supplement.

An application for a car can also be made on behalf of a child aged three or older who is entitled to Mobility Allowance. Even if you don't drive but receive the allowance you can apply for a car as a passenger and propose two other people as your drivers.

To receive publications about the scheme you can contact Motability Operations:

 0845 456 4566

There is also a wheelchair and scooter scheme:
route2mobility

 0845 60 76260

More information is available on the Motability website:-

www.motability.co.uk

Free Bus Passes for Disabled People and their Carers

Free bus passes are available to people who:-

- are blind or partially sighted;
- are profoundly or severely deaf;
- are without speech;
- are disabled;
- have an injury which is substantial and has a long term effect on their ability to walk;
- are in receipt of war pensioner's mobility supplement;
- are in receipt of the higher rate mobility component of Disability Living Allowance;
- are without arms or have long term loss of the use of both arms;
- have a learning disability;
- have been refused a driving licence or had a driving licence revoked on medical grounds.


If you care for someone who is eligible for a free bus pass you can request that you, as their carer, are able to travel with them at all times and can also have a free bus pass. Carers/companions do not have to pay on the bus. Just tick the appropriate box on the application form.

To apply for a bus pass, you need to complete an application form which you can get from your local One Stop Shop.

National Express Disabled Persons Travel Helpline

 08717 818179

National Rail Enquiries

 08457 48 49 50

Disabled Persons Railcard Application Line

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Persons Railcard. The Railcard allows you to get a third off most Standard and First Class fares throughout Great Britain.

You will need to provide proof that you qualify for a Railcard. You might qualify if you have a visual impairment or a hearing impairment or have epilepsy or are in receipt of a disability related benefit.

If another adult is travelling with you and you are using your Disabled Persons Railcard, they can travel at the same discounted fare.

 0845 605 0525

 845 601 0132 (textphone)

Information for Travelling As or With a Disabled Person by Rail

Virgin Trains, JourneyCare Information Line
Monday-Sunday 8.00a.m.-10.00p.m.

 08457 443366

Arriva Trains Wales Information Service
Monday-Saturday 8.00a.m.- 8.00 p.m. Sunday
11.00a.m.-8p.m.

 0845 6061660

For assistance for customers with disabilities:

 0845 3003005

 0845 6050600 (Textphone)

First Great Western Trains Information Line
Monday-Sunday 7.00 a.m.-9.00p.m.

 0845 600 5604

RADAR - National Key Scheme

The National Key Scheme offers independent access by disabled people to around 7000 locked public toilets around the country.

 0207 2503222

Monmouthshire Shopmobility

Shopmobility is a scheme which offers short term hire of mobility scooters to enable people with limited mobility to travel around town and shop independently. There are three Shopmobility locations in Monmouthshire:-

Abergavenny

Abergavenny One Stop Shop
Town Hall, Cross Street, Abergavenny, NP7 5HD
Monday 9.45a.m.-12.00p.m.
Tuesday to Saturday 9.30a.m.-2.00p.m.

 0800 2983656

Chepstow

Chepstow One Stop Shop

Library Building, Manor Way, Chepstow, NP16 5HZ

Monday to Thursday 10.00a.m.-4.00p.m.

Friday 10.00a.m.-3.30p.m.

 01291 635700

Caldicot

Shopmobility Portacabin

Jubilee Way Car Park, Jubilee Way,

Caldicot, NP26 4FF

Tuesday and Friday 10.00a.m.-1.00p.m.

 01291 423642

Chapter 9 - Money Matters

Please note: This information is correct at the time of printing. However, some benefits and the way that they are administered are changing. We strongly recommend contacting your local Jobcentre Plus (see Chapter 7 - “Work and Leisure”) for up to date information about benefits.

As a carer you may be entitled to one or more of the following benefits:

Carer’s Allowance

 01253 856123

If you spend 35 or more hours a week caring for a disabled person you may be entitled to receive Carer’s Allowance. You do not need to have paid National Insurance contributions. You can claim it if you work and take home less than £100 after deductions (like income tax) are made. Claiming Carer’s Allowance could affect other benefits. The disabled person you care for must be receiving Attendance Allowance or the Care component of Disability Living Allowance at middle or higher rate.

Income Support

 01633 241600

If you are aged between 16 and the age you can claim pension credit and your savings are low you may qualify for Income Support. You cannot get Income Support if your savings are too high or if you work 16 or more hours a week.

For information about Jobseekers Allowance and Employment Support Allowance contact your local Jobcentre Plus.

Pension Credit

0800 99 1234 (Pension Credit Claimline)

If you are aged 60 or over, you may be entitled to Pension Credit. Pension Credit could top up your income to a minimum level. If you are aged 65 or over and have saved towards your retirement you could receive extra money too. You may also get extra money if you or your partner (if you have one) are a carer, or are severely disabled.

For further information about benefits you can contact:-

Benefits Enquiry Line

0800 882 200

Advice and information for disabled people and carers on the range of benefits available. The person taking your call will not have your personal papers but will be able to give you general advice.

Wales (Cardiff) Disability Benefits Centre

02920 58 6002

Department of Work & Pensions

Website: www.dwp.gov.uk

Housing Benefit

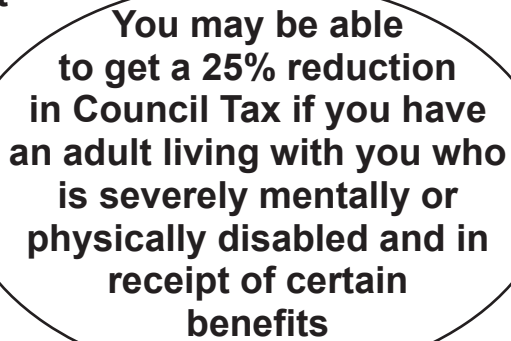
01633 644650

If your household income is low you can claim Housing Benefit to help you pay your rent.

Council Tax Benefit

 01633 644650

If your household income is low you can claim Council Tax Benefit to cover all or part of your bill.



You may be able to get a 25% reduction in Council Tax if you have an adult living with you who is severely mentally or physically disabled and in receipt of certain benefits

Council Tax

Council Tax charges are based on the assumption that there are two or more people living in a property. If there are less than two people, a discount might apply. Some people are not counted as living in the property, they are said to be 'disregarded' for Council Tax purposes. There are numerous disregard classes including one for people who have a severe mental impairment and for those who receive personal care. Entitlement to discount only applies if the relevant conditions laid down in regulations are met.

Discount for People who Have a Severe Mental Impairment

If a registered medical practitioner certifies that a person has a substantial and permanent severe mental impairment, that person will be disregarded for Council Tax purposes providing the relevant conditions are met. The conditions include entitlement to certain state benefits.

Discount for Carers

You will be disregarded for Council tax purposes if you are providing care to someone who is living with you and who is not your spouse/partner or your child (under 18 years of age). The person receiving the care must be entitled to certain state benefits.

Exemption for Unoccupied Property

Your home may be exempt from Council Tax if you have left it unoccupied because you have gone to live elsewhere in order to provide personal care to someone who needs assistance because of old age, illness or disability. You must live in the same property as the person receiving care and that person must be entitled to certain state benefits.

Help for People who are Physically Disabled

If someone who is substantially and permanently disabled lives in your home, and your home has certain features, you may be entitled to a reduction in the amount of Council Tax payable.

In order to qualify for the reduction your home must contain one of the following features which is considered to be necessary to meet the needs of the disabled person:-

- (a) a room other than a bathroom, kitchen or toilet; or
- (b) a bathroom or kitchen which is not the only bathroom or kitchen; or
- (c) sufficient floor space to allow for indoor use of a wheelchair.

The circumstances discussed here are general and every case will be different. If you think you may qualify for Council Tax Benefit or exemption or just want more information, please contact:-

Monmouthshire County Council Revenue Section

 01633 644630

E-mail: counciltax@monmouthshire.gov.uk

Home Responsibilities Protection (HRP)

HRP aims to protect your basic state pension rights when you are not paying (or getting credited with) National Insurance contributions because you are looking after someone who is sick or disabled.

HRP reduces the number of qualifying years you normally need for a full basic pension.

 01633 241600

State Second Pension (S2P)

S2P is a way of earning additional state pension. Carers who are entitled to Carer's Allowance or HRP may benefit from this scheme.

Advice on benefits is available by phone or by calling in person at your local Social Security Offices or Jobcentre. The Pension Service holds regular surgeries at the One Stop Shops.

 01633 241600

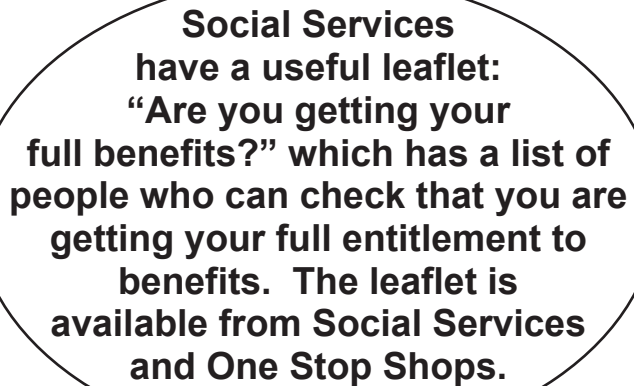
The Pension Service

The Pension Service offer advice about pensions and entitlement to benefits to people aged 60 and over. They have regular surgeries at the One Stop Shops. You can drop-in or ring to make an appointment. If you would like the team to visit you at home, this can be arranged. Contact your local One Stop Shop, or telephone the Pension Service direct.

Pension Service national contact line:

 0845 6060265 English

 0845 6060275 Welsh



**Social Services
have a useful leaflet:
“Are you getting your
full benefits?” which has a list of
people who can check that you are
getting your full entitlement to
benefits. The leaflet is
available from Social Services
and One Stop Shops.**

Chapter 10 - Legal Matters

Many vulnerable people and their carers can benefit from legal advice. This can be particularly important when the person you care for, due to their health, finds it difficult to manage their everyday routines. Managing finances, paying for care and making financial decisions can become difficult and stressful, and in some cases impossible. Below are contact details for some organisations that specialise in providing advice and information to support you in your caring role.

Age UK

 0800 169 6565

Website: www.ageconcern.org.uk

Age Concern has a central information service which produces fact sheets on a range of subjects including legal matters. You can ring the freephone number or get the sheets from the Age Concern website.

You can also access information on a local Age Concern Gwent information line

 01633 240195

CLS - Community Legal Service

0845 345 4 345

CLS Direct provides free information, help and advice on a range of common legal issues.

Wills, Estate Planning and Tax Planning

Making a will is one of the most important things that you will do. It ensures that after your death your property and other assets will pass on to relatives, friends and charities you wish to nominate and not pass under intestacy, where other relatives or organisations may be entitled to a share. If you do not make a will your next of kin will be the only person automatically entitled to administer your estate, but this could be difficult if they are too elderly or frail to do so.

You can find advice about making a will at your local Citizen's Advice Bureau (see Chapter 19 "Other Useful Contacts").

Website: www.adviceguide.org.uk

If the person you are caring for does not make a will and you as a carer do not think that you have been provided for, you may be able to make a claim under the 1975 Provision for Families and Dependents Act, for reasonable financial provision. For further information about this contact your solicitor or your local Citizens Advice Bureau.

Changes under the Mental Capacity Act 2005

Mental Capacity is the ability of a person to make decisions for him/herself. This means that the person is able to:-

- understand information given to him/her about particular issues;
- retain that information long enough to be able to make a decision;
- weigh up the information available to make a decision;
- communicate that decision. This could be by any possible means, such as talking, writing, using sign

language or even simple muscle movement such as blinking an eye or squeezing a hand.

The Mental Capacity Act 2005 aims to protect people who cannot make decisions for themselves due, perhaps, to a learning disability or a mental health condition, for example Alzheimer's disease or for any other reason such as a physical condition or illness affecting how their mind works. It also gives clear guidelines for carers and professionals about who can take decisions in these situations.

There are five principles that need to be followed by anyone who is supporting or working with a person who lacks capacity:-

- every adult has the right to make decisions for themselves, unless it is shown that they are unable to make them;
- people should be supported as much as possible to enable them to make their own decisions before concluding that they cannot make them;
- people may make decisions even though such decisions may appear unwise;
- decisions taken on behalf of people lacking capacity must be in their best interests;
- the rights and freedom of people who lack capacity must not be restricted unnecessarily.

Acting in the Best Interests of the Person for Whom You Care

The Act provides a checklist of factors that must be considered in deciding what is in the best interests of a person lacking capacity. Even when you are not the 'best interests' decision-maker for your relative or friend, each of you will be involved as much as possible in making decisions. He/she can also put

his/her wishes and feelings into a written statement, which the person making the decision must consider.

Advance Decision to Refuse Treatment

Before the Mental Capacity Act was introduced, people were already able to make advance decisions, previously known as 'living wills'. The Act introduces a number of rules regarding form and content that must be followed when making an advance decision for them to be valid and applicable. If the person you care for has already made an advance decision, it must comply with the new rules to be valid and applicable, particularly if it deals with life-sustaining treatment.

Lasting Power of Attorney

The Mental Capacity Act 2005 allows a person to appoint someone else to make decisions for him/her in the future. This is called Lasting Power of Attorney (LPA). The person he/she chooses is known as an Attorney and can be a relative, friend or professional.

There are now two types of Lasting Power of Attorney. One deals with property and finance, the other deals with personal welfare.

If you have Enduring Power of Attorney (EPA) already and the EPA has been registered because the person can no longer make financial decisions, then you just carry on as before. However, if the EPA has not been registered because the person is still able to make his/her own decisions, he/she can:-

- destroy the EPA and make a finance and property LPA in its place;
- keep the EPA for finance decisions, and
- in either case, make a separate LPA for health and welfare decisions.

Two information guides - “The Mental Capacity Act 2005 and How it Could Affect You - Information for Families and Carers” and “The Mental Capacity Act and How it Could Affect You - Information for people who use Health and Social Care” are available from Social Services. They cover a wide range of questions - for example, who decides if someone lacks capacity and how that decision is reached, as well as other questions you may have as a carer. More information can be found at:-

National Health Service

Website: www.mentalcapacityact.wales.nhs.uk

The Alzheimer’s Society

 01633 665110

Email: nportalzheimers@btconnect.com

The Office of the Public Guardian

 0300 456 0300

The Office of the Public Guardian can help and support you if you are making decisions for others because they lack the mental capacity to make those decisions themselves. It can also help if you want to make advance decisions about your own medical treatment in line with the Mental Capacity Act 2005.

Chapter 11 - Health Matters

**Your health is important;
make time to look after
yourself even when you are busy
looking after someone else.**

Looking After Yourself

Most of us know, more or less, what we should be doing to look after ourselves. It's just easier said than done! If you are a carer you need the same things as everyone else to stay healthy and happy but you may find it more difficult to find the time for these. Like many carers, you may be so used to looking after someone else that you find it hard to remember to look after yourself.

Everyone needs:-

- good food - including plenty of fresh fruit and vegetables;
- exercise or physical activity - ideally at least 3 times each week;
- enough sleep - usually about 7 hours each night;
- treatment or help if you are ill;
- friends, a loving relationship, or someone to talk to that you can trust;
- relaxation and some time for yourself.

However, you may become so tied up with looking after someone else that you tend to neglect your own physical and emotional health. It is important that you

remember that your well-being is important as well as that of the person you look after. You will actually be better able to look after that person if you keep yourself as well as possible.

It might help to remember that your health is important to the person you care for, as well as to you, because they are depending on you.

Letting Health Professionals Know you are a Carer

If you are already in contact with doctors, nurses or other health professionals, it would be sensible to let them know that you are a carer, if they don't already know. Then, if you have any health problems that might be related to your caring role (for example, backache, if you have to lift the person you care for), the health worker is more likely to make the connection (even if you don't!) and identify the treatment you need.

Also, if health workers know you are a carer, they can take this into account when you need health-care - for example, thinking about the advantages of out-patient versus in-patient treatment when you have care responsibilities or eligibility for flu jabs.

Often it can help to talk to people in a similar situation. There are various groups, for carers by themselves or together with the person they are caring for, in the Monmouthshire area. These offer an opportunity to get together regularly with other local carers, sharing thoughts, feelings and experiences.

Looking after your Back

Carers often provide assistance with manual handling, which means lifting someone. This assistance can range from slight support to lifting a person's full body weight. Current guidance shows that even light to medium lifting tasks, which are carried out regularly, can lead to serious muscular or back problems.

If you do a lot of lifting or carrying because of your caring role, you need to protect your back or you may damage it. If you already have backache or problems with your back, it is important to talk to your doctor or a physiotherapist about it. They will be able to give you advice on back care that meets your particular needs.

Good posture is important. Stand, sit and walk tall. When lifting, bend from the knees, not at the waist, when you pick things up. Being overweight can put extra strain on your back.

An Occupational Therapist will be able to tell you if you need any equipment to help with lifting. You can have a Home Occupational Therapy assessment if the person you care for is a permanent resident of Monmouthshire. There will be no charge for an assessment, or for the loan of any equipment that you may be provided with.

If adaptations to your home are recommended as a solution to your difficulties, the occupational therapist will tell you whether you will be eligible for grant aid and whether you, or the person you care for, would be means tested. To ask for an occupational therapy

assessment contact your local One Stop Shop:-

If the person you care for is in hospital, you can also ask to see an Occupational Therapist based at the hospital and your Community Nurse can also give you advice about lifting and care of your back.

Exhaustion

Exhaustion is often the trigger for negative feelings which will manifest themselves in many different ways. Tiredness related to your caring role and the lack of quality sleep can have a detrimental effect and can lead to feelings of anger and resentment. You should try to ensure that you do not do more work than you really need to. Try to make some time to do things that you want to do, whether it is watching a favourite television programme, reading a book or pursuing a hobby. A carer's assessment must take into account your work and leisure needs.

Carers and Stress

Stress has been described as an occupational hazard of carers. While a certain amount of stress is normal - even good for us - excessive amounts can make us ill. Do not view being stressed as a failure. Excessive stress is the result of a demanding role.

Carers report many reasons for feeling stressed.

Maybe you can identify with some of these:-

- feeling “trapped” or resentment at “what might have been or could be” if things were different;
- feeling overwhelmed at being responsible for someone else's welfare;

- lack of sleep or sleep that is broken regularly;
- physical problems from activities like lifting;
- disagreements with the person being cared for - for instance, when to call in a medical professional;
- coping with mood swings and irrational behaviour can be draining emotionally;
- having to limit social activities because of caring duties;
- having little time to yourself;
- trying to care for someone whilst balancing other responsibilities such as work or family;
- feeling that your relationship with the person you care for is under strain or changed because you are now caring for them.

Coping with Stress and your Feelings

Firstly - you are not alone! Whatever situation you are in there are professionals available for you to talk to about how you are feeling. Speak to your G.P., Social Worker, Carers Assessment or Support Worker. Before you speak to your G.P., write down how you are feeling and how your caring role is affecting you.

You could also speak to a sympathetic family member or friend.

Don't assume that other people know how you feel. Family members, friends - even professionals may assume that you are coping because you have not said otherwise.

Some other practical ways of coping with stress are:-

- remember why you are caring. Most people begin caring because they feel they can offer dignity, support and care to a loved one in surroundings they

- are comfortable in. This is a very big achievement;
- organise your time. Prioritise what you do - cut out non-important tasks or delegate them to someone else if you can. Don't be afraid to ask for help;
 - make time for your own needs. Ask for respite so that you can have time to do some of the things you enjoy and keep your interests alive;
 - join a Carer's Support Group. Talking to others in similar situations and sharing solutions can be a very positive experience;
 - learn relaxation techniques. Tapes and classes are available - and there is a lot of information on the Internet about these. Some find reflexology and massage helpful in relieving stress;
 - learn to concentrate on one thing at a time - you are only human;
 - value what you do. Think of the difference you are making to the life of the person you are looking after;
 - get as much information as you can about the illness you are dealing with. Knowledge is empowering and can help you feel more in control of the situation;
 - look for training that may be available; Monmouthshire Carer's Project run training sessions including stress management;
 - consider arranging day care facilities for the person you look after, if he/she would consider attending them. Find out what is available;
 - be realistic. For example - you may have promised that the person you look after would never go into a care home. Recognise that situations change - you are human like everyone else and no one knows how stressful a situation will be until you are coping with it;
 - if your caring role is making you ill it will affect the care you can give to someone else. Talk to your GP about how your caring role is affecting you;

- cut out nicotine and cut down on caffeine and alcohol. Rediscover water;
- Get some exercise - if only a walk to the shops.

Website www.carers.org has information and suggestions for coping with stress.

Drop in for a chat at your local carer's surgery. Carer's surgeries are held in GP surgeries across Monmouthshire. As well as practical advice you will also have an opportunity to discuss how your caring role affects you personally and what help may be available. See Chapter 3 - "The Monmouthshire Carer's Project", for more information about this.

Recognising When Things Go Wrong

Sometimes it can be hard to notice when things start to go wrong. If you are busy caring for someone else it may take you a while to realise that you are no longer coping or are beginning to get ill.

If you find that you have several of the following symptoms together or for any length of time, you may need to do more to look after yourself, or to get some help:-

- frequent headaches;
- back, neck or shoulder pain;
- stomach pains;
- loss of appetite, or increased appetite;
- catching colds, 'flu or other illness regularly;
- problems with sleeping;
- depression, anxiety, worry or feelings of despair;
- mood swings, irritability;
- being more accident prone or clumsy than usual;
- being hit or hurt by someone else or hurting yourself.

Protection of Vulnerable Adults (POVA), Children (POCA) and Domestic Violence

Everyone has the right to have their human dignity respected and live their life free from abuse and neglect - including carers and the person(s) they care for.

Local Authorities, police, the health service and the Care and Social Services Inspectorate Wales (CSSIW) work together to try and prevent abuse occurring and stopping it when it does happen.

4 Booklets entitled:

- What you need to know about adult protection
- When you have been abused - how we will protect you
- Protecting yourself from abuse
- What happens when someone has made an allegation against me?

are published by the Area Adult Protection Committee, and are available from Monmouthshire County Council and at One Stop Shops.


These booklets contain information about what abuse is and who may be affected by it. They explain what to do if you think that either you, or someone else are in danger, and what will happen if you report abuse. They explain what happens if someone raises concerns about you and what the process of looking into the concerns is.

If you have any questions about adult protection in Monmouthshire that you would like to ask social services contact:


 01291 638982

You can also contact:

Police Referral Unit
Mamhillad Park Estate
Mamhillad
Pontypool
NP4 00X

 Emergencies 999
Non-emergencies 101
General enquiries 01633 838111

Care and Social Services Inspectorate for Wales
(CSSIW)
South East Wales Regional Office
6th Floor
Civic Centre
Pontypool
NP4 6YB

 01495 761200
Email: cssiw@wales.gsi.gov.uk

Chapter 12 - Training for Carers

The Carers Project offers a range of opportunities for carers to learn new skills to help them with their caring role. Carers are also provided with information and advice about their rights and entitlements as carers as well as services that are available in Monmouthshire. All sessions are provided free of charge and some examples of the opportunities available are:-

- IT skills;
- relaxation techniques and managing stress;
- benefits advice;
- maintaining good health;
- art & craft skills;
- moving and handling.

If you have registered with the Monmouthshire Carers Project you will receive regular updates about events and training for carers locally.

If there is any specific training that you would like to see included in future programmes, or if you would like more information about future training courses, please contact the Carer's Coordinator.

 01291 671902

Chapter 13 - Taking a Break from Caring

You may need a break from caring for all sorts of reasons. It may be to go shopping, to enable you to continue to work, to attend school and/or to pursue an interest or activity, to attend a family event or simply to have time to yourself and recharge your batteries.

Accepting help can provide both practical and emotional support and in many cases the person you are caring for will also benefit from seeing a new face. It is not reasonable for anyone to expect you to be a carer without help, whatever your situation.

Taking a break is usually known as 'respite care'. Respite care can be flexible and tailor made to meet your needs as a carer and the needs of the person you care for. It may be regular or occasional help, it may be one hour a day, one day a week or one day a year at a time to suit yourself - you can request help to suit your individual need.

Respite Care can be arranged in many different ways. The person you care for can receive help in their own home, at a day centre, or in a residential or nursing home.

The main agencies which provide respite care for carers in Monmouthshire are:-

Monmouthshire Social & Housing Services Community Care Teams:

In Abergavenny

 01873 735900

In Monmouth

 01600 775100

In Chepstow

 01291 635666

Community Learning Disabilities Team

 01873 735455


Community Mental Health Teams

In the North of Monmouthshire

Team for Adults aged 18 to 64

 01873 735592 or 735593

Team for Adults aged 65 or over

 01873 735573, 735577 or 735581

In the South of Monmouthshire

Team for Adults aged 18 to 64

 01291 636700

For Adults aged 65 and over

 01291 426776

Crossroads Care SE Wales

 01495 769996

Age Concern Respite Care Services

 01633 240195

Chapter 14 - Caring for people with specific needs, illnesses or disabilities

Caring for Someone with Learning Disabilities

Within the Monmouthshire Community Learning Disabilities Team there are a number of services available to carers. The team are very supportive of carers, recognising the important role that they play in the lives of people with a learning disability.

There are a number of respite services available from a few hours a week, to week long or emergency placements. These are provided by the Individual Support Service (ISS), Adult Placement Team and Budden Crescent, a short term respite centre. Day services are available for the person with a learning disability and this can give a lot of support to carers. If carers are having problems with the health of the person they care for there is a dedicated Health Team which can be called upon. When considering services for carers of people with a learning disability, the whole family needs to be taken into consideration. Contact the Community Learning Disabilities Team

 01873 735455

Parent Carers

Monmouthshire Children's Services have a Care Coordinator for the Children with Disabilities Team. The Care Coordinator is the first point of contact for parents and will be involved in bringing together the various agencies involved with children's care, improving the consistency of the care provided. The

Care Coordinator supports parent's groups and produces a Parent Carer newsletter. The Children with Disabilities Team also has a team of Social Workers who support children and their families.

 01291 635680

Contact A Family Wales

This organisation provides advice, support and information on issues relating to a child's disability and welfare, including information on rare syndromes and has a directory of 800 support groups for specific conditions. It also provides a quarterly newsletter and fact sheets free of charge.

 02920 396624

E-mail: wales.office@cafamily.org.uk

MENCAP Cymru

Mencap provides information and support for carers of a child or an adult who has a learning disability.

 02920 747588

Website: www.mencap.org.uk

Caring for someone with a Mental Illness

The term mental illness covers a range of different issues. This could range from feeling down to something as serious as self-harm. Mental ill health can be experienced by anyone - around 1 in 4 people will experience some form of mental health issue at some point in their lifetime.

People with mental health issues can feel afraid and alone - afraid that no-one will understand them and that what they are feeling is unusual or out of the ordinary. They may feel embarrassed or guilty about

what they are feeling.

Their carers too can feel isolated, frightened and unsure of the best thing to do, or of what help and support is available for the person they look after and themselves. If you are a carer of someone with a mental illness you are entitled to a carer's assessment in your own right.

Monmouthshire Social Services have a free guide called "Services for Mental and Emotional Wellbeing". The guide is for anyone who has mental health issues or their carers. It contains information about help from Social Services and other national and local organisations and groups.

Monmouthshire Community Mental Health Teams

These teams are responsible for the care and treatment of adults living in the community who have severe and long term mental health problems.

To contact the Community Mental Health Teams in your area:-

In the South of Monmouthshire:-

Team for Adults aged 18 to 65

Hywel Dda Centre

Regent Way, Chepstow, NP16 5SB

 01291 636700

Fax: 01291 636745

Caldicot Day Hospital

Cae Mawr Road, Caldicot, NP26 4EW

 01291 426779

Fax: 01291 426772

In the North of Monmouthshire:

Team for Adults aged 18 to 64

Maindiff Court
Ross Road, Abergaveny, NP7 8NS
☎ 01873 735592 or 735593
Fax: 01873 735594

Team for Adults aged 65 or over
Address as above
☎ 01873 735573, 01873 735577 or 01873 735581
Fax: 01873 850177

Some other contacts you may find useful are:

B-eat (Eating Disorders)

☎ 0845 341414

CALL (Community Advice & Listening Line)

☎ 0800 132737

Carers Wales helpline

☎ 0808 087777

Hafal

☎ 01633 842266 or 07779 180079

Mental Health Medication helpline

☎ 02079 192999

MIND information line

☎ 0300 123 3393

Monday-Friday 9.15a.m. - 5.15p.m.

Samaritans

☎ 08457 909090

Saneline

☎ 08457 678000

1.00p.m.-11.00p.m.

Monmouthshire Mental Health Service User and Carer Network

Bi-monthly meetings:-

Service User and Carer Network - for service users and carers only to attend.

Forum - for service users, carers, professionals and anyone with an interest in mental health issues to attend.

 01291 672738

Website: www.oberon92.wordpress.com

Dementiacarers.com

Online forum for people caring for someone with dementia

Website: www.dementiacarers.com

Caring for someone with a Physical Disability

The Disability Discrimination Act defines a disabled person as “someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities”.

Normal day-to-day activities can include things such as mobility, manual dexterity, speech, hearing, sight and memory.

There are a number of Government agencies that support and advise people with a disability:

Equality and Human Rights Commission

The Equality and Human Rights Commission replaces three former commissions - the Disability Rights Commission, the Commission for Racial

Equality and the Equal Opportunities Commission.

The aim of the Equality and Human Rights Commission is to end discrimination and harassment of people because of their disability, age, religion or belief, race, gender, or sexual orientation.

For information about your rights and the rights of the person you care for, contact:-

Equality and Human Rights Commission Helpline Wales
Freepost RRLR-UEYB-UYZL

3rd Floor, 3 Callaghan Square, Cardiff, CF10 5BT

 0845 6048810

Textphone: 0845 6048810

Fax: 0845 6048830

Website www.equalityhumanrights.com

Disability and Carers Service Wales

 029 2058 6002

This service supplies Carers Allowance packs (though they do not process them), deals with claims for Disability Living Allowance and Attendance Allowance and gives advice on filling in applications for benefits.

There are many organisations that provide advice and information on specific disabilities, for example, the Parkinson's Society. Some of these are listed in Chapter 6 - or you could look at some of the websites mentioned in Chapter 18.

Chapter 15 - Looking after Someone with a Terminal Illness

Discovering that a relative/friend is terminally ill can unleash a wide range of emotions for them and you, from fear to anger and confusion. Feeling isolated can be a problem, as many people don't know how to react to your new situation and may seem to distance themselves. You may not know how to speak to the person you are caring for about their illness and the way you both feel about it. There is no right or wrong way to react - life and the expectations you both had of it have changed and you will both be adjusting to your new circumstances.

Palliative care is the care given to someone with a progressive, advanced life-threatening illness, such as cancer. Its primary goal is to maintain quality of life, rather than cure the underlying disease. It focuses on controlling pain and other symptoms and meeting a person's emotional, social and spiritual needs. Palliative care can be given in a hospice, a nursing/residential home, in a hospital or at home; indeed, the majority of people spend the last year of their lives at home. The role of carers is therefore very important within palliative care.

The most important thing to remember is that you do not have to cope alone. It may help if you can see your role as helping someone to live with an illness rather than dying from it.

There are a number of support groups for people who are caring held locally (see Chapter 6 “Help from Other Organisations”). These groups offer an opportunity for you to meet others who are coping in similar circumstances and can be the source of very useful information.

Who Can Help?

There are many local and national organisations that carers who are looking after someone with a life-threatening illness can turn to for advice and support.

Community Nurses

Community nurses are based within the GP surgeries (for a full list of GP surgeries, see Chapter 19 “Other Useful Contacts”).

Hospice of the Valleys

Hospice of the Valleys has no inpatient beds but offers “hospice at home”, cancer help clinics, a bereavement service, a drop-in information centre and complementary treatments.

 01495 717277

St. David’s Foundation

St David’s Foundation provides care throughout Monmouthshire and has specialist nurses based in Abergavenny, Monmouth, Caldicot and Chepstow.

Hospice Care focuses its efforts on enabling patients to remain in their own homes throughout their illness. St. David’s runs a cancer information and resource centre

at Chepstow Community Hospital. The centre is open every Monday from 9.30a.m.-4.00p.m. It offers complementary therapies to patients and carers, as well as advice from a specialist palliative care nurse.

 01633 271364

St David's Family Support Team

The Family Support Team are experienced in advising carers about benefits that they may be entitled to, and how these benefits can be accessed.

All services St David's Foundation provides are free to its patients and their families.

 01633 271364

St. Anne's Hospice Newport

The hospice has 10 beds providing specialist palliative care. A range of services are offered, including pastoral care. The aim of the hospice is to provide a high standard of care delivered by a multi-disciplinary team, with respect for individual and family needs, irrespective of religion, culture, race or creed. Patients are referred through Community Nursing Teams, GPs or hospital doctors.

 01633 820317

Help the Hospices

Help the Hospices supports hospices in the vital work of caring for people who face the end of life, and for those who love them. They also give voice to the interests, views and concerns of over 200 local


charities that provide the majority of hospice care across the UK.

 020 7520 8200

Fax 020 7278 1021

CancerBackup

CancerBackup offers help and support from specialist nurses.

 0808 8001234

Macmillan

Macmillan offers expert care and support to people with cancer and their families.

 0808 808 2020

Carer's Assessment Workers

For people who live in North Monmouthshire

 01873 735473

For people who live in South Monmouthshire

 01291 635666

Carers Support and Information Worker

 01633 644567

Samaritans

Samaritans provide confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

 01633 259000

Chapter 16 - When caring comes to an end - life after caring

There are different reasons why your caring role may come to an end. Maybe a child with a disability has become more independent as an adult and moved away, leaving you with an 'empty nest' and wondering "What happens now?"

The person you care for may have died, or may have moved into a care home.

Any of these changes can cause a wide range of emotions, including feelings of loss and loneliness. There may be many practical concerns about finances and employment. Some report feelings of extreme exhaustion at the end of a caring role. You may not want to move on for a while, perhaps needing to rest and recuperate.

It is important to give yourself time to readjust to your new circumstances. People are all different and you may react differently to your new situation to a friend who has faced a similar event in the past.

You are not alone. When you are ready you will find that there are people and organisations that can support you through the changes you are facing.

Talking to Someone

Many carers have felt the need to talk with someone who can offer support and advice at this time. Some have found it useful to talk with a close friend or

relative about how they are feeling. Your G.P. can offer support or refer you to counselling services. Nursing staff, social workers or religious workers may be able to offer you comfort and advice. You can also contact the Monmouthshire Carer's Project for advice and information about available support.

Some organisations that you had contact with when you were a carer, such as Crossroads - SE Wales and Age Concern may be able to offer some support to help you adjust to your new circumstances.

Some local carer's groups have members who, for a variety of reasons, have ceased their caring roles. Many find these groups an excellent way of both getting support and advice and an opportunity to make new friends. A list of carer's groups in Monmouthshire can be found in Chapter 6 - "Help from Other Organisations".

You can ask for the booklet – "Life After Caring" from Monmouthshire Carers Project.

 01633 644567

Email: carers@monmouthshire.gov.uk

Practical Matters

Bereavement

Following bereavement some things will need to be dealt with quickly. This would include notifying any agencies issuing benefits, council tax discounts, mobility cars, for example, of the change in your circumstances.

A leaflet D49 - "What to do after a death" explains all the practical arrangements that have to be made. This is available from your local Jobcentre Plus, (see Chapter 7 "Work and Leisure") or can be downloaded from Website: www.dwp.gov.uk.

If you have any queries about registration of births, deaths or marriages you can contact your local Register Office.

Abergavenny Register Office

Coed Glas, Coed Glas Lane, Abergavenny, NP7 5LE

 01873735435

Email: registeroffice@monmouthshire.gov.uk

Information is also available on the Monmouthshire County Council website:

www.monmouthshire.gov.uk/Monmouth/English/Community_and_Living

Cruse Helpline

Cruse offer free, confidential help to bereaved people. A wide range of helpful literature and information is available.

 0844 4779400 or 02920 889227

Compassionate Friends

Compassionate Friends support bereaved parents and other family members who are similarly bereaved. Compassionate Friends can also provide a local contact. Helpline open every day 10.00a.m.-4.00p.m. and 6.30p.m.-10.30p.m.

 0845 1232304

Survivors of Bereavement by Suicide

Survivors of Bereavement by Suicide provide emotional and practical support for people bereaved by suicide.

 0844 5616855

Help with Funeral Costs

If you are in receipt of certain benefits or have a low income, you may be able to have help with funeral costs. Contact your local Jobcentre Plus


 01873 303800

Practical information about what to do after a death can be found at : Website: www.direct.gov.uk

The Bereavement Register

This service is specifically designed to remove from databases and mailing lists the names and address of people who have died, to avoid the distress of continuing to receive mail for the deceased person. The service is free.

 01732 467940

 0800 0821230 - 24 hour registration service
Website: www.the-bereavement-register.org.uk

Financial Matters

For information about benefits see Chapter 8 “Money Matters”, or contact your local Jobcentre Plus. They will also be able to give you information about getting back into employment and about training opportunities.

Learndirect offer careers advice and information about training opportunities.

 0800 100 901

Volunteering

Some former carers have found that volunteering has helped after their caring role ended. Volunteering has given them the opportunity to enlarge their social circle and develop new interests and skills.

Opportunities for volunteering are available locally or further afield, for example volunteering online as a 'global neighbour' by sharing your creativity, ideas and time to help people in developing countries. Other avenues to volunteer include offering practical help to people locally, working with animals, administration or community work, befriending work - and much more. Volunteering not only helps others, it can widen your horizons, boost your confidence and help you cope with feelings of loss or loneliness. It can also help you develop skills for the workplace if you have been out of paid employment for some time.

Gwent Association of Voluntary Organisations can help you find a suitable opportunity for volunteering and can support your participation in voluntary projects. Contact:-

Monmouthshire Volunteer Centre
Holly House, Llancayo Court
Llancayo, Usk
NP15 1HY

 01291 672352

If you would like to learn new skills or develop interests that you already have, Monmouthshire Community Education run a wide range of courses. See Chapter 6 "Help from Other Organisations" for further details.

Chapter 17 - Customer Feedback - Making sure your views are heard

If you are not happy with the service you are receiving from any organisation, you are entitled to complain; or you may want to give a compliment to them if they have provided you with a particularly good service. All agencies have a complaints procedure which you are entitled to see.

It is better to try and sort out a problem as soon as it arises, even if it is a minor concern, as it can then be resolved quickly. Sometimes complaints are more complex and take longer to be fully sorted out.

To Make a Complaint or Give a Compliment to Monmouthshire Social Services

Help us to get it right

If you are not happy about the services we arrange for you, or about the way you have been treated, you can complain. Also if you think we have done something well you can tell us. We have a leaflet called "How to be heard" which gives information about how to compliment us or complain.

You can get these leaflets from your social worker or from any of our offices or you can contact the Customer Relations Team:-

Tel: 0800 652 4121 (Freephone) or 01633 644672

Fax: 01633 644577

Email: talk2us@monmouthshire.gov.uk

At the time of printing this information was correct. We try very hard to keep information up to date but cannot be held responsible for any changes. If you do find any errors please contact the Customer Relations team on 01633 644672.

The person dealing with your complaint will be working with you to try to help you to reach a satisfactory conclusion to your problem.

To make a Complaint or Give a Compliment to Aneurin Bevan Health Board

Aneurin Bevan Health Board is committed to improving the quality of the health services in the area.

The people who look after your health will do their best to make sure you are treated properly and promptly. However, healthcare is a busy and complex environment. Despite every effort being made to achieve the very best for patients, in a small minority of cases, problems occur or the services may fail to live up to expectations.

If at any time you feel dissatisfied with the treatment or care you have received you have a right to raise a concern. In the first instance, if you feel able to do so, please raise your concern with a member of staff at the time and they will do their best to put it right immediately.

You can also choose to raise any concerns in writing, by email, by completing our Raising a Concern Form or by telephoning us, both during and after your treatment.

You can write to the Chief Executive. The contact details are:

Dr Andrew Goodall
Chief Executive
Aneurin Bevan Health Board
Mamhilad House, Mamhilad Park Estate
Pontypool NP4 0YP

You can email your concern directly to the Putting Things Right Team at Puttingthingsright.ABHB@wales.nhs.uk

Or, if you would prefer to talk to someone about your concern you can telephone the Call Centre on 01495 745656. The Call Centre staff will take details of your concern and ensure this information is passed on to the most appropriate person and dealt with promptly.

Normally a concern should be made no later than 12 months from the date of the incident that caused the problem, or within 12 months of the date of discovering the problem.

Concerns about Doctors, Dentists, Pharmacists and Optometrists

Your local doctors (GPs), dentists, community pharmacists and optometrists (family health practitioners) have their own concerns procedures. Please contact the staff in the practice concerned who will be able to give you details of how to raise a concern.

However, if you would prefer not to raise a concern directly with the practitioner or if your family health practitioner has not been able to resolve your concern to your satisfaction, you can also contact the Health Board at the contact details above, provided this is within 3 years of the incident.

If you need help to raise a concern, Aneurin Bevan Community Health Council (CHC) can help you do this. The CHC is an independent body and can provide information, advice and support. The CHC can support you to raise a concern and give advice on the most appropriate course of action. You can contact your local CHC at the following address:

Chief Officer
Aneurin Bevan Community Health Council
Llantarnam Business Park
Cwmbran NP44 3BD
☎ 01633 838516
e-mail: abchc@abchc.org.uk

To Make a complaint or Give a Compliment about a Local Hospital

Write to:
Complaints Manager
Gwent Healthcare NHS Trust, GrangeHouse
Llanfrechfa, Cwmbran, Torfaen NP44 8YN
☎ Main switchboard: 01633 623623
Website: <http://www.gwent-tr.wales.nhs.uk>

Gwent Community Health Council
Raglan House, Llantarnam Business Park,
Cwmbran, NP44 3BD
☎ 01495 740555
or
Complaints Direct Line
☎ 01495 740914

Website: www.patienthelp.wales.nhs.uk/gwent

Chapter 18 - What's on the Net? Useful websites for Carers

Please note: We cannot be held responsible for the content of the websites mentioned. These are suggestions only.

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

Information and support for people who are misusing alcohol and their carers.

Alzheimer's Society

www.alzheimers.org.uk

Advice and support for people with dementia and their carers.

British Heart Foundation

www.bhf.org.uk

Information and advice about heart disease.

Carers Connect

www.carersconnect.com

A web forum for carers to share experiences with others online.

Carers UK

www.carersuk.org

A wide range of information and advice for anyone who is a carer.

Carers Wales

www.carerswales.org

The Wales branch of Carers UK, with useful local information for carers.

Contact a Family

www.cafamily.org.uk

Advice and support for parents of children with disabilities.

Crossroads

www.crossroads.org.uk

The national website of Crossroads, the organisation that provides practical support for carers.

Department of Work & Pensions

www.dwp.gov.uk

Information about financial benefits and allowances, including Pension Credit, Attendance Allowance and Carers' Allowance.

Department of Work & Pensions

www.dwp.gov.uk/lifefent/benefits/help_for_carers.asp

Specific information about financial benefits that carers can apply for.

Diabetes UK

www.diabetes.org.uk

Information and advice about diabetes.

Disability Living Foundation

www.dlf.org.uk

Impartial information about disability equipment and mobility products for disabled people and their carers.

Disabled Person's Railcard

www.disabledpersons-railcard.co.uk

Advice about how to get a Disabled Person's Railcard.

Employers for Carers

www.carersuk.org/Employersforcarers

Part of the Carers' UK website that gives information for people who are combining working with a caring role.

Huntingdon's Disease Association

www.hda.org.uk

Provides information and advice to people with Huntingdon's disease and their families and friends.

Job Centre Plus

www.jobcentreplus.gov.uk/JCP/Customers/WorkingAgeBenefits/Dev_008551.xmtl.html

Information about financial benefits for people of working age.

Macmillan Cancer Support

www.macmillan.org.uk

A wide range of useful information for people who care for somebody who has cancer.

Monmouthshire County Council

www.monmouthshire.gov.uk

Information about the services offered by Monmouthshire County Council including social care, education and housing, including local information for carers.

NHS Direct

www.nhsdirect.nhs.uk

Medical advice online.

Princess Royal Trust for Carers

www.carers.org

A national information and advice website for carers.

Rethink

www.rethink.org

The website of the national mental health charity that supports people affected by severe mental illness and their carers.

Speakeasy in Mons

<http://oberon92.wordpress.com>

This website is for people with mental health issues and their carers. It contains a wide range of information and links, and has a discussion forum. It also has a substantial list of Help-line information, with links to sites for specific issues for young people, adults and carers.

St David's Foundation

www.stdavidsfoundation.co.uk

Information about St David's Foundation, a local charity that supports people with cancer and their families.

The Stroke Association

www.stroke.org.uk

Advice and information about stroke, including financial support for people who have had a stroke and their carers.

Chapter 19 - Other useful contacts

Arthritis Care

 020 7380 6500/6555

Website: www.arthritiscare.org

A national organisation that supports people with arthritis.

Bridges Community Centre

 01600 715638

Bulwark Community Centre

 01291 624138

Disability Wales

 02920 887325

A Wales-wide organisation that can provide a wide range of advice to disabled people.

Disability Employment Advisors

Disability Employment Advisors are part of the employment service and can help disabled people get work experience and seek paid employment.

Contact Jobcentre Plus (see Chapter7 “Work and Leisure)

Textphone  01291 303314

Guide Dogs for the Blind

 02920 839100

Provide guide dogs for visually impaired people.

Headway

 02920 577707

A centre based at Rookwood Hospital in Cardiff that supports people with brain injuries and their carers. Headway offer a range of services to people who live in South Wales.

Hospice of the Valleys

 01495 717277


Park Gates Business Park
Morgan Street, Tredegar, NP22 3ND

Independent Living Fund

 0845 601 8815

A national fund that works alongside Social Services departments to provide cash to severely disabled people to pay for care in their own home.

Motor Neurone Disease Association

Helpline:  08457 626262 (Monday to Friday from 9.00am-5.30p.m. and 7.00pm-10.30p.m.)

Website: www.mndassociation.org

A national organisation for people with motor neurone disease and their carers.

MS Society

 02920 786699

Website: www.mssociety.org.uk

A national organisation supporting people with multiple sclerosis.

National Autistic Society

 Helpline 0845 0704004

10.00a.m.-4. 00p.m. (Monday - Friday)

A national organisation which provides help, support and services to people with autism and aspergers syndrome and their families and carers.

Spinal Injuries Association

 Advice Line 0800 980 0501

Website: www.spinal.co.uk

A national organisation that supports people with spinal injuries.

Stroke Association

 02920 524400

Helpline: 0845 3033100

Website: www.stroke.org.uk

The Stroke Association can give small grants for equipment.

Carers Wales

 02920 811370

Website: www.carerswales.org

River House, Ynys Court, Gwaelod-y-Garth

Cardiff, CF15 9SS

Carers Wales is an organisation for carers, fighting to end the financial hardship, ill health and discrimination faced by carers as a direct consequence of caring.

Citizens Advice Bureaux

Citizens Advice Better Advice - Better Health

 01291 623654

Abergavenny

26a Monk Street, Abergavenny, NP7 5NP

 0844 772020

Caldicot

The Cross, Caldicot, NP26 4HY

 0844 772020

Chepstow

The Gate House, High Street, Chepstow, NP16 5LH

 0844 772020

Monmouth

23a Whitecross Street, Monmouth, NP25 3BY

 0844 772020

Monmouthshire Learning Disabilities Group

Castle Farm, Raglan, NP15 2BT

 01291 690492

GP Surgeries

Belmont Surgery

Main Road, Gilwern, Abergavenny, NP7 0AU

 01873 831362

Chippenham Surgery

Monnow Street, Monmouth, NP25 3EQ

 01600 713811

Dixton Road Surgery

Dixton Road, Monmouth, NP25 3PL

 01600 712152

Gilwern Surgery

38 Main Road, Gilwern, Abergavenny, NP7 0AS

 01873 830589

Grayhill Surgery

Woodstock Way, Caldicot, NP26 5AB

 01291 420282

Magor Surgery

Dorset House, Brassnocker Lane, Magor, NP26 3EG

 01633 880150

The Health Centre

Chepstow Road, Raglan, NP15 2EN

 01291 690222

Hereford Road Surgery

6 Hereford Road, Abergavenny, NP7 5PR

 01873 851155

The Medical Centre

Monmouth House, Maryport Street, Usk, NP15 1AB

 01291 672753

Mount Pleasant Practice

Chepstow Community Hospital, Tempest Way

Chepstow, NP16 5XR

 01291 636500

Old Station Surgery

39 Brecon Road, Abergavenny, NP7 5UH

 01873 859000

Portskewett Surgery

12 Main Road, Portskewett, Monmouthshire NP26 5SG

 01291 425242

The Surgery

James House, Maryport Street, Usk, NP15 1AB

 01291 672633

Town Gate Practice

Chepstow Community Hospital

Tempest Way, Chepstow, NP16 5XP

 01291 636444

Beachley Road Surgery

Sedbury, Chepstow, NP16 7AA

 01291 626041

Trellech Surgery

Monmouth Road, Trellech, NP25 4PE

 01600 860302

Tudor Gate Surgery

Tudor Street, Abergavenny, NP7 5DL

 01873 855991

Vauxhall Surgery

Vauxhall Lane, Chepstow, NP16 5PZ

 01291 636100

Vauxhall Practice


Coleford Road, Tutshill, Chepstow, NP16 7BN

 01291 637910

Wye Dean Practice

Tintern Surgery, The Old Police Station,

Tintern, NP16 6SE

 01291 689355

Wye Valley Practice

St Briavel's Surgery, Smithville Close, St Briavels

Lydney, Gloucestershire, GL15 6TN

 01594 530334

Dentists

Ty-Cornell

1st Floor, Magor Square, Magor, NP26 3HY

 01633 881084

Agincourt Dental Practice

29 Monnow Street, Monmouth, NP25 3EF

 01600 716815

Boscobel House

Welsh Street, Chepstow, NP16 5LN

 01291 622196

Brecon Road Dental Surgery

34 Brecon Road, Abergavenny, NP7 5UG

 01873 856111

Bridges Dental Surgery

6 Newport Road, Caldicot, NP26 4HX

 01291 423280

Caldicot Community Clinic

Caemawr Road, Caldicot, NP26 4EW

 01291 426722

Dental Surgery

Tintern House, Sycamore Terrace, Magor, NP6 3ET

 01633 880611

Fairlight

Welsh Street, Chepstow, NP16 5LR

 01291 622450

Lindisfarne

10 Monmouth Road, Abergavenny, NP7 5HH

 01873 854711

Oasis Dental Care

21-22 St Mary Street, Chepstow, NP16 5EW

 01291 626626

Smiles Better

2/4 Baker Street, Abergavenny, NP7 5BB

 01873 853183

The Surgery

5 Worcester Street, Monmouth, NP25 3DF

 01600 716633

Trefynwy Dental Practice

10 St James Street, Monmouth, NP25 3DL

 01600 772060

Mr R Isaac

17 St James Street, Monmouth, NP25 3DN

 01600 712042

West End Dental Surgery

186 Newport Road, Caldicot, NP26 4AA

 01291 421351

St Mary's Dental Centre

St Mary's Arcade, Chepstow, NP16 5EU

 01291 628008

Chepstow Orthodontic Practice

6a St Mary's Arcade, Chepstow, NP16 5EU

 01291628954

Gilwern Dental Practice

30 Main Road, Gilwern, Abergavenny, NP7 0AS

 01873 831555

Usk Dental Practice

4 Priory Street, Usk, NP5 1BJ

 01291 672395

Beaufort Park Dental Surgery

Unit 1, Beaufort Way, Thornwell, Chepstow, NP16 5UH

 01291 624515

PD Powell Dental Surgery

16 St James Square, Monmouth, NP25 3DN

 01600 714236

The Gateway Dental Practice

44 Cross Street, Abergavenny, NP7 5ER

 01873 737737

Chepstow Community Dental Centre

Chepstow Community Hospital, Tempest Way
Chepstow, NP16 5YX

 01291 628041

Opticians

Millington Dawson

6 St. Mary Street, Chepstow, NP6 5EU

 01291 622269

Darlington Opticians

2A The Cross, Church Road, Caldicot, NP26 4HY

 01291 420277

Domiciliary Service

Vision Call, Ernest Opticians, 3 The Oldway Centre
Monnow Street, Monmouth, NP25 3PS

 01600 719386

GFA Fulgoni Optometrists

17 Cross Street, Abergavenny, NP7 5EW

 01873 853657

GSS Eyecare (Domiciliary Practice)

Singleton Court, Wonastow Road, Monmouth, NP25 5JA

 01600 775440

Julian Davies Ltd

3-5 Bridge Street, Usk, NP15 1BQ

 01291 672171

Monnow Eyecare

11 Cinderhill Street, Monmouth, NP25 5EY

 01600 715299

Penny Barton Opticians

19 Newport Road, Caldicot, NP6 4BG

 01291 422485

Rayner Limited 5 Monnow Street

Monmouth, NP5 3EF

 01600 714547

Rayner Opticians

62 Frogmore Street, Abergavenny, NP7 5AR

 01873 855173

Specsavers Opticians

4 High Street, Chepstow, NP16 5LH

 01291 635870

Specsavers Opticians

43 Monnow Street, Monmouth, NP25 3EF

 01600 772828

Specsavers Opticians

67 Frogmore Street, Abergavenny, NP7 5AU

 01873 859898

The Optic Shop

50-51 Cross Street, Abergavenny, NP7 5EU

 01873 855664

Information in Other Formats and Languages

If you would like this information in another language, Braille, large print, tape or a range of electronic formats, please contact the Partnership and Policy Section.

 01633 644238

E-mail equalities@monmouthshire.gov.uk

The Data Protection Act

We regard your privacy as important and, to ensure this we comply with the Data Protection Act 1998. We will only use the data you send us for the purposes for which you provide it. We will only hold your information for as long as necessary and will not pass it on to any other parties. All employees who have access to your personal data are obliged to respect the confidentiality of your personal data. All your communications to us are protected against unauthorised access by third parties.

Upon request, we will send you details of how you can check whether your personal information is stored by us. You may also write to us to request these details at:-

Internal Audit Section

 01633 644238

E-mail: equalities@monmouthshire.gov.uk

Innovation House, Magor, Monmouthshire NP26 3DG

Monmouthshire County Council tries to keep the information we have about you accurate and up to date. If however, you find errors or inaccuracies in your data, we will erase, complete or amend the information upon request.

Register with Monmouthshire Carers Project

Name:

Address:
.....
.....

Telephone number:

Email address:

Date of Birth:

Date(s) of Birth of person/people you care for:
.....

I wish to register with the Monmouthshire Carers Project. In return, I will be kept up to date with the latest information for carers and will receive quarterly newsletters, information about Carers Week, Carers Rights Day as well as information about training opportunities or specific events for carers in Monmouthshire.

Signed:

Date:

Please send this form to the Monmouthshire Carers Co-ordinator at:

Holly House, Llancayo Court, Llancayo
Usk, Monmouthshire, NP15 1HY

or you can phone to register:-

 01291 671902.

