



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

Monmouthshire Carers Information Guide

**Information from Monmouthshire
Social Care and Health**



**monmouthshire
sir fynwy**

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Contents

Introduction

Chapter 1	Who is a Carer and what legal rights do they have?	5
Chapter 2	Monmouthshire Carers Project	7
Chapter 3	Carers Assessment – What is it? How could it help you?	13
Chapter 4	Help from Social Services and Health Services	14
Chapter 5	Help from Voluntary organisations and others	26
Chapter 6	Work, Leisure and Volunteering	30
Chapter 7	Transport and Travel	36
Chapter 8	Money Matters	41
Chapter 9	Legal Matters	44
Chapter 10	Health Matters	48
Chapter 11	Training for Carers	54
Chapter 12	Taking a break from your caring role	55
Chapter 13	Caring for someone with a physical disability or illness	57
Chapter 14	Caring for someone with a mental health problem, or who misuses alcohol or drugs	61
Chapter 15	Caring for someone with a learning disability	64
Chapter 16	Caring for someone with autism or Asperger’s syndrome	66
Chapter 17	When a caring role ends and life after a caring role	69
Chapter 18	Making sure your views are heard – (how to make a complaint or give a compliment to an organisation)	75

Monmouthshire Carers Information Guide

Make sure you register with the Monmouthshire Carers Project to:

- receive regular newsletter with details of local events and training arranged for carers, and updates on what is happening nationally for carers, including legislation and what it means for you
- qualify for a 25% discount off all Monmouthshire Leisure services
- enjoy substantial reductions on spa days and golf sessions at the St Pierre Hotel.

Use the form overleaf to register.

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.

The Monmouthshire Carers Project is a partnership between Monmouthshire County Council, Aneurin Bevan University Health Board and Gwent Association of Voluntary Organisations. I understand that my personal data will be shared between these partner organisations for purposes related to the Monmouthshire Carers Project but will not be used for any other purpose or shared with any other agency without my permission.

By completing this form I consent to my data being used in this way.

Signed:

Date:

Please send this form to:

Monmouthshire Carers Co-ordinator
Ty Derwen
Church Road
Newport
Gwent,
NP19 7EJ

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.

Telephone charges to numbers in this book

Call charges to numbers that are not local rate may vary – especially if calling from a mobile or landline. The cost of calling a phone number depends on the digits it starts with, your phone provider and whether you use a landline or a mobile phone.

Further information can be found at: www.gov.uk/call-charges

Chapter 1

Who is a Carer and what legal rights do they have?

Under the Social Services and Well-being Act (Wales) 2014, a Carer is defined as: “a person who provides or intends to provide care for an adult or disabled child.”

A person is not a Carer if they provide or intend to provide care:

- a) Under or by virtue of a contract
- b) As voluntary work

The local authority may treat a person as a Carer if the relationship between the person providing or intending to provide care and the person for whom that care is or is to be provided is such that it would be appropriate for the former to be treated as a Carers for the purposes of that function or those functions. (Social Care and Well-being Wales Act 2014).

Legal rights of carers

The Social Care and Well-being Act (Wales) 2014 repeals the majority of existing Community Care legislation and repeals and consolidates all existing Carers legislation.

There will be a duty on local health boards to submit to the Welsh Government any part of their Health and Well-being strategies which relates to carers.

The Act contains guidance for local authorities and local health boards around assessment and provision of services for carers, carers assessments, eligibility criteria, meeting carers needs, using voluntary organisations to help meet need and charging for services.

Further information on the Social Services Well-being Act (Wales) 2014 can be found at: <http://gov.wales/topics/health/socialcare/act> and www.legislation.gov.uk

There will be a duty for local authorities and local health boards to submit to the Welsh Government any part of their Health and Wellbeing strategies that relate to carers.

Website: www.gov.wales/topics/health/socialcare/act

Website: www.legislation.gov.uk

Website: www.carersuk.org/wales

Chapter 2

Monmouthshire Carers Project

The Monmouthshire Carers Project includes a number of different agencies that support carers across Monmouthshire, including social services, voluntary organisations and Health. The project works to ensure that carers:

- know where to get information and support
- have an opportunity to talk about what is important to them in their caring role and the sort of support that may be available.

The project helps carers of all ages. For more details contact the Carers Co-ordinator.

The Carers Co-ordinator

The Carers Co-ordinator is based with Gwent Association of Voluntary Organisations (GAVO) and works closely with the other members of the team. The Carers Co-ordinator:

- maintains a register of carers in Monmouthshire
- produces a regular newsletter which is sent to all carers who are registered with the carers team
- arranges training for carers on a range of issues (see Chapter 11)
- arranges events for Carers Week and Carers Rights Day
- co-ordinates discount for carers at Monmouthshire leisure centres.

You can register with the carers team by filling in the form at the start of this book and sending it to the carers co-ordinator.

Tel: 01633 241553

Email: tracey.davies@gavowales.org.uk

Carers Support and Information Officers

There are Carers Support and Information Officers based with the Integrated Service Teams and Children's Services within Monmouthshire.

They carry out carers assessments, and it is usual for them to arrange to carry these out at a carer's home, but if this is not convenient they can arrange to meet somewhere else. The purpose of the visit is not to give carers a test or assess what they are doing – but to have a conversation about the caring role, including what sort of support a carer may need. (See Chapter 3 Carers Assessment – what is it? How could it help you?)

Some of the other things that Carers Support and Information Officers are involved with include:

- Linking to Health to promote practical care and support for carers
- Providing telephone advice to carers and professionals
- Researching new developments for carers
- Promoting the work of the Carers Project
- Liaising with GP surgeries to ensure that carers have access to up to date information.

For Abergavenny

Tel: 01873 735885

For Monmouth/Raglan/Usk/Trellech

Tel: 01600 773041

For Chepstow/Caldicot/Magor and Undy/Portskewett

Tel: 01291 635666

The following organisations are all part of the Monmouthshire Carers Project:

Age Cymru Gwent

Age Cymru Gwent operate services for people aged 50 years of age or older in Monmouthshire. These include respite care, Hospital Discharge Service, Information Service and Community Support services. All of these are available to carers. Age Cymru Gwent 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.

Tel: 01633 763330

Age Cymru 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 Cymru Gwent Respite Care Services

Tel: 01633 240195

Age Cymru Gwent Monmouthshire Hospital Discharge

Tel: 01873 8506 19

Age Cymru Gwent Monmouthshire Community Support Services

Tel: 01291 673300

Age Cymru Gwent Information Service

Tel: 01633 240190

Website: www.ageuk.org.uk/cymru/gwent

Alzheimer's Society

Offer support to carers of people with Alzheimer's disease and other dementias.

Alzheimer's Society Carer's Support

To support carers and those with memory problems in an informal setting. Abergavenny Group meet monthly.

Tel: 01600 719127

Online Support Group

Website: www.alzheimers.org.uk/talkingpoint

Alzheimer's Memory Cafés

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

Memory cafes are held in:

Abergavenny

Tel: 01600 719127

Caldicot

Tel: 01600 719127

- Alzheimer's Community Support Service
- Voice and Choice – Advocacy Service for people with dementia
- Younger persons (under 65) and their carers
- Singing for the Brain
- CrISP – Carers Information and Support Programme – a 4–6 week course, running for 2½ hours per week throughout the year. Booking is essential
- Music and memories
- Live well with dementia – a 7 week programme run throughout the year. Booking essential.

For details of all of the above services from the Alzheimer's Society contact: 01600 719127

They also have a service to support young people with dementia aged under 65 and their carers. Tel: 01495 768744

Alzheimer's Society Integrated Dementia Support Service

The service provides one to one person centred support from the point of diagnosis of a dementia.

Dementia support workers offer information and practical guidance to help people understand dementia, cope with day-to-day challenges and prepare for the future. They offer support face to face, over the phone or in writing.

Tel: 01495 221445

Carers Trust South East Wales

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

County Hospital, Griffithstown, Pontypool, Torfaen, NP4 5YA

Tel: 01495 769996

Carers Trust South East Wales – Young Carers Project **Carers Trust South East Wales – Young Carers Project**

Young carers are children and young people under 18 who often take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Some of the ways young people care for someone are:

- Staying in the house a lot to be there for them
- Helping them to get up, get washed or dressed, or helping with toileting
- Doing lots of the household chores like shopping, cleaning and cooking
- Looking after younger brothers and sisters
- Providing emotional support or a shoulder to cry on.

The young carers project supports young carers to help them achieve their potential and manage their caring role.

This is done through a team around the family approach so young carers can access the right support at the right time. The young carers project supports young carers by providing 1–1 support, group work, integration into mainstream youth activities, signposting, school liaison and raising the profile of and advocating for and behalf of young carers.

If you know of someone who is a young carer you can help by referring them to the young carers project team 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 must have consent from the parent or guardian of the young carer you are referring.

Contact:

Young Carers Project
Carers Trust South East Wales
County Hospital
Griffithstown
Pontypool
NP4 5YA

Tel: 01495 769996

Email: ycteam3@ctsew.org.uk

HAFAL

Hafal supports people with severe mental illness and their families to work towards recovery and are able to provide information, advice and advocacy support.

Hafal hold a monthly carers group, please contact staff for details.

Tel: 01633 264763 or 07866702747

Carers 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 Carers Support and Information Officers and from GP surgeries.

Chapter 3

Carers Assessment – What is it?

How could it help you?

Any carer is entitled to an assessment, including carers of children with disabilities or long term illness and young carers under the age of 18. It is an opportunity to discuss the sort of support you may need in your caring role. Even if the person you care for has refused an assessment or support, you can still have one.

There is no minimum or maximum number of hours to being a carer. Your carers assessment is an opportunity to have a discussion about things that may be able to make caring easier for you.

The carers 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 a social worker or a Carers Support and Information Officer.

We recognise that carers have different needs. Whoever carries out the assessment will aim to work with you and will try to arrange appropriate support to suit your individual needs as a carer. A carers assessment is an opportunity to consider your situation and ask any questions that you may have.

We hope to offer advice or inform you about agencies which offer help and support for carers. Before the visit it may be a good idea to think about your caring role and how it impacts on your life, including:

- Your health (physical and mental)
- Your work
- Your day to day life
- Your feelings
- Your leisure needs
- Your relationships with others
- Finances
- Maintaining your own identity.

To ask for a carers assessment contact the Integrated Service Team for your area.

For Abergavenny

Tel: 01873 735885

For Monmouth/Raglan/Usk/Trellech

Tel: 01600 773041

For Chepstow/Caldicot/Magor and Undy/Portskewett

Tel: 01291 635666

Young Carers Assessment

These can be referred through the duty lines above and to:

Tel: 01291 635669

Chapter 4

Help from Social Services and Health Services

Integrated Service Teams

In Monmouthshire teams of professionals from social services and Health who work together to support people. These teams include social workers, community nurses, physiotherapists and occupational therapists and the reablement team. The reablement team can support people who have just been discharged from hospital to be safe in their own home. Carers support and information officers are based in each of the teams.

For Abergavenny

Tel: 01873 735885

For Monmouth/Raglan/Usk/Trellech

Tel: 01600 773041

For Chepstow/Caldicot/Magor and Undy/Portskewett

Tel: 01291 635666

Social Services

Social services have principles that govern the way they work, including:

- We will take an outcome focussed approach to future planning (long term and short term) with families and individuals to meet their aspirations and goals
- We will have honest and transparent conversations with all people.

Charging for Care and Support

Monmouthshire County Council's charging policy applies to most care and support 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 your Care and Support" and "Considering a Care Home", available from your Social Services Office.

Direct Payments

You may be eligible for support, if, for example, you are an adult (over 18) who has:

- A short or long term health condition
- A physical disability
- A learning disability
- Mental health needs
- An autistic spectrum condition
- Or if you are a carer or parent carer.

What is a Direct Payment?

If you qualify for support you may be eligible to receive money from Social Services called a Direct Payment to purchase your own support privately, or to purchase your own equipment.

This scheme is available to adults and children, both cared for and carers.

The Direct Payment Scheme is designed to give you choice and control and to help you manage your life as independently as possible.

If you need support or equipment to enable you to live independently, you have three options:

- To receive support or equipment directly from Social Services

- To receive a budget through a Direct Payment to purchase the type of support you need privately
- Or a combination of the two.

You may also be able to use a Direct Payment for short periods of respite or short breaks, if agreed by Social Services as part of the support you need.

For further information on how Direct Payments work, a “Direct Payment” leaflet is available from your local Social Services office.

How can I find out more?

For people with learning disabilities:

Community Learning Disability Team
The Town Hall
Cross Street
Abergavenny
Monmouthshire
NP7 5HD

Tel: 01873 735455 or 01873 735412

Email: cldt@monmouthshire.gov.uk

For children with disabilities:

Children with Disabilities Team
Monmouthshire County Council
PO Box 106, Caldicot
NP26 9AN

Tel: 01291 635721

For all other enquiries:

Our FISH (Finding Individual Solutions Here) duty lines:

Monmouth/Usk/Raglan: 01600 773041

Email: monduty@monmouthshire.gov.uk

Abergavenny: 01873 735885

Email: abergavennyduty@monmouthshire.gov.uk

Chepstow/Caldicot: 01291 635666

Email: chepstowduty@monmouthshire.gov.uk

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. A leaflet called “Help with Practical Tasks at Home” is available from your Social Services office or local Community Hub.

For a list of approved providers of care homes, and approved providers of services which are provided in the cared for person’s home and community, contact the Commissioning Team.

Tel: 01633 644085

Or see the Care at Home section of www.monmouthshire.gov.uk website.

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.

For further information contact your local Integrated Service Team.

Monmouthshire Social Services Learning Disabilities Team

Tel: 01873 735455

Community Mental Health Teams

In the North of Monmouthshire Team for Adults aged 18–64

Tel: 01873 735548/735593

In the North of Monmouthshire Team for Adults aged 65+

Tel: 01873 735508

In the South of Monmouthshire Team for Adults aged 18–64

Tel: 01291 636700

In the South of Monmouthshire Team for Adults aged 65+

Tel: 01291 636593

Primary Care Mental Health Support Service

Tel: 01873 735549

Monmouthshire Social Services Children with Disabilities Team

The Children with Disabilities Team 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.

Tel: 01291 635721

Useful Information from Monmouthshire Social Services

A variety of information leaflets are available from the Community Hub in your area.

Information is also available on the website: www.monmouthshire.gov.uk

Monmouthshire Social Services Emergency out of hours Scheme

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: 5.00pm–8.00am

Friday: 5.00pm–8.00am the following Monday and on Bank Holidays,
24 hour service: 0800 328 4432

For any other emergency concerning a Monmouthshire County Council
service contact: 0300 123 1055

Careline

Careline is a service that helps people live safely and independently in their own homes. Careline works by providing sensors in a person's home, and if a sensor is activated 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 an installation fee and weekly charge fee for the standard service. There are additional charges for extra sensors.

Tel: 01633 644466

Monmouthshire Community Meals Service

This is a unique and flexible service to help you live independently at home.

- Provide nutritional meals to anyone who has an assessed need in Monmouthshire
- Deliver hot or frozen meals in specially adapted vehicles to your home, 365 days of the year

- Food can be ordered to suit any dietary need, culture or to personal taste. You can order, change or cancel meals any day of the week.

Website: www.monmouthshire.gov.uk/meals

Housing Related Support Service

Our Supporting People Programme provides housing-related support to help vulnerable people live as independently as possible. This could be in people's own homes or in hostels, sheltered housing, or other specialist supported housing.

There are many reasons why it can sometimes be difficult to find accommodation, or why it can be difficult to keep the accommodation you are already in. You may need support because you have a disability, you could be homeless or have a drug problem.

Website: www.monmouthshire.gov.uk/home/planning-and-housing/housing

A support worker will talk through your problems and together you will agree a support plan.

If you would like to apply for Housing Support, either for yourself or on behalf of someone, you can either:

Tel: 01633 740 730

Or complete a referral form (links on website)

The Sensory Team

The Sensory Team within Monmouthshire work with people and their carers who have a sensory loss. This can be sight or hearing loss, or both. They try to help people remain as independent as possible within their own homes by providing advice, information and training where necessary in all aspects of daily living.

For information and advice contact the Practitioner for Sensory Loss

Tel: 07793 799235

To make a referral for an assessment please contact your local Integrated Service Team.

Other Local Authority Services

Community Hubs

For details of Community Hubs and Libraries see Chapter 6.

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 University 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

Tel: 01495 332302

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.

Help from your GP

GP Registration scheme for carers

Most people who have a caring role will turn to their GP for information and support. 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.

GP out of hours service

Weekdays 6.30pm–8.30am, all day at weekends and on Bank Holidays. Tel: 0845 6001231

Dental Services

Out of Hours Dentist

After 6.30pm Monday–Friday, weekends and bank holidays
Tel: 0845 6020252

Emergency Dental Helpline

(All Gwent) Tel: 01633 488389

One to One Training in oral health awareness for carers
(All Gwent) Tel: 01633 488389

Community Dental Service: Domiciliary Care Advice

Service for advice to people who find it difficult to get to a dental surgery. Tel: 01633 488389

Nevill Hall Clinic (Children and Community)

Tel: 01873 732712

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.

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.

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

Hospital Discharge

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 and the Integrated Care Teams in the community 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.

Hospital Discharge Teams:

Neville Hall Hospital, Abergavenny

Tel: 07854 67271

Chepstow Community Hospital

Tel: 07772 928479

Monnow Vale Healthcare Facility

Tel: 01600 775100

Royal Gwent Hospital, Newport

Tel: 07854 675222

Age Cymru Gwent hospital discharge scheme

Age Cymru Gwent 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. Tel: 01873 850619.

Chapter 5

Help from Voluntary organisations and others

Gwent Association of Voluntary Organisations (GAVO)

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

Tel: 01633 241550

AFASIC

Tel: 02920 465854

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.

Breathe Easy (British Lung Foundation Group)

Support for people with breathing problems and their carers.

Tel: 01792 455764

British Red Cross – Caring for People in Crisis

Tel: 01633 245750

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

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, walking sticks and frames, bath aids, bed aids, toilet aids and smaller daily living aids. The British Red Cross also sell new and second hand equipment.

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

The P.A.L.S service supports older and disabled 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.

The P.A.L.S shop is located at: Bradbury House, Mission Court, Newport, NP20 2DW.

CAIR (Contact, Act, Inform, Represent)

CAIR contacts, informs and represents disabled people, and provide advice about access and disability issues in Monmouthshire.

Meetings are at Llanfoist Village Hall on the second Tuesday of every month.

Tel: 01873 859095

Care and Repair Monmouthshire and Torfaen

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.

Tel: 01495 745936

Email: enquires@crmon.org.uk

Parkinson's Society

The Parkinson's support group meets on the 2nd Wednesday of every month at 7.00pm at the Salkeld Day Hospital, Chepstow Community.

Hospital and at Bridges Community Centre in Monmouth. People with Parkinson's disease and their carers are welcome to attend.

Tel: 08442 253714

Soldiers, Sailors, Airmen and Families Association (SSAFA) The Armed Forces Charity

Tel: 01633 246269 or 246269 9.00am–11.30am

After these hours there is an answerphone service.

Email: gwent@ssafa.org.uk

SSAFA offer lifelong support for our forces and their families. They may be able to help with welfare or financial support.

SSAFA, Raglan Barracks

Allt-yr-Yn View

Newport

NP20 5XE

Office Hours: Monday, Wednesday, Friday, 9.00am–12.00pm

Abergavenny Carers Group

Tel: 01873 831228

Eating Disorder Service

Tel: 01873 735546

North Gwent Breast Cancer Support Group

Tel: 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 and November).

Gwent Cancer Support

Tel: 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.

The Royal Agricultural Benevolent Institution (R.A.B.I.)

Tel: 0808 2819490

The Royal Agricultural Benevolent Institution (R.A.B.I.) is a grant-making charity that supports members of the farming community facing need, hardship or distress. Provide long-term care and emergency help for farmers, farm workers, tenant farmers, farm managers, and families. If you have worked in agriculture they might be able to help.

Team Around the Family

From time to time, most families will need some additional help and support. This help and support may be offered by other family members or friends. There may be times, however, when your family may need some extra support from services in Monmouthshire. You might be asked if we can offer your family support by doing a Joint Assessment Family Framework assessment, (also known as a JAFF). This means that we will talk to you and your child about you and your family and the best way to help and support you.

Please contact us to discuss what the assessment would include and how it could be helpful to you and your family.

Team Around the Family

Tel: 01633 644344 or 644641

Email: jaff@monmouthshire.gov.uk

Wales Dementia Helpline

This is a free and confidential helpline that offers emotional support to anyone, of any age, who is caring for someone with dementia. The service will also help those who have been diagnosed with dementia.

Tel: 0808 141 0043 24 hours, 7 days a week (free from landlines and mobiles) or text HELP and your question to: 81066.

Carers UK Online Forum for Carers

An online support site for carers to meet up online and share their views, get help with a problem from other carers or just let off steam.

Website: www.carersuk.org/forum

Chapter 6

Work, Leisure and Volunteering

When you are looking after someone else it can be easy to lose your own identity and shelve your own interests and plans.

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.

Leisure and Education

Community Education

In Monmouthshire, over 150 educational courses are held regularly.

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 centre.

Chepstow Education Centre

Hanbury House, Welsh Street, Chepstow NP16 5LL

Caldicot Community Education Centre

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

Abergavenny Youth and Community Education Centre

Old Hereford Road, Abergavenny, NP76EL

Monmouth Community Learning

Victoria Estate, Monmouth, NP25 5AR

Usk Community Education Centre

Maryport Street, Usk NP15 1AE

All Community Education Centres can be contacted on

Tel: 01291 426880

Website: www.monmouthshire.gov.uk/adult-education

Monmouthshire Leisure Centres

Monmouthshire Leisure Services offer a 25% discount on leisure passes to adult and young carers. The pass is valid for any unpaid carer who is registered with the Monmouthshire Carers Project.

Please note, although young carers can benefit from this offer, access to the fitness suite and classes depends on the age of the child. Normal age restrictions apply to all activities.

Unfortunately we are unable to extend this offer to paid homecare workers who may be accompanying someone with a disability.

To get a discounted leisure pass, or to register with the Monmouthshire Carers Project, contact:

Carers Co-ordinator

Tel: 01633 241553

Abergavenny Leisure Centre

Old Hereford Road, Abergavenny NP7 6EP

Tel: 01873 735360

Caldicot Leisure Centre

Mill Lane, Caldicot NP26 4BN

Tel: 01291 426850

Chepstow Leisure Centre

Welsh Street, Chepstow NP16 5LR

Tel: 01291 635745

Monmouth Leisure Centre

Old Dixton Road, Monmouth NP25 3DP

Tel: 01600 775135

Website: www.monmouthshire.gov.uk/leisure/leisure-centres

Libraries

Monmouthshire Libraries

Monmouthshire has six libraries which are open to all and free to join.

Monmouthshire libraries run a home delivery service for people who cannot get out to visit the library. (Contact Chepstow library for delivery to all areas of Monmouthshire).

Your Local Library

Your local library has a wide range of resources, including books about specific conditions and caring.

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 for library members and can be booked in advance.

Why not join a shared reading group at your local library? After a passage from a book is read aloud the group discuss some of the issues that it raises – many will have themes common to a caring role.

These groups are very popular and can be an excellent source of support. Ask for further details at your local library.

A full description of library services can be found on the Monmouthshire County Council website.

For more information and opening times please contact your local library or phone the 24 hour Renewals and Information line.

Tel: 01291 635635

Website: www.monmouthshire.gov.uk/libraries

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

Abergavenny Library: 01873 735980

Caldicot Library and Community Hub: 01291 426425

Chepstow Library and Community Hub: 01291 63573

Gilwern Library: 01873 833055

Monmouth Library and Community Hub: 01600 775215

Usk Library and Community Hub: 01291 426888

Work

Jobcentre Plus

How you contact Jobcentre Plus depends on the help you need, e.g. finding a job, changing an appointment, checking an existing claim or making a new claim or complaint.

Station Road
Chepstow
NP16 5UL

Newbridge House
Tudor Street
Abergavenny
NP7 5EF

66 Newport Road
Caldicot
NP26 4BR

For all offices ring: 0345 6043719

Website: <https://www.gov.uk/contact-jobcentre-plus>

Disability Advice Project

DAP (Disability Advice Project) provides a welfare rights service to support disabled people, their families and carers. They can provide independent specialist advice and offer;

- Help with completing forms
- Accurate and appropriate advice
- Assess your full entitlement to services and benefits
- Help build the evidence you need
- Attend appeals with you
- Put you in touch with other relevant support agencies.

They also offer a UK wide service providing support through email, telephone and letter.

Unit 9A Ground Floor
1 Caldicot Way
Avondale Business Centre
Avondale Way
Cwmbran
NP44 1UG

Contact: 01633 485865

Website: <https://www.dapwales.org.uk/>

DAP also have a Facebook page.

Many companies and organisations now operate “carer friendly” policies including Monmouthshire County Council and the Gwent Association of Voluntary Organisations (GAVO).

Carers UK (Carers Wales)

Carers UK have a wide range of information for professionals and carers about caring, including employment issues.

A booklet, “Carers in employment – a guide to the right to request flexible working” is available from Carers Wales or can be downloaded from the website below. It explains the rights that carers have in the workplace and explores options of flexible working.

Carers Wales
Unit 5
Ynys Bridge Court
Gwaelod-y-Garth
Cardiff
CF15 9SS
Tel: 02920 811370

Website: www.carersuk.org/help-and-advice/work-and-career/your-right-to-flexible-working

Working Families

Helps working parents and carers and their employers find a better balance between responsibilities at home and work. Legal helpline for parents and carers <http://www.workingfamilies.org.uk/>

Employers for Carers

Information for professionals and employers of people who have a caring role.

Website: <https://www.carersuk.org/for-professionals/employers-for-carers>

Volunteering

Community Connections Befriending Scheme

Community Connections is a local befriending scheme working in the rural areas of Monmouth, Raglan, Usk, Chepstow and Caldicot.

Volunteers are linked with people over the age of 50 years who feel isolated. Volunteers offer a bit of company and practical support and help to get out if needed. People may feel isolated due to bereavement, disability or illness or lack of family and friend networks to rely on. Individuals can self-refer to the scheme and anyone with a few hours a week to spare can apply to volunteer.

Tel: 01600 710895

Email: miranda.thomason@communityconnections.me.uk

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 your local education centre for details.

Chapter 7

Transport and Travel

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 quarterly 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 available to hire on a half or full day basis. Contact us Grass Routes for further details.

To become a member complete the online application form or phone 0800 085 8015.

Website: www.monmouthshire.gov.uk/grass-routes-community-transport
Forms are also available at the Community Hubs.

Help with Transport to Hospital

If you, or the person you are caring for need to get to an NHS you can book this through the Transport Booking Centre. You will need to arrange and book this either for yourself or the person you care for, as GP surgeries no longer arrange this. **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 Non-Emergency Patient 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 8.30am–6.00pm but not on Public Holidays.

Tel: 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. You can ask for an application form by contacting your local Community Hub or phone the Contact Centre.

Tel: 01291 635700

Email: contact@monmouthshire.gov.uk

There is a leaflet which explains who is eligible for a Blue Badge called “The Blue Badge Parking Scheme for People with Disabilities”. It is available at Community Hubs or Contact Centre. You can apply for or renew a blue badge online at: <https://www.gov.uk/apply-blue-badge>

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 on a leasing scheme;
- a powered wheelchair or scooter on a leasing scheme.

To apply for the Mobility Scheme you must be in receipt of certain benefits.

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: 0300 456 4566

More information is available on the Motability website:
www.motability.co.uk

Free Bus Pass Disabled Persons' Concessionary Travel Passes for Disabled People and their Carers

These are issued to Newport and Monmouthshire citizens who have one of a range of disabilities or are entitled to certain benefits.

Companion Bus Pass

A Companion Bus Pass can be issued to applicants who meet the criteria for a Disabled Persons' Concessionary Travel Pass and who are so severely disabled that it would be impossible for them to use public transport without the assistance of a companion.

For further information contact:

Monmouthshire Contact Centre
Tel: 01291 635700

Complete an online application form:

Website: https://services.newport.gov.uk/forms/form/386/en/disabled_bus_pass_application_form

National Express Disabled Persons Travel Helpline

Tel: 03717 818181

National Rail Enquiries

Tel: 03457 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.

Tel: 0845 605 0525

Information for Travelling As or With a Disabled Person by Rail

Virgin Trains, Journey Care Information Line

Monday–Sunday 8.00am–10.00pm

Tel: 0800 158 123

Arriva Trains Wales Information Service

Monday–Saturday 8.00am–8.00pm

Sunday 11.00am–8.00pm

Tel: 03333 211202

First Great Western Trains Information Line

Monday–Sunday 7.00 am–9.00pm

Tel: 0345 7000125

RADAR – National Key Scheme

The National Key Scheme offers independent access by disabled people to around 7000 locked public toilets around the country. The Key costs around £5 and is available from Disability Rights UK.

Tel: 02072 508191

Website: <https://crm.disabilityrightsuk.org/>

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 two Shopmobility locations in Monmouthshire:

Abergavenny Castle Street Car Park

Community Hub

Town Hall

Cross Street

Abergavenny

NP7 5HD

Tuesday–Saturday 9.30am–2.00pm

Booking essential on Tuesdays

Tel: 0800 2983656

Monmouth

Bridges Community Care Centre

Unit 6, Stable Block

Tel: 01600 715766

Chapter 8

Money Matters

Many carers value help and advice around financial matters, including help when you are in employment or benefits that are available to carers.

The way that benefits are administered changes from time to time.

For further advice when you are in employment see Chapter 6.

There is a wide range of information on current benefits, including carers allowance, benefits for families and people with disabilities, heating and housing payments, bereavement benefits and how to apply for them on the website below.

Website: <https://www.gov.uk/browse/benefits>

Carers Allowance Helpline

Tel: 01253 856123

Pension Credit Claimline

Tel: 0800 99 1234

Citizens Advice Bureau

The Citizens Advice Bureau can help people resolve their legal, money and other problem by providing free, independent and confidential advice.

Tel: 0845 4772020

Website: www.citizensadvice.org.uk

Organisations like the Citizens Advice Bureau and Age Cymru can help with up to date information and help filling in benefit forms.

There is a wide range of information on current benefits, including carers allowance, benefits for families and people with disabilities, heating and housing payments, bereavement benefits and how to apply for them on their websites below.

Age Cymru

Information about benefits, tax, money management, and pensions.

Website: www.ageuk.org.uk/cymru/

Carers Allowance Helpline

Tel: 0345 6084321

Pension Credit Claimline

Tel: 0800 99 1234

Website: <https://www.gov.uk/browse/benefits>

Department of Work & Pensions

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Carers UK

A wide variety of downloadable factsheets and information on benefits and finances.

Website: <https://www.carersuk.org/help-and-advice/financial-support>

Housing Benefit

Tel: 01633 644650

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

Council Tax Benefits

If your household income is low you may be able to claim Council Tax benefit to cover all or part of your bill.

Tel: 01633 644560

Council Tax Discounts and Disregards

Council tax discount or disregards can be given for a number of reasons, including someone having a severe mental impairment and some people who receive personal care. These disregards and discounts depend on certain conditions being met.

If you think you may qualify for Council Tax Benefit or exemption or just want more information, please contact:

Monmouthshire County Council Revenue Section

Tel: 01633 644630

Email: counciltax@monmouthshire.gov.uk

The Pension Service

The Pension Service offer advice about pensions and entitlement to benefits to people aged 60 and over. 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. For further information, or to make an appointment contact the Pension Service directly.

Pension Service national contact line:

Tel: 0845 6060265 English

Tel: 0845 6060275 Welsh

Website: <https://www.gov.uk/contact-pension-service>

Money Advice Service (MAS)

Free and impartial money advice set up by the government.

- Advice and guides to help you improve your finances
- Tools and calculators to help you keep track and plan ahead
- Support in person, over the phone and online.

Tel: 0300 500 5000

Website: <https://www.moneyadvice.service.org.uk/en>

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 Community Hubs.

Chapter 9

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 Cymru Gwent

Age Cymru Gwent 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 UK website.

Tel: 01633 240195 / 0800 169 2081

Website: www.ageuk.org.uk/cymru/gwent/

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 or the person you care for do not make a will, they your/their next of kin will be the only person automatically entitled to administer your/their estate.

This could be difficult if the administrator is unable to do this for health and wellbeing reasons, for example, if they are frail or lack mental capacity.

You can find advice about making a will at your local Citizen's Advice Bureau.

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.

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.

Power of Attorney

You might need someone to make decisions for you or act on your behalf on a temporary or permanent basis. For that reason there are two types of power of attorney – ordinary or lasting. Ordinary power of attorney – this is when you give someone else full access to make decisions and take action concerning your finances while you still have mental capacity.

Lasting Power of Attorney – A lasting power of attorney (LPA) allows you to give someone you trust the legal authority to make decisions on your behalf if you lack mental capacity at some time in the future or no longer wish to make decisions for yourself. There are 2 LPA's

- property and financial affairs
- personal welfare.

An LPA must be registered before use.

Enduring power of attorney (EPA) has been replaced by lasting power of attorney (LPA and it only covers decisions about your property and financial affairs). However, if you made and signed an EPA before 1 October 2007, it's still valid.

You might already be using the EPA without having registered it, so that someone can act on your behalf which is fine, until you become unable to make your own decisions relating to financial and property matters. At this point the EPA must be registered before your attorney can take any further action on your behalf and it is the responsibility of your attorney to register the EPA with the Office of the Public Guardian.

For more information guides on the Mental Capacity Act 2005 contact the Mental Health team in your area (see Chapter 14).

The Office of the Public Guardian

The Office of the Public Guardian (OPG) protects people in England and Wales who may not have the mental capacity to make certain decisions for themselves, such as about health and finance.

Website: www.gov.uk/government/organisations/office-of-the-public-guardian

Email: customerservices@publicguardian.gsi.gov.uk

Tel: 0300 456 0300

The Alzheimer's Society

Website: https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=354

Email: nportalzheimers@btconnect.com

South Wales Legal and Financial Advice Service

Offers free public appointments where students (with qualified legal supervision) interview and assess clients, and then draw up legal advice in several legal areas such as employment, housing, debt, family and contract matters. They may also be able to assist in other areas of law.

Website: www.southwales.ac.uk/about/faculties-and-schools/school-law-accounting-and-finance/legal-and-financial-advice/

Chapter 10

Health Matters

Looking After Yourself

Most of us know, more or less, what we should be doing to look after ourselves. It's easy to say but harder to do.

As a carer you need the same things as everyone else however you may find it more difficult to find the time to remember to care for yourself.

Everyone needs:

- good food – including plenty of fresh fruit and vegetables
- exercise, physical activity and mental stimulation
- enough sleep – usually about 7 hours each night
- treatment or help when you are ill
- friends, a loving relationship or someone to talk to that you can trust
- relaxation and some time for yourself.

You may become so tied up with looking after someone else that you can neglect your own physical and emotional health. It is important for you to remember your own well-being and keep yourself as well as possible.

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

Some practical ways to look after yourself

Your GP may be willing to refer you to the exercise referral scheme to help you gently back into an exercise programme. Further information can be found on the link below, or speak to your GP.

Website: www.monmouthshire.gov.uk/leisure/gp-referral-scheme

Many find it helpful to talk to other people who have a caring role.

Carers groups can be a source of support and local information.

Within Monmouthshire there are a number of carers groups – either for people caring for someone with a specific condition – and other generic carers groups.

Looking after your Back

Carers often provide assistance with manual handling, which can mean lifting someone. Lifting 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 this. 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 discuss the options available to you. To ask for an Occupational Therapy assessment you can contact your local Integrated Service Team duty line (see Chapter 4). A free booklet and CD – “A Carers Guide to safer moving and handling of people” is available from the Carers Team.

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 by 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 can be 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 or other family members – 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 Support Officer. It might help if you write down beforehand how you are feeling and how your caring role is affecting you.

You could also speak to a sympathetic family member, friend or someone you feel comfortable speaking to.

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

There are some practical ways that may help when coping with stress including:

- 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
- value yourself and what your are doing. Think about the difference you are making to the person you are looking after
- 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; and don't be afraid to accept help either
- 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 support Group. Talking to others in similar situations and sharing solutions can be a very positive experience
- learn relaxation techniques. There are a range of books, CD's and classes available with a wealth of information and support that cater for all tastes
- learn to concentrate on one thing at a time – you are only human;
- feel empowered by learning and obtaining information that will help you in your caring role. Knowledge will help you feel more in control of the situation

- 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
- look after your health. If your caring role is making you ill it will affect the care you can give to someone else
- exercise is a good way to re-energise your batteries. Walking is a great free exercise.

A free booklet – “Say I’m Fine and Mean It!” – about looking after yourself when you are caring for someone, is available from the Carers Team.

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.

Safeguarding you and the person you care for

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 board, regulators and other public services work together and are committed to ensuring that vulnerable people are protected from abuse and neglect, and will take immediate action where necessary, to keep vulnerable people safe from harm.

If you have any questions about adult protection in Monmouthshire contact:

Tel: 01291 638928

Email: monpovaduty@monmouthshire.gcsx.gov.uk

If you have any questions about child protection in Monmouthshire contact:

Tel: 01291 635669

Emergency duty line: 0800 328 4432

Chapter 11

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. We also work with our partners and carers to provide relevant training. All sessions are provided free of charge and some examples of the opportunities available are:

- medication awareness
- relaxation techniques and managing stress
- cookery classes
- physical health and well-being
- nutrition training
- life support
- mental health and well-being
- confidence building.

If you have registered with the Monmouthshire Carers Project you will receive regular updates about 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.

Tel: 01633 241553

Chapter 12

Taking a break from your caring role

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.

You can talk to the social worker for the person you are caring for to ask about this, or contact your local Integrated Services Team, Community Learning Disability Team or Community Mental Health Team. You can also contact a care agency directly yourself. Carers Trust South East Wales and Age Cymru Gwent Respite services provide respite services in Monmouthshire.

Monmouthshire Integrated Service Teams

For Abergavenny

Tel: 01873 735885

For Monmouth/Raglan/Usk/Trellech

Tel: 01600 773041

For Chepstow/Caldicot/Magor and Undy/Portskewett

Tel: 01291 635666

Community Learning Disabilities Team

Tel: 01873 735455

Community Mental Health Teams

In the North of Monmouthshire

For Adults aged 18 to 64

Tel: 01873 735548 / 735593

Team for Adults aged 65 or over

Tel: 01873 735508

In the South of Monmouthshire Team

For Adults aged 18 to 64

Tel: 01291 636700

For Adults aged 65 and over

Tel: 01291 636593

Carers Trust (Formerly Crossroads)

Tel: 01495 769996

Age Cymru Gwent Respite Care Services

Tel: 01633 240195 or 01633 740013

Shaw Community Living

Shaw Community Living have a drop-in respite facility:

Saturday at Severn View, Chepstow

Sunday at Mardy Park, Abergavenny

This facility is for people who have dementia. To find out more contact:
07500 702 882

Chapter 13

Caring for someone with a physical disability or illness

There are many organisations that can provide information and support when you are looking after someone who has a physical disability or illness.

Arthritis Care

A national organisation that supports people with arthritis
Free helpline

Tel: 0808 8004050

British Heart Foundation

Information and advice about heart disease: www.bhf.org.uk

Diabetes UK

Tel: 02920 668276

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

Disability Living Foundation

Impartial information about disability equipment and mobility products for disabled people and their carers www.dlf.org.uk

Disability Wales

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

Tel: 02920 887325

Email: info@disabilitywales.org

Equality and Human Rights 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
Tel: 0845 604 8810
Textphone: 0845 604 8810
Fax: 0845 604 8830
Website: www.equalityhumanrights.com

Guide Dogs for the Blind

Provide guide dogs for visually impaired people. Support research, raise awareness and campaign for the visually impaired.

Tel: 0118 983 5555

Headway

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

Tel: 02920 5777707

Website: www.headwaycardiff.org.uk

Heartbeat

Tel: 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 10.30am Caldicot Leisure Centre

Heart to Heart Cardiac Rehabilitation Club

This club gives physical, psychological and social support to improve quality of life of people who have had a heart attack, heart condition and/or surgery. Membership is by medical referral only.

Huntingdon's Disease Association

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

Tel: 0151 331544

Website: www.hda.org.uk

Motor Neurone Disease Association

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

Helpline: 03457 626262

Website: www.mndassociation.org

MS Society

A national organisation supporting people with multiple sclerosis.

Tel: 0808 800 8000

Website: www.mssociety.org.uk

Sensory Impairment

In Monmouthshire there are a range of services available to help people with a sensory impairment keep as much independence and control over their lives as possible.

Sensory impairment is the term used to cover people who are:

- Blind/Visually Impaired
- Deaf/Hearing Impaired
- Dual Sensory Impaired (Deaf and Blind)

For further information, support and advice contact:

For Abergavenny

Tel: 01873 735885

For Monmouth/Raglan/Usk/Trellech

Tel: 01600 773041

For Chepstow/Caldicot/Magor and Undy/Portskewett

Tel: 01291 635666

Sight Cymru (formerly Gwent Association for the Blind)

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

Sight Cymru has a Resource Centre open from Monday–Friday from 10.00am–3.00pm

It provides aids and equipment for people who are visually impaired

Tel: 01495 763650

Spinal Injuries Association

A national organisation that supports people with spinal injuries.

Advice line: 0800980 0501

Stroke Association

Helpline: 0303 3033100

Tel: 02920 524400

Financial Help if you are Disabled

For information about financial help and benefits for people with a disability.

Website: <https://www.gov.uk/financial-help-disabled/overview>

Chapter 14

Caring for someone with a mental health problem, or who misuses alcohol or drugs

The term mental illness covers a range of different issues. This can include a whole range from feelings and behaviours, including depression and 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. Most people with mental health problems are treated by their GP. In some cases the GP may refer the person on to the new 'Primary Care Mental Health Services'. People with more serious mental health problems may be referred to specialist Community Mental Health Teams.

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.

When you are caring for someone who has a mental health problem you can also feel frightened and unsure of the best thing to do, or of what help and support is available for the person you look after and themselves. If you are a carer of someone with a mental illness you are entitled to a carers assessment.

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:

Community Mental Health Teams

In the North of Monmouthshire

Team for Adults aged 18–64

Tel: 01873 735548 or 735593

Team for Adults aged 65 or over

Tel: 01873 735508

In the South of Monmouthshire

Tel: 01291 636593

Some other organisations that can help are:

Alcoholics Anonymous

Information and support for people who are misusing alcohol, and their carers www.alcoholics-anonymous.org.uk

All Wales Veterans Health and Wellbeing Service

Website: www.veteranswales.co.uk/about-us

Bi-Polar UK

Bipolar UK is the national charity dedicated to supporting individuals with the much misunderstood and devastating condition of bipolar, their families and carers.

They provide a range of support services for individuals affected by bipolar including:

- A national network of self-help groups
- A one-to-one and telephone mentoring service
- A moderated 24/7 web-based peer support forum
- Information and advice
- Youth services.

Tel: 01633 244244

Email: walesinfo@bipolar.org.uk

CALL (Community Advice & Listening Line)

Tel: 0800 132737

Website: <http://callhelpline.org.uk>

Carers Wales helpline

Tel: 0808 087777

HAFAL

HAFAL is a mental health organisation managed by those it supports: people with enduring mental illness and their carers.

HAFAL are part of the Monmouthshire Carers Project.

For details see chapter 4. Mental Health Care website:

www.mentalhealthcare.org.uk/home

MIND

MIND is a national organisation providing support for people with mental health problems and their families.

Information line: 0300 123 3393

Website: www.mind.org.uk/information-support/helplines

Newport and Gwent Samaritans

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

Tel: 01633 259000

Or call 116123 24 hours a day, 7 days a week

Welsh language line

Tel: 0300 1233011 (7.00pm–11pm only) 7 days a week

Website: www.samaritans.org

NHS Wales Mental Health Helplines

Website: www.nhs.uk/conditions/stress-anxiety-depression/pages/understanding-stress.aspx

Saneline

SANE runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. We are open every day of the year from 6pm to 11pm.

Website: www.sane.org.uk/what_we_do/support/helpline

Tel: 0300 3047000

Time To Change Wales

Information and support for people who have or care for someone with a mental health problem.

Website: www.timetochangewales.org.uk/en

Chapter 15

Caring for someone with a learning disability

When you are looking after someone with a learning disability it can help to get as much information about the condition as you can, and to meet others who are in a similar situation who can offer advice and support.

There are many organisations that offer help and support for people who care for someone with a learning disability. A lot of these organisations offer help and information around a specific learning disability.

Monmouthshire Community Learning Disabilities Team

Provide information, help and support to people with learning disabilities and their carers in Monmouthshire.

Tel: 01873 735455

The Monmouthshire Respite Opportunities Service

This is for adults with a learning disability and is based at Budden Crescent in Caldicot. It provides a number of flexible respite options to fulfil the needs and aspirations of adults with learning disability who reside in Monmouthshire, and in doing so also provides breaks for carers.

Respite needs are assessed by the social work team, and appropriate options available include:

- Short term residential respite
- Holiday options
- Adult placement – Shared Lives
- Direct payments.

Tel: 01291 425121

Carers Trust

Carers Trust have a range of information for people caring for someone with a learning disability.

They also have a directory of organisations who can give further information.

Website: <https://www.carers.org/help-directory/learning-disabilities-0>

Website: <https://www.carers.org/help-directory/learning-disabilities>

MENCAP

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.

Tel: 01291 623216

NHS Choices

A Broad description of what a learning disability is, with links to information for a specific learning disability.

Website: www.nhs.uk/Livewell/Childrenwithlearningdisability/Pages/Whatislearningdisability.aspx

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.

Tel: 02920 396624

Email: wales.office@cafamily.org.uk

21Plus

Tel: 01291 691472 or 01600 711963

Support group for families who have a child with Down's syndrome. Meet every Wednesday for Speech and Language Therapy Group for pre-school children with Down's Syndrome.

- Training for professionals
- Hold regular family events.

Chapter 16

Caring from someone with Autism or Asperger's Syndrome

Monmouthshire County Council work towards the inclusion of individuals with ASD and their families within their communities. They aim to support people with ASD of all ages to live a fulfilled and independent life.

Monmouthshire's ASD Stakeholder Group supports agencies, individuals, parents and carers to work together to improve the quality of life for people with ASD in Monmouthshire.

You can contact the ASD Coordinator in Monmouthshire to talk about your caring role.

Tel: 01600 730515

Email: teresajames@monmouthshire.gov.uk

The Orange Wallet Scheme can help people with ASD to cope more easily with travel by public transport.

For further information ask at your local Community Hub.

Website: www.asdinfowales.co.uk/orange-wallet/

The National Autistic Society

The National Autistic Society provides information and support for people with Autism/Asperger's Syndrome and the people who care for them.

Website: www.autism.org.uk

SNAP CYMRU

SNAP Cymru has a national helpline for information, advice and support about concerns that may affect children and young people's education and development including:

- Assessments and placements
- Individual education plans
- Bullying and exclusions
- Meetings at schools
- Supporting young people into education, employment or training.

Tel: 0845 1203730

Email: helpline@snapcymru.org

Website: www.snapcymru.org

Careers Wales

For information on post-16 options including:

- School 6th form
- Local colleges
- Specialist colleges
- Work based learning/traineeships
- Employment
- Voluntary work.

Tel: 0800 028 48444

Website: www.careerswales.com/en/

Monmouthshire Additional Learning Needs Service

The Additional Learning Needs Service for Monmouthshire works within the guidance of the Special Educational Needs (SEN) Code of Practice.

The principles of the Code are that a child with SEN should have their needs met which would normally be in a mainstream school or setting. The views of the child will be sought and taken into account and the parents have a vital role to play in supporting their child's education. Children with special educational needs should be offered full access to a broad, balanced and relevant education based on the National Curriculum or Desirable Outcomes.

If you wish to speak to someone about SEN please contact us.

Tel: 01633 644528

Building Bridges

The Building Bridges Project is a 4 year partnership project between Bridges Community Centre and Monmouthshire County Council, funded by the BIG Lottery Wales.

The project is working with young people (ages 14–25) with disabilities and additional needs in Monmouthshire.

The aim of the project is to support these young people to find and create more social, leisure and work-related opportunities in Monmouthshire.

Tel: 07825 099130

Email: mike@bridgesmonmouth.org.uk

Chapter 17

When a caring role comes to an end and life after a caring role

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 active holistic care of someone with an advanced progressive illness. The aim of palliative care is the achievement of the best quality of life for patients and their families.

It focuses on the management of pain and other symptoms and meeting the psychological, social and spiritual support 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 years of their lives at home. The role of carers therefore is 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.

Who can Help?

There are a number of support groups for people who are caring. These groups offer an opportunity for you to meet others who are coping in a similar circumstances and can be the source of very useful information.

Community Nurses

Community Nurses are based within a GP surgery.

St David's Hospice Care

St David's Hospice Care provides palliative care throughout Monmouthshire. Support is provided by a Hospice at Home team of nurses enabling patients to remain in their own homes. They also provide a Day Hospice which offers people an opportunity to meet and share feelings and experiences with other people in similar circumstances, and have an in-patient unit situated in Malpas, Newport providing care and support for adults in Gwent who have a life-limiting illness.

Tel: 01633 851015

Website: www.stdavidshospicecare.org

St David's Family Support Team

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

For further information on the support that St David's can provide contact:

Tel: 01633 851051

Macmillan Cancer Support

A wide range of useful information for people who care for someone with cancer is available at your local library/Community Hub.

Ask for details for the times of drop in information sessions and to arrange one to one sessions, or email macmillan@monmouthshire.gov.uk

Website: www.macmillan.org.uk

For information about all aspects of cancer, including financial, call the Macmillan Support Line free.

Tel: 0808 8080 000 9.00am–8.00pm Monday–Friday

NHS Choices

End of life care – information about coping with a terminal illness.

Website: www.nhs.uk/Planners/end-of-life-care

Carers UK

Carers UK provide useful factsheets for carers for all stages of a caring role including information on hospital discharge and life after caring.

Website: <https://www.carersuk.org/wales/policy-resources/factsheets-carers-wales>

When Caring comes to an end

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 a minister of religion 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 Carers Trust or Age Concern may be able to offer some support to help you adjust to your new circumstances.

Some carers who have attended a carers group find continued support there when the caring role ends. Many find these groups an excellent way of both getting support and advice and an opportunity to make new friends.

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

Tel: 01633 644567

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.

Further information about what to do when someone dies can be found on the website below.

Tell us Once Scheme

Tell Us Once is a service that lets you report a death to most government organisations in one go.

They can notify:

- HM Revenue and Customs (HMRC) – to deal with tax and cancel Benefits
- Department for Work and Pensions (DWP) – to cancel benefits, e.g. income Support
- Passport Office – to cancel a passport
- Driver and Vehicle Licensing Agency (DVLA) – to cancel a driving licence
- the local council – to cancel Housing Benefit, Council Tax, Benefit, a Blue Badge, inform council housing services and remove the person from the electoral register, public sector or armed forces pension schemes – to stop pension payments.

Website: <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

Local Register Office

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

Abergavenny Register Office
The Register Office
Monmouthshire County Council
Rhadyr
Usk
NP15 1GA

Tel: 01873 735435

Email: registeroffice@monmouthshire.gov.uk

Cruse Helpline

Cruse offer free, confidential help to bereaved people.

A wide range of helpful literature and information is available.

Tel: 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.

Tel: 0845 1232304

Website: www.tcf.org.uk

Survivors of Bereavement by Suicide

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

Tel: 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.

Further information is available on the website below:

Website: <https://www.gov.uk/bereavement-payment/eligibility>

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.

Tel: 01732 467940

Tel: 0800 0821230 – 24 hour registration service

Website: <https://www.thebereavementregister.org.uk>

(For details of support offered by the Samaritans see page 63)

Chapter 18

Making sure your views are heard – (how to make a complaint or give a compliment to an organisation)

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 get it right. If you have any suggestions, issues, compliments or concerns, we have a leaflet called “How to be heard”. You can get this leaflet from your assessor or from any of Monmouthshire offices or you can contact the Customer Relations Team:

Monmouthshire County Council
Customer Relations Team
PO Box 106, Caldicot
NP26 9AN

Tel: 0800 652 4121 (Freephone) or 01633 644672

Email: talk2us@monmouthshire.gov.uk

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 University Health Board

Aneurin Bevan University 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:

Judith Paget CEO,
Aneurin Bevan University Health
Board Headquarters,
St Cadoc's Hospital,
Lodge Road,
Caerleon,
Newport,
NP18 3XQ

Tel: 01633 436700

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: 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.

Community Health Council

The Community Health Council can:

- provide help and advice if you have problems with or complaints about NHS service
- ensure that your views and needs influence the policies and plans put in place by health providers in your area
- monitor the quality of NHS services from your point of view
- give you information about access to the NHS

Website: www.wales.nhs.uk/sitesplus/899/home

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

Write to:

Complaints Manager

Gwent Healthcare NHS Trust, Grange House

Llanfrechfa, Cwmbran, Torfaen NP44 8YN

Main switchboard: 01633 623623

Website: www.gwent-tr.wales.nhs.uk

Gwent Community Health Council

Raglan House, Llantarnam Business Park,

Cwmbran, NP44 3BD

Tel: 01495 740555

or

Complaints Direct Line

Tel: 01495 740914

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

Information in Other Formats and Languages

If you would like this information in another language, Braille, or electronic format please contact the Partnership and Policy Section.

Tel: 01633 644238

Email: equalities@monmouthshire.gov.uk

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Alzheimer's Society
Leading the fight against dementia



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