



# WELCOME TO NATALIE COOPER....

I'm Natalie, Carers Information and Support Worker for South Monmouthshire covering Chepstow, Caldicot and the surrounding areas. I've been in post since September and am looking forward to getting to know all our existing carers and meeting the new ones. I'm based at Chepstow Community Hospital although can often be found in the community hubs with cake! I previously worked within domestic abuse services and am excited to have become part of the carers team.

FUNDING FOR MOME IMPROVEMENTS

South East Wales Energy Agency have secured funding to help pay for improvements to people's homes to make them warmer and more comfortable. Cold, damp homes can exacerbate existing health conditions or contribute to the development of new health problems. For this reason, residents across Monmouthshire and Newport with health conditions can access funding to improve their living conditions.

There are a variety of measures that Healthy Homes can pay for. These include boiler repairs / replacements (means tested benefit required), general heating upgrades or repairs, draught proofing and loft & cavity wall insulation. If you or someone you know may benefit from upgrades or repairs to make it easier to keep warm please contact: Sam Hubble at South East Wales Healthy Homes Project on 01633 216009 or email: advice@sewenergy.org.uk



# **APR 2023**

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# Feedback on Carers Events

It has been great to start holding carers events and activities again, as it gives us the Carers Team an opportunity to catch up with you and vice versa, and to give you some time for you. We thought it would therefore be helpful to share some statistics and new ways of managing the events/activities.

Number of Activites/Events Provided 1st April 2022- 31st March 2023	Number of Spaces Booked	Number of cancellations received	Number of no shows	Estimated Financial Loss because of unfilled spaces
INSERT NUMBER	INSERT NUMBER	INSERT NUMBER	INSERT NUMBER	COSTINGS

We have recognised that the caring role can make it difficult to stick to plans and that sometimes things change quite quickly in the caring role. In response to this, the Carers Team are now undertaking a welfare call to check in and see if any support is needed for those carers who did not cancel nor attend one of our events. Also, prior to an event, Peta and Kelly are either phoning or sending an email to reconfirm the event details and to check that someone is still coming. If you can't come and are able to cancel, then please do so, as we can offer the space to someone else.





# Carers Activity Events for the next six Months

Please complete the booking form included. We DO NOT accept bookings by telephone. Please either email me on carers.co-ordinator@gavo.org.uk Or complete the form and return to room 4a, Sessions House Maryport Road Usk.

Please also note that a good level of independent mobility is required due to the nature of most of the events. These events are meant for Carers either living in the Monmouthshire area or care for someone living in the Monmouthshire area.

# April 25th Tuesday - Discover the history and wildlife of Caldioct Castle and Country Park - Carers Active April 2023

Carers Active April is returning for 2023! Our flagship campaign month focuses on supporting carers to be physically active and raising awareness of the benefits of physical activity for carers and the barriers they may face. There are loads of ways you can get involved, from running activity sessions to organising a step count.

Join members of the MonLife Team for a flat, easy walk around Caldicot Castle Country Park. Find out about the history of the castle and the wildlife in the surrounding area. There are toilets on site and an opportunity to visit the café after the walk. Meet in the Castle car park at 10.30am. and finish by 12 noon. Please wear appropriate footwear and clothing.

We will be sending out more information in due course so that you can back the campaign and help even more carers feel the benefits of being active in April 2023! If you would like to be added to our mailing list, please email carersactive@carersuk.org.

In the meantime, we have recently released a series of short video workouts and 30-second functional exercise videos that feature carers alongside instructors. The videos are suitable for all levels and use simple and varied activities designed to improve cardiovascular fitness, strength and balance, as well as boosting energy and reducing stress. Please do promote these to carers in your networks!

Please check our GAVO website for details as they emerge, go to Monmouthshire/News sections.

# May Wednesday 24th - Westonbirt spring visit

Independent mobility essential, book early to reserve your spot!

# June Carers Week 2023 5th - 11th

Carers Week will highlight the challenges unpaid carers face and recognise the contribution they make to families and communities.

Please pencil in the above dates for Carers Week 2023 – the annual campaign to raise awareness of caring.

July.....Summer Break

August.....Summer Break

September 21st - Foraging Walk with lunch

# EDUCATION PROGRAMME FOR PATIENTS - Jules Godden

# ABC ABC ACTION OF ACTION O

# COMMUNITY LIAISONS OFFICERS - THE WELLBEING LINKS SERVICE

# What is it?

Each GP surgery in Monmouthshire has a Wellbeing Links Advisor who is available to meet patients who are struggling with stress, anxiety or depression due to 'nonmedical' issues. People may be facing difficulties due to finances, employment, relationships, housing, bereavement or all manner of other things in their life. GP surgery staff recognise that many of their patients could benefit from having a conversation with someone who can help them to identify what may be useful in overcoming problems and finding some enjoyment in life to have a better sense of well-being.

# How does it work?

Posters about the service are on display in surgeries with the email address and phone number so patients can contact the Advisor directly. Alternatively, GPs and other surgery staff can pass individuals' contact details on to the Wellbeing Links Advisor and request them to get in touch with the individual. The Wellbeing Links Advisor contacts people by phone and arranges to meet them in the community at a convenient time in a comfortable place such as a cafe, community centre or garden centre. They are friendly and approachable and take time to listen to understand people's concerns and feelings. Together the individual and the Wellbeing Links Advisor will discuss 'what matters' and identify any local support or opportunities that may be useful. The Advisor will follow up by providing relevant information or introducing the person to relevant support groups or services. The service aims to be informal and flexible depending on each person's needs.

# How can I find out more?

Ask at your GP Surgery. The Wellbeing Links Advisor for Chepstow, Caldicot and Tintern is Angela James. Lisa Hopkin is available for surgeries in Monmouth, Raglan and Trellech, and Lyra Vaz covers surgeries in Abergavenny and Usk.

Miranda Thomason

# AUTISM

The Autistic Minds Virtual Support Groups are a safe space for autistic (or people who identify as autistic) individuals to get together to share ideas and plan and take part in activities. They help to alleviate a sense of isolation, improve communication and are an opportunity to create a support network and possibly develop friendships.

Their Virtual Support Groups take place weekly and are currently running online . Please see the Caerphilly Community Hub page for details on groups running for the Caerphilly autistic and autism community. The groups have been developed to suit the needs of the individuals in each group in very diverse ways. One group has been running for over two years and is still as dynamic as it was when it started. The subjects covered in conversation range from the latest computer games to world peace and everything in between!

Here is a list of some of the things they have planned within these groups. They hope to get back to in-person groups as soon as possible.

- An 'old school' Dungeons & Dragons game once a fortnight
- Board games
- Craft sessions
- Visits
- Environmental projects



Many of the discussions are on autism, how it affects individuals and shared experiences. They have also supported each other through difficult times and helped people when going through their diagnosis or benefits claims. Many sessions are just a catch-up and chat. They have also had training sessions on first aid and talks on subjects such as relationships.

The groups are a place for personal development and growth in a supportive and friendly environment.

For more details on our support groups please call our HelpHub on 01443 844764 or email hello@autisticminds.org.uk.





Autism Wales, is the national autism site for Wales. On the website you will find information about what autism is, and what services and training opportunities are available online and across Wales. The website is helping to deliver the Welsh Government autism vision and strategy and has a key place in ensuring that Wales is an autism friendly nation.

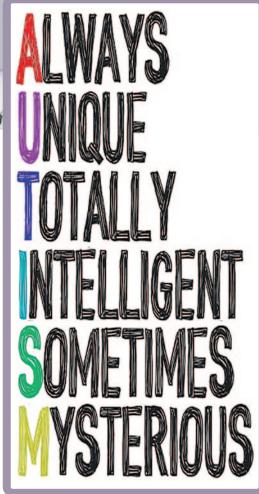
There are also a wide range of free downloadable resources that have been developed with autistic people, parents/ carers and professionals from across Wales.

It is estimated that autism affects 1 in 100 people, together we can help improve the knowledge, awareness and understanding of autism to make positive and lasting changes to people's lives.

For the most up to date information and to find out what is Gwent Integrated Autism Service

Telephone: 01633 644143 • Email: asdservice.abb@wales.nhs.uk

Helping to improve the lives of autistic people and their families in Wales.





# **DUTY DESK** CONTACT DETAILS

For adult social services, please contact our FISH (Finding individual Solutions Here) duty lines:

- Monmouth/Usk/Raglan:
- Abergavenny:
- Chepstow/Caldicot:

01600773041 01873 735885 01291 635666 For children's social services, please contact the following duty lines:

- Child Duty & Assessment Team: 01291 635 669
- Long Term Support Team: 01291 636 355
- Children with Disabilities Team: 01291 635 721
- Placement & Support Team: 01873 735 950

# **GRASS ROUTES** COMMUNITY TRANSPORT

The Grass Routes transport scheme is a responsive flexible bus service that makes trips on request.

It operates low floor, fully accessible vehicles with volunteer drivers.

The scheme is operated on a membership basis and is open to all members of the community. Details of scheme

To book a journey on the bus, members of the scheme need only call a free phone number that operates from 9am to 4.30pm.

Call 0800 085 8015 at least 24 hours in advance, to book your journey with the Grass Routes support team.

There are scheduled routes for each day between main towns, which are flexible depending on demand. The bus operates between 9am and 4.30pm depending on route, Monday to Friday, serving all the main Monmouthshire towns and outlying areas.

The cost of membership is a one off payment of £5 per household of up to four members.

# Monmouthshire chooses accessible Tucanas for community transport scheme

Two new Mellor Tucana II buses have been added to the fleet of the Grass Routes Community Transport Scheme operated by Monmouthshire County Council.

Grass Routes is a flexible service with a timetable that can be adapted to meet the demands of passengers.

While the Tucana II boasts a seating capacity of 16 and up to four wheelchairs, it is designed to make public transport accessible for all and its neat, compact construction makes it suitable for narrow rural lanes and housing estates where access may be restricted.

The Tucana II includes a variety of features to accommodate less mobile passengers. The Ventura sliding door effectively eliminates the kerb gap while the low floor allows easy, step-free access.



With effect from the 1st of July 2016, there is a new price structure of  $\pounds$ 3.00 for a single journey and  $\pounds$ 5.00 for a return journey made on the same day. There is a 50% discount for under 16's.

Concessionary passes are now accepted on all daily Grass Routes services.

The Grass Routes policy is available on request from them.

# **BECOME A MEMBER**

To become a member, please use the link details below.

https://iweb.itouchvision.com/portal/f?p=customer:ca tegory\_link:::::CUID,LANG:6CAB96549ED5A423502 6F1E805731401A8C0E98A,EN&P\_LANG=en

Please note they are no longer accepting paper application forms and membership fee payments are by card only.

If you need any help filling in the Grass Routes membership form, please call 0800 085 8015.

Debbie Jackson, Fleet Manager for Monmouthshire County Council, said: 'Thank you to the team at Mellor for providing these two new additions to our fleet. They're exactly what we needed and the whole process of detailing our requirements right through to delivery was conducted in a professional and timely manner.

'We look forward to using these vehicles on our services and hearing what our passengers think too.'



The Tucana II is based on the Volkswagen Transporter chassis and features a rapid
sliding door and two manual rear doors which provide wheelchair access via the fold-out ramp. It also has all-age seatbelts and Webasto climate control for passenger comfort and safety.

# THE BRIDGES Community Car Scheme...

Offers Friendly, Flexible, Door-to-Door Transport for People who Require Additional Support Getting to Local Shops, Social Activities or Appointments

We're more than just a taxi service. Our friendly volunteer drivers are there to offer support and companionship to their passengers – just like getting a lift from a friend!

Our service offers you the chance to get out and about in Monmouthshire, for example:

Lifts to and from The Shops Lifts to and from Medical Appointments Lifts to and from Social Activities Lifts to Visit Friends and Family



Our drivers may be able to accompany you whilst you do your shopping or wait whilst you attend an appointment. They are also provided with advice and training on how to assist passengers into and out of a car and how to appropriately support those passengers with mobility problems.

# Friendly, Flexible, Door-to-Door

A comment from one of our regular passengers... "I have used the services of the car scheme with great success and found them to be reliable, punctual and inexpensive"



# HOW THE BRIDGES CAR SCHEME WORKS

- Our volunteer drivers offer their time freely and use their own cars to transport passengers
- We cover the driver's running costs by charging a fixed rate fee per mile
- The cost of each journey is paid for by the passenger who will be advised of the details at the time of booking
- All our drivers are required to show us their motor insurance certificate, driving licence and MOT certificate so that we can ensure they are up-to-date
- All our drivers will be asked to undertake a DBS check (formerly known as a CRB check)
- Appropriate information and training is given to drivers to enhance their own safety as well as that of a passenger
- All our passengers are asked to complete a registration form so that we are aware of their individual needs and can best-match them with a driver. A Car Scheme Co-ordinator will visit a passenger at home to undertake this process.



# FREQUENTLY ASKED

# Who is behind the Car Scheme?

The Bridges Community Car Scheme is a Bridges Centre initiative. Bridges is a respected, communityfocussed charity based at Drybridge House in Monmouth. We work closely with Community Connections across Monmouthshire.

# Who manages the Car Scheme drivers?

The Car Scheme is managed by experienced coordinators who fully understand the needs of both drivers and passengers.

# Do you have to register with the Car Scheme?

We are aware that our passengers have individual needs. It is therefore important that all passengers are registered with us. This means that we can carefully match a passenger with a driver so that the journey is as enjoyable and friendly as possible.

## How far can a journey be?

Most of our requests are for journeys in and around main towns of Chepstow, Caldicot, Abergavenny and Monmouth, but we can also take passengers to hospital and other appointments outside the local area.

## How much does a journey cost?

We are a not-for-profit organisation but there is a charge for each journey to cover the drivers' expenses. We charge 45p per mile and a booking fee (currently 50p).

How much notice of a journey do you have to give? We ask that a passenger gives us at least three days' notice of a required journey.

# We're always looking for friendly, enthusiastic volunteer drivers

If you have a couple of hours to spare now and then and would like to help local people to get out and about, please contact Marianne on 01600 887568.



## **NEED HELP WITH TRANSPORT?**

Call Us On: 01600 228787 or Email them at carscheme@bridgescentre.org.uk.

The Bridges Centre at Drybridge House, Monmouth; and the numerous community activities, events and initiatives they offer throughout Monmouthshire.

Bridges is an independent Monmouth-based charity, established in 1984, whose aim has always been to enhance the wellbeing of the local community. The base for its work since 2003 has been Drybridge House, an important part of Monmouth's heritage.

Drybridge House now opens its doors to young and old alike; its spacious interiors welcoming and able to accommodate the diverse needs of mother and toddler groups, children, young people with learning difficulties and social challenges, the able-bodied, the elderly, the vulnerable and the socially isolated.

Bridges supports vulnerable people They make a difference to the lives of older people, rurally isolated people, young adults with additional needs, people with mobility challenges and those who are economically disadvantaged.

Bridges is a focus for the community and a place for people to meet

It's a place where people can be fit and healthy, learn new skills, make friends, build social connections, contribute through volunteering and become more resilient.

# **SUPPORT** for people with dementia in Wales:

# The care needs assessment Support for people with dementia in Wales.

Your local authority (local council) has a duty to assess the care needs of a person with dementia.

# What is a care needs assessment?

A 'care needs assessment' aims to work out exactly what the person's needs are, and the level and type of care and support required to meet these needs. It will also help the local authority to decide whether or not someone is eligible for care and support funded by the council.

Even if the person is not eligible, the care needs assessment may still be useful, as it might provide valuable information on the kind of care and support that is required, and which can be accessed through other options. A local authority cannot refuse to carry out an assessment because they think the person will not be eligible for funded care and support.





# How do you get a care needs assessment?

There are a number of ways someone can get an assessment. The person needing the assessment can request it themselves from their local authority's social services department (this may be called different things in different areas, eg adult services). Alternatively, contact details should be on a Council tax bill or available at the GP surgery or local library.

There are also a number of other people who can arrange the assessment on behalf of the person:

- The person's GP, consultant or another health or social care professional can make a referral to the local authority.
- A carer or relative can contact the local authority asking for an assessment.
- If the person is in hospital, a hospital social worker can make the referral.

If the assessment is requested on behalf of someone else, the person making the referral must get the individual's consent before contacting the local authority. Some people with dementia may lack the ability (known as 'mental capacity') to give this consent. Go to The Alzheimer's Society Website for this and more information.



# LEISURE CENTRE PASSESS

If you are a carer registered with us at GAVO, and would like to access your local Leisure Centre, Caldicot, Abergavenny or Monmouth, at a 25% discount, then get in touch. I can email or send you a form to complete, return to me at , carers.co-ordinatoe@gavo.org.uk . I will then forward it onto the Monmouthshire county Council for processing and you will get a 25% discount.



A micro carer is a self-employed care worker who provides flexible, personalised support and care to citizens who live in their local area. Micro carers can support people locally by providing care to those in receipt of direct payments and/or those who are able to self-fund their own care.

The type of support a micro carer provides will depend on their experience, training and what they're comfortable delivering.

The type of care and support services that a micro carer might offer are (but not limited to) home care services, respite for carers, leisure and wellbeing activities, help with personal care, cleaning and other domestic duties, pet care, help with gardening and companionship.

## The Micro Care Directory

If you're looking for a care and support service and would like to make an enquiry, you can contact a micro carer directly via Monmouthshire's Micro Care directory on the Dewis Cymru website. You can find a link to the directory on the Monmouthshire Council Micro Care webpage, under the 'Finding a Micro Carer' section.

The Micro Care directory contains a list of micro carers who have met the quality standards laid out in Monmouthshire's Micro Care Code of Practice. All micro carers are responsible for the information they enter onto the Dewis Cymru website about their micro care business and for keeping this information up to date.

Micro carers that have been entered onto the directory have the following in place:

- Public Liability Insurance
- Enhanced DBS Certificate

- HMRC Registration
- Policies and Procedures (Confidentiality Policy, \ Service Agreement, Privacy Statement, Complaint Policy)
- Training Certificates (all micro carers are asked to complete Manual Handling training, Care of Medication training, Emergency First Aid at Work, GDPR and Data Protection and Safeguarding Awareness)

All micro carers self-declare that they fully understand their responsibility to meet the quality standards in the code of practise.

Should a micro carer fail to meet these standards, we reserve the right to remove them from the directory.

### Is Micro Care right for me?

There are many benefits to having your own micro carer. Using a micro carer will give you greater control over how your care is delivered without the responsibility of becoming an employer. Micro carers are sole traders and will be responsible for their own public liability insurance, paying their tax, national insurance, sick pay and pension. Many micro carers operate in small geographical areas, delivering care to small numbers of people, which enables them to be more adaptable in the way they meet your care and support needs.

Although Monmouthshire Council have conducted the checks listed above, we cannot accept any liability for the services they provide as they operate as independent care providers. It is recommended that you interview the micro carers yourself and conduct any checks you deem necessary before signing an agreement with a micro carer.

If you would like any further information, please do not hesitate to contact a member of the micro care team on microcarer@monmouthshire.gov.uk, 07977094126.

# Your letters and voice...

### "Hello Peta

Some time ago all my thoughts were on looking after my husband at home, and, although, encouraged by Sue to accept opportunities to meet friends in similar circumstances, it was only after receiving the "Carers Newsheet - a partnership between GAVO & Monmouthshire C.C " - that we decided to accept your invitation to visit the Pontypool & Blenavon Railway.

Throughout this visit - which was in wonderful and beautiful scenery, we felt supported and welcomed in every way. It was lovely meeting Peta and some of the volunteers - we had no hesitation in attending the next function.

The meeting and lunch at St. Pierre, again, gave an opportunity to meet and share. Today (25th January)- we have just returned from the New Year Lunch at Monmouthshire Golf Club which was so impressive and thoroughly enjoyed by everyone.

These visits are proving to be more than beneficial to our well-being and give an opportunity outside of the home to relax and enjoy. We are so grateful for these occasions, and appreciate all you and your team are doing. Thank you."

# Aubergine with Tomatoes, Harissa & Almonds.

Serves 4 - Prep time 10 minutes, cooking time 45 minutes.

# INGREDIENTS

2 aubergines cut into 1cm slices 20 gms Harissa 1 Red Onion chopped to make half moons 8 Large Tomatoes, halved 40 gms Flaked Almonds Salt, Olive Oil 25gms Coriander. Serve with Cous Cous and natural Yogurt; 1 Preheat oven to 180 c fan /200 c gas mark 6

2 Lay aubergine slices in one layer onto a large baking tin, brush both sides with harissa and 2 tbsp Olive Oil. Mix onions slices with the rest of the oil, and scatter over the aubergines.

3 Tuck the tomato halves around the dish and season. Put in hot oven for 30 minutes then top with almonds and return to the oven for a further 15 minutes. Scatter with Coriander and serve with Cous Cous and Yogurt... Enjoy.

From Richard Norman

Irene Cameron.

The Carers events have been such a great way for me to get the chance to relax a bit and have some much needed 'me' time. I was very lucky to go on the Blaenavon railway with a cream tea last year and for a delicious three course lunch at the start of this year.

I met some lovely people and I'm really looking forward to attending more events this year.

Thank you so much!

From Jem Jenkins-Jones



# THE Bank Holiday Monday 8 May

https://thebighelpout.org.uk/



# BHO

# What we know so far...

- In the King's Coronation plan announcement, the news of the Big Help Out (BHO) was included.
- The BHO is a volunteering campaign formed by the Shaping the Future with volunteering charities and the Together Coalition (predominantly large UK charities & household names). The 'Thank You' day campaign (2 July) is also led by the Together Coalition.
- There will be other campaigns to help share volunteering messages that follow on from this including Volunteers Week, and the month of communities in June
- There is an intention for this campaign to be held on an annual basis.

# The BHO aims to:

- Mobilise people on the Bank Holiday Monday (8 May) of the coronation weekend to make a difference in communities by volunteering
- Create opportunities in every community to take part in local volunteering - e.g. taster volunteer sessions – which could lead to longer term commitment
- Tell a story about the personal and community benefits of volunteering.

# BHO objectives are:

- More people considering volunteering, especially from backgrounds who don't traditionally volunteer
- Increased traffic and interest to volunteering platforms and volunteering organisation's home pages
- More people being able to find or create a volunteering opportunity in their community.

# Two types of lasting power of attorney

# **Health and welfare decisions**

A health and welfare lasting power of attorney gives people the power to make decisions about things like:

- your daily routine for example, washing, dressing and eating
- medical care
- moving into a care home
- life-sustaining treatment

You apply and register it now, but it's only used if you can't make your own decisions in the future.

# **Financial decisions**

A finance and property lasting power of attorney gives someone you trust the power to make decisions about your money and property, for example:

- paying bills
- managing a bank or building society account
- collecting benefits or a pension
- selling your home

These powers can be used at any time, but only if you say it's ok.

# Lasting power of attorney

# The 2 minute summary

- It's a myth that close family or friends can automatically make decisions on your behalf if you need them to
- A lasting power of attorney means someone you trust can quickly, easily and legally step in
- You keep control by deciding WHO can speak for you,
   WHEN they can speak for you, and WHAT they can say
- It's not just about money your choices about your health and care also need protecting
- If things are straightforward, you don't need to seek legal advice
- Registering a lasting power of attorney is probably easier and cheaper than you think. Depending on your circumstances, it can even be completely free

# What to do next

Talk to someone you trust today about creating a lasting power of attorney. Or, if you'd like to know more:

# Visit gov.uk/power-of-attorney or call 0300 456 0300



Office of the Public Guardian

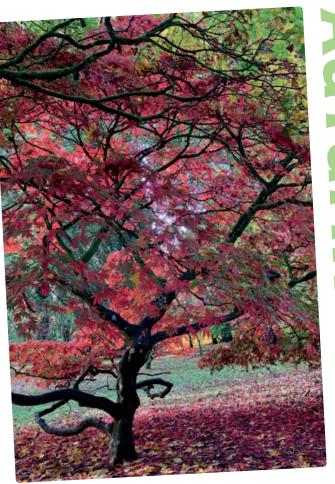
# Steam Railway Trip, September 2022

We all met at the beautifully restored Station at Bleanavon & Pontypool railway. It was like stepping back in time, sometime in the mid last century. The carriages themselves had been lovingly and faithfully restored to their former glory. We had a carriage to ourselves. Our journey began, lots of steam, the calling of the trains whistle, the station master in his uniform and flag, waved us off under a huge plume of steam. The ride lasted around an hour with a stop where the engine detached itself from the train carriages and moved off and then reattached itself to the front. When we arrived back at the station we went into the café where we all had a wonderful cream tea. All the people working there are volunteers, everyone was welcoming and clearly enjoyed their roles at the station.

We hope to go back again at some point soon, so please look out for the details in the Newsletters to come.



# WESTONBIRT



The of Care Arbo the a hedg whe eat a guid plan able go a sec Spr us form Se ord

The coach trip took some of our Carers and staff to Westonbirt Arboretum to enjoy the colours of the autumnal trees and hedgerows. There is a café where you can get something to eat and drink. The staff also do guided walks and talk about the plants and trees. Our group were able to take themselves off and go at their own pace. There is a second Westonbirt visit this Spring, If you would like to join us then complete the enclosed form post it back to me at Sessions House or email it to me at carers.coordinator@gavo.org.uk.

