

When you are looking after someone

A guide for Unpaid Carers in Monmouthshire



monmouthshire
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Register with Monmouthshire Carers Network

Name:

Address:

.....

Phone number:

Email address:

Date of Birth:

Do you want to receive correspondence in Welsh, English or both? (Please circle your preference).

Do you want to receive information via: Email or Post (Please circle your preference)

I wish to register with the Monmouthshire Carers Network. In return, I will receive bi-annual carers newsletter, invites to carers events and access to training opportunities

I understand that my personal data will be shared between these partner organisations for purposes related to the Monmouthshire Carers Network 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

Monmouthshire County Council

County Hall

The Rhadyr

Usk

Monmouthshire

NP15 1GA

or email: carers@monmouthshire.gov.uk

Chapter 1

Who is a carer?

The definition of a carer under the Social Services and Wellbeing Act (Wales) 2014 is:

A person who provides or intends to provide care for an adult or a disabled child.

This does not include people who are paid to provide care to someone under a contract, or as part of a voluntary work assignment.

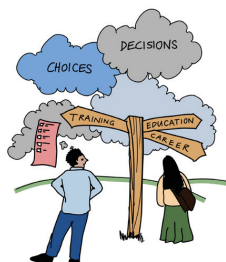
There is no upper or lower age limit to being a carer. Taking on a caring role is a personal choice. Nobody – including professionals -should assume that anyone will become a carer. If you do not feel that you can provide care for someone you have the right to say so and other people including professionals must respect that decision.

What is a caring role?

Many people do not think of themselves as a carer nor recognise they have a caring role. This may be because looking after someone else has become part of your everyday life.

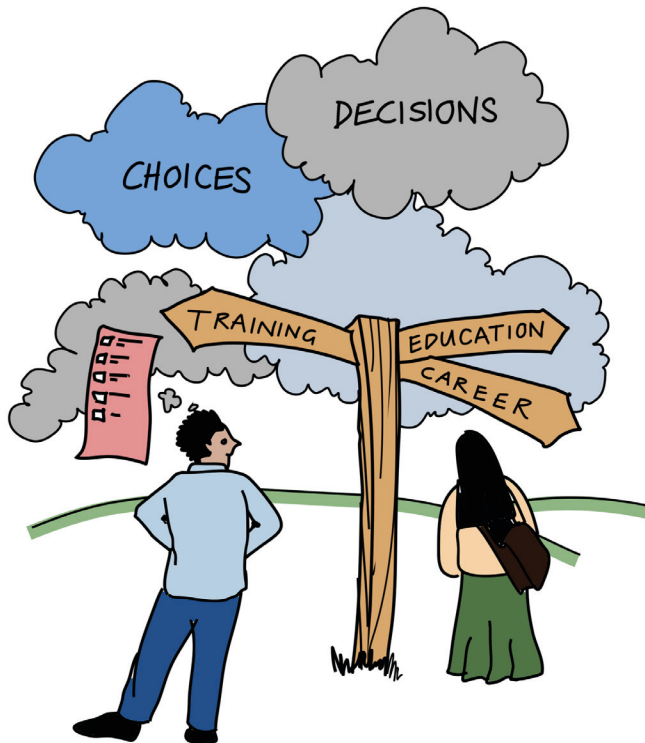
Do you recognise yourself doing any of the following for someone?

- Personal care – helping someone to wash or dress, helping someone to the toilet
- Cleaning
- Shopping
- Preparing meals
- Helping administer or organise medication
- Driving to appointments
- Checking in on someone – in person or over the phone
- Supporting someone emotionally
- Helping support someone with depression or other mental health issue
- Caring for someone with dementia
- Coping with difficult behaviours – whether caused by illness or medication, or alcohol or drug abuse
- Helping care for siblings because a parent is ill or has a disability?



It does not matter how much time you are spending looking after someone, it is still a caring role

- Carers provide **unpaid** care to an adult or child with physical or mental disability or illness
- Being identified as a carer can open the door to support and information from professionals
- Carers have the right to request a carers needs assessment from the local authority
- Carers can register with their GP as a carer



Chapter 2

Who can help?

Health and Social Care

Finding your way through the health and social care system can be a challenge.

This chapter will look at who could be the right people to talk to in Health and Social Care that can support you as a carer.

Who could I talk to, to support me?

Carers often speak with many professionals about their role as a carer and the needs of the person they care for, and some carers have said it can be confusing keeping track of whom they have spoken with and what has been discussed.

This section explains how Health and Social Care work together in Monmouthshire.

Help from Local Authority and Social Care

Carers Needs Assessment – how it can help

One way that carers are supported is through a carer's needs assessment and a carer, of any age, is entitled to have a carer's needs assessment. **One thing to note: where the person you care for lives i.e. the local authority they live in, is where you as a carer get your support from.**

A carer's needs assessment is a conversation between you and a professional (usually a social worker, social care assessor or a carers support and information worker) to help you to identify what is important to you and to discuss any areas where you may need support.

You will be able to talk freely about your caring role, explore what support you may already have in place so that you're able to identify where you think you may need additional support and how your caring role impacts on your life. You can either have the conversation in your home, over the phone, using digital technology (e.g., Microsoft Teams) or even by email – you can use whatever form of communication you are most comfortable with.

You may want to think about what sort of care you are willing to provide for someone and what care you are not willing to provide. You can still have this conversation even if the person you are looking after does not want or has refused any assessment or support for themselves.

Things you might want to talk about:

- What your own physical and mental health needs are and how to manage them
- Managing a work-life balance with a caring role, thinking about your own life and social needs, family life and your caring role
- Managing your day-to-day life
- How you feel about being in a caring role
- Exploring how you can have the time and opportunity to do what is important to you
- How to maintain your own identity and interests
- Future planning for you and the person you care for
- Managing finances

It could be that during your carers needs assessment a service may be identified that can help you as a carer.

Direct Payments to Support you as a Carer

Following an assessment of your needs as a carer, if a direct payment is offered and this is something you want, this means that instead of the Local Authority arranging a care or respite package the money is paid to you directly so that you can employ someone to provide the service. This can give you choice and control and to help you to manage your life as independently as possible. Professional support is available to help you manage the payment if you need it.

To have a Direct Payment you must meet certain conditions and be over 18. Your social worker will be able to tell you more about having a Direct Payment.

Useful Contact Details

Monmouthshire County Council - Adult Social Services – Integrated Teams

- Monmouth **01600 773 041**
- Abergavenny **01873 735 885**
- Chepstow **01291 635 666**

How you can maintain both your own and the independence of the person you care for

It is important to try and maintain not only your own independence but that of the person you are caring for. This will not only help you maintain your own identities and interests but it will give you both peace of mind that you are making time for yourselves.



Useful Contact Details

Careline

Careline is a service that can give you peace of mind if you need to leave someone unattended, that you may think is vulnerable. Careline have a range of technology and resources that can help including personal alarms and more. The Careline service operates 24 hours a day, 365 days a year-it can promote independence and provide peace of mind as well as contacting help when needed.

Careline can provide protection from falls, floods, carbon monoxide, intruders, bogus callers and fire.

**Installation and weekly charge will apply*

Phone: 01633 644466

Website: www.monmouthshire.gov.uk/care/careline

Providing meals

Monmouthshire Community Meals can provide occasional or regular hot meals to the person you care for. This can be useful if you work, have a family of your own, live a distance from the person you care for or are planning to go away on a break. As well as providing a meal Monmouthshire Meals can also assure you that someone will be calling in to see the person you care for and check in on their wellbeing. To learn more, visit the website or give the team a call.

Phone: 01873 882910

Website: www.monmouthshire.gov.uk/meals

Disability Advice Project (DAP)

DAP provides a welfare rights service to support disabled people, their families and carers. They can provide independent specialist advice and offer:

- help completing forms
- accurate and appropriate advice
- to assess your full entitlement to services and benefits
- help building the evidence you need for claims and appeals
- to attend appeals with you
- put you in touch with other relevant support agencies

Phone: 01633 485865

Sensory Impairment Team

The Sensory Impairment Team within Monmouthshire work with people and their carers who have a sensory loss. This can be sight or hearing loss, or both. They can help people remain as independent as possible within their own homes by providing advice, information and/or training where necessary in all aspects of daily living. You can ask your local Integrated Service Team about this service (see contact details in Chapter 2)

You can ask your local Integrated Service Team about this service (***see contact details in Chapter 2***)

Help from the NHS

GP and GP Registration scheme for carers / young carers

Most people who have a caring role will turn to their GP for information and support which is why it is important for you to register yourself as a carer at your GP practice because:

- it alerts your GP to the fact that you are looking after someone. If your GP knows that you are a carer it can make it easier for you to have a conversation with them about how your caring role is impacting upon you
- your surgery will know to include you in any relevant health initiatives such as the flu jab
- It will also allow you to ask about an information sharing form that you and the person you care for can fill in. This gives the GP permission to share information about medication or medical conditions with the carer if the person being cared for agrees to this.

If you speak to the receptionist at your GP practice they will be able to tell you how to register as a carer with the practice.

Help from Opticians, Dentists and Pharmacists

Check with your dentist, optician or pharmacist to find out what services they offer. For instance, if you are caring for someone who is unable to leave their home, you can ask their optician or dentist if they are able to offer home visits. Pharmacies may also be able to arrange to pick up prescriptions from your doctor's surgery and deliver your medication to your door.

Supporting someone to receive 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. As a carer if the person you are looking after is being assessed for CHC, you should be included in those conversations too.

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)

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.

Website: <https://abuhb.nhs.wales>

Supporting and Caring for Someone Upon Hospital Discharge

You may have been looking after a relative or friend before they were admitted to hospital, or it could be that upon admission to hospital you become aware that a relative or friend will need support when they come home. If you know someone you are caring for is going into hospital, **or if you** are going into hospital yourself it always helps to speak to your local Integrated Service team so they can make provision for the hospital discharge process. If an admission to hospital is unexpected for you as carer or for the person you care for, either speak to a member of staff at the hospital to contact the Hospital Discharge Team or contact your local Integrated Service team so that hospital discharge process is put in place.

However, prior to someone being discharged from hospital you should be involved in the conversation about what care you can and cannot safely provide, and what care you are prepared to give the person when they come home.

The Hospital Discharge Team is there to help you and the person you care for to come home safely and with the appropriate support. Whilst the ward staff should contact the Hospital Discharge Team on your behalf it is advisable that when you visit the ward, you should ask the ward staff to refer you and the person you are caring for to the Hospital Discharge Team.

The Hospital Discharge Team can guide you through the procedures both before and after someone is discharged from hospital. They also stay involved after someone comes home to make sure that you, as a carer and the person you are caring for are safe and supported.

Age Cymru Gwent hospital discharge scheme

Age Cymru Gwent support workers can offer help to people and their carers when they are discharged from hospital. This service operates Monday to Friday, is free of charge and is in addition to any help that social services or other agencies may already be providing. They can advise and support on the following-

- Monitoring, emotional support, general advice
- Nutritional needs/shopping
- Benefits or financial assessments, including form filling help and applying for grants, blue badge etc
- Liaising with other agencies
- Help with trying to meet physical and personal care needs
- Free home security, fire alarm checks and energy issues
- Home adaptations

You may be referred to this service by hospital staff, social services, family members, a friend or carer or you can contact them personally.

Phone: 01873 850619 Email: hdsmon@agecymrugwent.org



Chapter 3

Carers and Finances

Caring may take a toll financially. Some carers have said that they have had to reduce their working hours or give up paid employment to take on a caring role, which could mean a drop in income or the person they care for has had to finish work because of disability or illness.

However, there are many organisations that can offer financial support and guidance such as benefit checks, budget planning and managing debt. Specialist support may also be available from certain industries or companies for ex-employees or their family members e.g. those who have served in the armed forces or have worked in a specific area such as the agriculture sector.

Benefits and Maximising Your Income

Making sure that you have the benefits that you are entitled to is a way to help maximise your income.

Useful Contact Details

Age Cymru Gwent

Advice and information on state benefits, finances and other information for over 50s, and they can help with form filling.

Website: www.ageuk.org.uk

Carers UK

Produce a wide variety of factsheets on claiming state benefits.

Website: www.carersuk.org

Phone: 02920 811370

Money Advice Service (MAS)

Free and impartial advice about money, budgeting and debt management

- Advice and guides to help improve finances
- Tools to help keep you on track and plan ahead
- Support in person or over the phone

Phone: 0300 5005000

www.moneyadvice.service.org.uk/en



Turn 2 Us

Turn to Us is a national charity that supports people experiencing financial difficulties. It can help to with finding the right benefit and looking at available grants.

<https://www.turn2us.org.uk/>

Pension Service

Offer advice about pensions and benefits to people aged 60 and over.

Welsh: 0845 6060275

English: 0845 6060265

www.gov.uk/contact-pension-service

Universal Credit Helpline

You can learn more about Universal Credit online or by phonephone

Phone: 0800 328

<https://www.gov.uk>

Pension Credit Claim line

Phone: 0800 991234

www.gov.uk/browse/benefits

Department of Work and Pensions (DWP)

www.gov.uk/government/organisations/department-for-work-pensions

Housing Benefit and Council Tax

If your household income is lower you may be able to claim Housing benefit and Council Tax benefit to cover all or part of your bill. Council Tax discount or disregards can be given for several 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 help and would like to have some further information, contact:

Housing benefit

Phone: 01633 644650

Council Tax - Revenue

Phone: 01633 644630

Benefits (Council Tax reduction)

Phone: 01633 644644



Chapter 4

Planning for emergencies and thinking ahead

Have you thought about what would happen in an emergency situation if you suddenly found you were unable to provide care? Already having plans in place to cope with this situation could help take away some of the stress if this were to arise.

As part of your carers needs assessment or at any other time you may want to talk about compiling a plan.

Some things you may want to think about:

- can the person you care for be left at home safely, and if so for how long?
 - could they manage alone or with limited supervision for a short period of time?
 - would they be able to contact family or friends if you are unable to?
 - could they contact emergency services or health or social care services if they needed to?
- who could take over if you were not there?
 - Would they have sufficient and accessible information to be able to know what care needs to be provided?

You may want to think about who else can help - people that you could talk to in advance about your plans. Sometimes relatives or friends would be happy to step in for a while to help, and you and the person you care for may be happy with this. At other times you may need further help - for example you may be providing personal care for someone and do not feel that it would be appropriate to ask family members or friends to help with this, so you may need a conversation with social services about this.

If you feel no-one else can do it

If the person you care for is used to having only you to provide care for them or is resistant to accepting help from someone else, you could have a conversation with them about perhaps occasionally accepting some outside help so that they become more confident about having replacement care. This could prove less stressful for them during an emergency.

In an emergency social services can:

- arrange to visit the person you care for at home to make sure they are safe
- arrange urgent care, for example emergency home care or respite care if this is needed
- ensure longer term arrangements are in place when they are needed

Contact the Adult Social Services team for your area.

Making a Plan

Making a Plan

A booklet called “A carers guide to planning for emergencies” is available on request from the carers team or can be downloaded from the Monmouthshire County Council website.

<https://www.monmouthshire.gov.uk/social-care/carers-project>

Carers Emergency Cards

A carers emergency card is available through the carers team or GP surgery. The card can be used as identification in case of an accident or sudden illness. It has space on the reverse for you to write the names of 2 people who can be contacted in case of an emergency.

ICE (In Case of Emergency)

You may want to add an emergency contact number to your mobile phone of someone who knows that you have a caring role. You can do this by entering the letters ICE into your mobile phone contact list under the name (s) of the person (people) you would want to be contacted, and they have agreed to be contacted, if you were involved in an emergency. The emergency services recognise ICE as an emergency contact.

Difficult conversations

Some conversations with professionals or with the person you care for may be difficult. For example, conversations about the person you care for needing temporary or permanent nursing or residential care, or making decisions about your own independent living or educational needs.

Being well informed can help to acknowledge and address the concerns and fears you and others may have and aid constructive conversations with professionals, friends and family members. Knowing what options are available to you can contribute to a more open and positive conversation.

There are a lot of useful resources, both online and available from your local library which can help to prepare for having a difficult conversation.

Legal matters

Wills, Estate planning and Tax planning

Making a will ensures that after death any property and other assets that you own will be passed onto those you wish to nominate. If there is no will in place other people or organisations may be able to claim from your estate. If you have not made a will the next of kin may be contacted to administer your estate, however, this may not always be easy – for example, if they are frail or lack mental capacity.

You can find advice about making a will from your local Citizens Advice Bureau, Age Cymru Gwent and other voluntary organisations, as well as approaching a solicitor independently. Many charities have a designated month (usually March) where they will offer to draw up a will free of charge, though a donation to the charity is usually suggested.

If the person you are caring for does not make a will and you do not think that you have been provided for as a carer (for example if you are living at the same property and you would lose your home), you may be able to make a claim under the 1975 Provision for Families and Dependents Act for reasonable financial provision. For further information, speak to your solicitor or to the Citizen's Advice Bureau.

Power of Attorney

Power of Attorney Power of Attorney is a legal document that allows you to appoint someone to make decisions for you.

There are 2 types of power of attorney:

- Ordinary Power of Attorney – when you give someone else full access to make decisions and take action concerning your financial affairs whilst you still have mental capacity
- Lasting Power of Attorney 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 want to make decisions for yourself

There are 2 types of Lasting Power of Attorney:

- Property and financial affairs
- Personal welfare

A solicitor will be able to help you to set up Power of Attorney-Please seek independent advice for this.

Chapter 5

Looking after yourself

Looking after someone can take a lot of time and energy. Although a caring role can be a very rewarding experience, it is good to make time to think about how you are feeling and how you are taking care of your own health and wellbeing.

Carers Guilt

It is not unusual for carers to say they feel guilty because they do not think they are doing enough or worrying that they may not be getting everything right. It is important to remember every caring situation is unique. Occasionally it's good to take stock and think about all you are doing to support someone with care needs, it could be that some changes need to be made or further help is needed. Recognising the need for change is not a failure and can result in positive outcomes for you and the person you care for.

Coping with feelings

If you find caring is challenging, you do not have to cope alone. You may have a trusted friend or relative you can confide in, or you may prefer to speak to your GP, a social worker or a carer's worker about your situation. It may help if you write down

your feelings and try and identify difficulties before you have a conversation. Do not be afraid to tell professionals what you are finding difficult and please ask for help.

The importance of having a break and time for you

Taking a break from your caring role can relieve some of the stress for both you and the person you care for. Joining a support group and meeting with others who are coping with similar issues can help, or even joining a walking group, cooking class or book club where you do not have to think or talk about your caring role can help too.

Doing things that you enjoy and following your interests can help you feel rested, recharged and less stressed therefore more able to continue caring for someone. When you are busy caring for someone else you may feel that your own interests and plans – even your own identity – have been shelved. You may not feel that you have the time, opportunity or motivation to pursue other interests.

Planning and making time for your own interests can broaden your horizons and it may even help you when the time comes to transition from being a carer, whether that is because you want to take up employment, education etc or to move on when the caring role comes to an end.

Finding the time

Depending on the amount of time you are going to be away from your caring role, you may need to arrange alternative care so that the person you look after is safe and supported. Sometimes relatives, neighbours and friends can step in to help for short periods of time or as a one-off. At other times you may need outside help.

Finding replacement care

Having a break from a caring role is referred to as respite. Respite care can be arranged through social services or can be bought privately from a care agency. Respite can be offered and sourced in a range of forms ranging from a few hours support at home, or for a longer period at an external setting such as a residential care home.

To discuss and explore the right options for you, talk to a social worker, carers support and information worker or contact your local integrated team (***details in chapter 2***)

Some respite options may be chargeable but you will be made aware of this prior to accepting a respite offer (Monmouthshire County Council's charging policy C. 2).

Monmouthshire County Council also commission respite services so that carers can have a break*. This service is not charged for however they can only be arranged through a carer's needs assessment.

****Please note there may be a waiting list for this service.***

Useful Contact Details

Monmouthshire County Council - *Adult Social Services - Integrated Teams

****see contacts for your local team in Chapter 2***

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

Melo Cymru – looking after your own wellbeing

Aneurin Bevan University Health Board have developed a website with partners to look after the mental wellbeing of people living and working in Gwent.

Free self-help resources including courses, apps, videos, audio books and websites to help you look after your own mental health and to develop skills that will support you when life is difficult. All resources are free and in Welsh where available.

Website: <https://www.melo.cymru/>

Mental Health

Finding the right support when you are caring for someone who has a mental health issue is important for both you and the person you care for. Many carers find it helps to talk to someone who understands the diagnosis or how the condition can affect the person they care for, as well as providing information about the ways medication can affect them. The mental health team/staff can signpost and refer carers to organisations that support them.

Some carers have felt excluded from the care and treatment of the person they care for because of confidentiality issues. It can be challenging coping with difficult behaviours caused by a mental health problem. You may feel you need reassurance that you are “doing the right thing”.

Most people with mental health problems are treated by their GP and can be supported through the surgery (Primary MH care). More complex cases can be referred to the Community Mental Health teams (CMHT). The MHT's must follow the Mental Capacity Act 2005 and have a duty of confidentiality to their patients. They will need the consent of the person you care for to share information with you. If you have concerns about the person you care for you can share those concerns with the MH team supporting the person you care for.

Please note all referrals to any mental health service, including the memory clinics and can only be made through the GP.

Useful Contact Details

Community Mental Health Teams across Monmouthshire

North Team covers communities around Abergavenny and Monmouth

South Team covers communities around Chepstow and Caldicot

North Monmouthshire Team for Adults aged 18–64

Phone: 01873 735 548 or 735 593

North Monmouthshire Team for Older Adults (OAMHT) aged 65+

Phone: 01873 735 508

South Monmouthshire Team for Adults aged 18–64

Phone: 01291 636 700

South Monmouthshire Team for Older Adults (OAMHT) aged 65+

Phone: 01291 636 593

Primary Care Mental Health Support Service

Phone: 01873 735 549

Adferiad

Adferiad supports people with severe mental illness and their families to work towards recovery. In Monmouthshire Adferiad offer 1:1 support for carers, including young carers, who are looking after someone with a mental health problem.

They can provide information, advice and advocacy support.

Phone: 01633 264 763 or 07866 702 747

Monmouthshire MIND

MIND support anyone living with a mental health problem in Monmouthshire.

Phone: 01873 858 275

info@mindmonmouthshire.org.uk

Caring for someone with Alzheimer's /dementia

The Older Adult Mental Health Teams (OAMHT) listed previously provide a memory service to the cared for. A GP/ MH practitioner must refer to the service so please ask them about this.

Regular 6 week courses for carers are also run by the OAMHT – The course offers an opportunity to explore and understand the condition and how to support the person with the diagnosis, within group settings, helping you build a support network.

Please see contacts listed previously under Community Mental Health Teams across Monmouthshire

Dementia Connect Service

Free Help is also available through the Alzheimer's Society's Dementia Connect service, which offers online support or phone support through a dementia advisor.

Phone: 0333 150 33 56

Carers Information and Support courses (CRiSP)

The Alzheimer's Society run 6-week carers support courses. You can find more information about local services from the Alzheimer's Society online.

www.alzheimers.org.uk/about-us/our-dementia-programmes/carers-information-support-programme

The Herbert Protocol

A national scheme supported by the police, The Herbert Protocol can reduce risk for people who have dementia, Alzheimer's or limited capacity who have gone missing.

If you are looking after someone you think may be at risk, you can contact Gwent Police who can provide guidance on how to complete a form.

Crimeprevention@gwent.pnn.police.uk

Dementia UK

This is a free and confidential helpline that offers emotional support to anyone, of any age, who is caring for someone with dementia or has a dementia diagnosis.

0808 808 2235

www.dementiahelpline.org.uk

Monmouthshire Carers Network Newsletter, Events and Information

You can register with Monmouthshire Carers Network and receive a twice-yearly newsletter which includes:

- national and local information
- information about carers events, including Carers Week and Carers Rights Day
- Information about training for carers
- updates on legislation that affects carers
- opportunities to meet other carers and invitations to social events

To register with the Carers Network, please fill in the form at the front of this book and return to the address at the bottom of the form.

Training courses for carers

Training courses specifically for carers are organised by the Monmouthshire Carers Team. If there is some training that you think would help with your caring role please let the Carers Network know so they can be taken into account when planning carers training events.

Useful contact details

Monmouthshire Carers Network,
Monmouthshire County Council
County Hall,
The Rhadyr,
Usk

Monmouthshire
NP15 1GA.
Email: carers@monmouthshire.gov.uk

Facebook - Monmouthshire Carers Network

Monmouthshire Carers Network has a Facebook page that keeps you up to date with important information for carers in Monmouthshire.

<https://www.facebook.com/Monmouthshire-Carers-Network-370829399613795/>

Chapter 6

Young carers

A Young Carer is a child or young person aged up to 18 who helps to look after a sibling, parent/ grandparent or other close family member on a regular basis. You may provide emotional, physical or practical support to another person.

You could be caring for someone who needs support due to drug or alcohol issues, a mental health problem or physical disability or illness. You may be supporting someone by:

- Getting shopping, doing the laundry or cooking meals
- Picking up prescriptions, giving medication to the person you care for
- Looking after siblings who have care needs
- Spending a lot of time at home to provide support
- Helping with elements of care

Providing substantial amounts of care can affect your own physical and emotional wellbeing and impact on career and life choices.

Young Carers Assessment

Young carers are entitled to a young carers assessment.

This assessment is an opportunity to have an open conversation about how the caring role is affecting your life and how you cope, and to explore help and support that may be available to you and your family.

A Young Carers Worker who is based with Monmouthshire County Council will carry out the assessment. An appointment will be made to meet up wherever is most comfortable and convenient for the you– either at school, at home or another venue that you would prefer.

Support for Young Carers in Monmouthshire

Monmouthshire Young Carers Service

Young Carers under 18 years of age in Monmouthshire can access information, advice and support to help them in their caring role by contacting the Young Carers Service.

You can talk about the things that are important to you, the challenges you face or what you like or don't like about the caring role you provide. You can also discuss what support may help you to continue to care for someone whilst achieving your personal goals.

The Young Carers Service provides opportunities to meet other young carers, in person and in online activities. They can provide you with reliable information and support from a range of resources, to equip you to care and help you to take care of yourself.

They can link in with your school and doctor to help them to understand the impact of your caring role, so that they can offer you support.

Useful contact details

Young Carers Service

Phone: 07974 630 407

Website: youngcarers@monmouthshire.gov.uk

Chapter 7

When a caring role changes or ends

You may have invested a lot of time, effort and emotional energy in supporting and looking after someone and when the caring role changes or ends, for whatever reason, you may have conflicting emotions or be dealing with loss. Sometimes you may be able to take some time to think ahead about how things could change for you and to start planning for what this could mean for you. At other times the end of a caring role is sudden, or it may not end the way you wanted it to.

Who can help?

Talking is important. Think about who you want to talk to whether it be with family members, friends, professionals, a carers information worker or whoever. Whatever your circumstances you may find that talking these changes over with someone can help you organise your thoughts.

Guidance on financial, legal and housing matters can be found in chapters 3 and 4.

Some useful resources for help at the end of a caring role or bereavement can be found in the Directory

Chapter 8

Supplementary Information

When things go wrong or to give feedback

You may be happy with the good service you have received from an organisation, or on the other hand if you are not happy with the service you may want to make a

complaint. You have a right to make a complaint and 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 so that it can 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

Monmouthshire social services have a leaflet called "How to be heard" which explains how you can leave a compliment or report issues and concerns. You can get this leaflet 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

Phone: 0800 652 4121 (Freephone)

Phone: 01633 644 672

Website: talk2us@monmouthshire.gov.uk (adults)

Website: listen2me@monmouthshire.gov.uk (children)

Whoever is dealing with any complaint you may have will be working with you to try to help you to reach a satisfactory conclusion to the 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 their area. The people who look after your health will do their best to make sure you are treated properly and promptly. However, despite every effort being made to achieve the very best for patients, sometimes problems occur, or the services may fail to live up to expectations. If 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 to

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

Chief Executive Officer
Aneurin Bevan University Health Board Headquarters
St Cadoc's Hospital
Lodge Road
Caerleon
Newport
NP18 3XQ
01633 436 700

You can also email or phone to talk through your concern directly to the Putting Things Right Team at

website: <https://abuhb.nhs.wales>

Phone: 01495 745 656

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 services

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

Information in Other Formats and Languages

This handbook is available upon request in hard copy, large print, Braille, audio version, word format for screen readers etc. Please contact:

Policy Officer Equality and Welsh Language
Monmouthshire County Council
County Hall
Y Rhadyr
Usk
Monmouthshire
NP15 1GA

Phone: 01633 644 010

Email: contact@monmouthshire.gov.uk





Chapter 9

More helpful information and signposts

Gwent Association of Voluntary Organisations (GAVO)

Information on a range of organisations in Monmouthshire that provide support to carers.

Phone: 01633 241550

Beat

National helpline that supports people with eating disorders and their families and carers.

<https://www.beateatingdisorders.co.uk/about-beat/>

ASD and Asperger's Syndrome

ABHB/ MCC Integrated Autism Service (adults and children).

Phone: 01600 730 515

Email: teresajames@monmouthshire.gov.uk or asdservice.abb@wales.nhs.uk

The National Autistic Society

Provides information and support for people with Autism/Asperger's syndrome, and for the people who care for them.

www.autism.org.uk

Building Bridges Project

Activities, fun, friendship and work-related experiences for young people with additional needs aged between 14 and 25 in Monmouthshire.

<http://buildingbridgesproject.org.uk/links.htm>

Magic

Parent and carers support network in Monmouthshire.

<https://www.magicparents.co.uk> or admin@magicparents.co.uk

Trinity Protocol

The Trinity protocol is a risk reduction tool used by the police.

It is an opportunity for parents and carers to register details of those with additional needs, such as Autism (ASD), Global Developmental Delay (GDD), attention deficit hyperactivity disorder (ADHD) or additional learning needs with the police.

You can request a form from:

crimeprevention@gwent.pnn.police.uk

If you require help to complete the form you can ask for assistance from

Neurodiversity@gwent.police.uk

Contact a Family Wales

Provides free information advice line, support and information on issues relating to a child's disability and welfare, including information on rare syndromes. It has a directory of support groups for specific conditions.

Phone: 0808 808 3555 or <https://contact.org.uk>

MENCAP

MENCAP offers support to carers of people with learning disabilities.

Phone: 01291 623 216

NHS

A broad range of information about learning disabilities, going into hospital with a learning disability with links to information for a specific learning disability.

[Learning disabilities - NHS \(www.nhs.uk\)](http://www.nhs.uk)

21 Plus

Support group for families who have a child with Down's syndrome.

Phone: 07813 877 957

The Armed Forces Covenant

If you or the person you are caring for has served or is serving in the armed forces The Armed Forces Covenant directory can help you to identify support in Gwent. You can contact Monmouthshire County Council for further information or visit the Armed Forces Covenant website

Phone: 01633 644 644 or www.armedforcescovenant.gov.uk

Soldiers, Sailors, Airmen and Families Association (SSAFA)

Lifelong support for members of the armed forces and their families.

SSAFA may be able to help with welfare or financial support

Phone: 01633 246 269 or 01633 246 269 or gwent@ssafa.org.uk

Veterans Welfare Service

Run by the Ministry of Defence provides free 1-to-1 support and welfare service to veterans or people supporting a veteran that promotes independence, maintains dignity and provides continuous support through life.

Phone: 0808 191 42 18 or veterans-uk@mod.gov.uk

The Poppy Factory

Offers support to wounded, injured and sick veterans with challenges they may face, especially when seeking employment. They offer an employability service to veterans of all ages.

Phone: 07387 107 209 or <https://www.poppyfactory.org>

Service Personnel and Veterans Agency

The Service Personnel and Veterans Agency can offer support and advice to war pensioners, war widows, their dependants and carers.

Phone: 0808 191 42 18 / 0800 169 34 58 or www.veterans-uk.info

War Widows Association of Great Britain

The War Widows Association gives advice, help and support to war widows and dependants.

Phone: 0845 241 2189 or www.warwidows.org.uk

Care and Repair Monmouthshire

Care and Repair Monmouthshire provides help and advice to people who are older or have a disability to enable them to remain safe, secure, comfortable and independent in their own homes, including grants, disabled adaptations, ramps and grab-rails.

Phone: 01495 745 936 or enquires@crmon.org.uk

NEST

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

Phone: 0808 808 2244 or nest.gov.wales

Healthy Homes, Healthy People (HHHP)

Support people to have warmer, safer and healthier home. Help with enquiries about energy, water, heating, home adaptations and more

Phone: 07795 950 881/ 07889 311 051 or hphp@warmwales.org.uk
www.warmwales.org.uk

Carers Allowance helpline

Phone: 01253 856 123

Pension Credit helpline

Phone: 0800 991 234

For information on all current benefits please see <https://www.gov.uk>

Citizens Advice

Help and advice on resolving legal, money or other problems. Free, independent and confidential advice. Citizens Advice can also help with filling in benefit forms. The website has a wide range of advice on money and other matters.

Phone: 0845 477 20 20 or <https://www.citizensadvice.org.uk/wales/>

Disability Advice Project (DAP)

DAP provides a welfare rights service to support disabled people, their families and carers. They provide independent specialist advice and offer:

- help completing forms
- accurate and appropriate advice
- to assess your full entitlement to services and benefits
- help build the evidence you need for claims and appeals
- to attend appeals with you
- to put you in touch with other relevant support agencies

Phone: 01633 485865 or <https://www.dapwales.org.uk/>

DAP also have a Facebook page for advocacy and advice.

Gwent Access to Advocacy (GATA)

The service is available to Gwent residents aged over 18 who may need help to have their views heard, understand their options in relation to social care and support services they are receiving, or think they may need, and / or exercise more control over decisions that are being made about their social care and support. Carers can also contact the service.

Phone: 0808 801 05 66 or <https://gata.cymru/>

Age Cymru Gwent HOPE (Helping Others Participate and Engage)

Advocacy service is independent of other services and agencies. It's free of charge for anyone who is aged 50+, or a carer of an older person.

Advocates can ensure people listen to your views, wishes and feelings so you lead the decision making.

Phone: 07943 186 766

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

Offers grants to support members of the farming community in need or facing hardship or distress. If you have worked in agriculture they may be able to help.

Phone: 0800 188 4444

Working Families

Helps working parents and carers and their employers find a balance between responsibilities at home and work. Legal helpline for parents and carers

www.workingfamilies.org.uk

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 to request these.

Phone: 0800 169 2081

The Office of Public Guardian (OPG)

Protects people who may not have the mental capacity to make certain decisions for themselves, for example financial decisions or decisions about their health.

Phone: 0300 456 0300 or www.gov.uk/government/organisations/office-of-the-public-guardian or customerservices@publicguardian.gsi.gov.uk

Gwent Carers Hub

The Gwent Carers Hub offers a one-stop-shop for carers to get information, advice and practical support relating to their care role across the Gwent region.

To learn more about carers counselling courses, legal clinics, regular “keep in touch” support calls, and workshops on topics such as managing feelings.

Phone: 01495 367 564 or <https://www.ctsew.org.uk/gwent-carers-hub>

Ready Steady Go

Ready Steady Go is an activity club where young children with an Autism diagnosis can learn to socialise, play and have fun in a considerate and safe environment on a regular basis. Toys and equipment are carefully selected for the children attending the club. Also hold seasonal parties and arrange community trips for children and their families.

Phone 07921 839 402

Family Advice Line

Information about family based support services and including benefits advice can be found by contacting

Phone: 01633 644 152 / 07970 166 975 or earlyhelppanel@monmouthshire.gov.uk

Monmouthshire Young Carers advice and information

Phone 07974 630 407 or youngcarers@monmouthshire.gov.uk

The Care Collective

Phone: 01495 769996 / hello@carerfriendly.co.uk

Age UK

A national network of groups providing services for older people. Some Age UK groups offer bereavement counselling.

Phone: 0800 169 65 65 or www.ageuk.org.uk

The Compassionate Friends

The Compassionate Friends is a charitable self-help organisation. Parents who have been bereaved themselves offer friendship and support to other bereaved families.

Phone: 0845 123 2304 or www.tcf.org.uk

Cruse Bereavement Care

Cruse Bereavement Care offers free information, advice and support to bereaved people. Cruse runs a helpline, and can supply a wide range of books, leaflets and a newsletters to support

Phone: 0844 477 9400 or www.cruse.org.uk

Monmouthshire Grass Routes scheme

Monmouthshire runs a 'Grass Routes' community transport scheme. It operates a low floor vehicle driven by qualified volunteers. You can request pick up times and locations (subject to availability). There is a charge for each journey and membership, though concessionary passes can be used. You can register at your local MCC community hub or -

Phone: 0800 085 8015.

Website: www.monmouthshire.gov.uk/grass-routes-community-transport

Help with Transport to Hospital

For NHS appointments. **This is not an emergency ambulance service.** If you need an ambulance for a medical emergency you should always phone 999.

Contact the Non-Emergency Patient Transport Booking Centre as soon as you receive your appointment letter from the hospital and at least 1 week prior to the 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 them at your earliest opportunity. conditions apply.

Opening hours are Monday–Friday 8.30am–6.00pm but not on Public Holidays.

Phone: 0800 32 82 332

Blue Badge Scheme for People with a Disability

The Blue Badge is free. You can ask for an application form by contacting your local Community Hub or phone the Contact Centre or you can apply online. Criteria apply.

****Important ****

Be aware that some websites have appeared offering assistance with Blue Badge applications for a fee. There is no charge for Blue Badges in Wales. Do not apply for a blue badge from anywhere other than Monmouthshire County Council or www.gov.uk If you have been charged by someone for one please let the council know.

Phone: 01291 635700 or contact@monmouthshire.gov.uk or <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 including vehicles, scooters and wheelchairs.

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

To receive publications about the scheme you can contact Motability Operations

Phone: 0300 456 4566 or www.motability.co.uk

Disabled Persons Concessionary Bus Pass

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 Passes

Phone: 01291 635 700

Monmouthshire Shopmobility

If you or the person you care for has limited mobility you can contact Shopmobility to ask about mobility scooter hire so that you/they are able to travel around town and shop independently. To find out how to register and use the scheme contact the area offices below.

Abergavenny

Phone: 0800 298 3656

Monmouth

Based at Bridges Community Centre

Phone: 01600 715 766

Community Transport Scheme

The Bridges Community Car Scheme offers door to door transport for people who require additional support getting to local shops, social activities or appointments.

There is a fixed rate fee per mile, and the cost of each journey is paid for by the passenger who will be advised of the details at the time of booking.

Phone: 01600 228 787

Association for all speech impaired children (AFASIC)

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.

Phone: 02920 465 854 or www.afasic.org.uk

Breathe Easy (British Lung Foundation Group)

Support for people with breathing problems and their carers

Tel: 01792 455 764

British Red Cross – Caring for People in Crisis

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 www.redcross.org.uk

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

Supports older and disabled people to choose the best daily living or medical aids for their 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.

Phone: 01633 245 750

Gwent Cancer Support

Phone: 01495 768 633 / Children and Young People's helpline 01495 760 066

North Gwent Breast Cancer Support Group

Phone: 01873 858 973 or 01873 853 499

Parkinson's Society

Phone: 08442 253 714

RADAR – National Key Scheme

The National Key Scheme offers independent access by disabled people to public toilets. The Key costs around £5 and is available from Monmouthshire Community Hubs

St David's Hospice Care

Information on palliative care services across Gwent

<https://stdavidshospicecare.org>

St David's Bereavement Service

Phone: 01633 851 051 / 07510 848 268 or bereavement@stdavidshospicecare.org

Jointly – Carers UK

Jointly can make caring easier, less stressful and more organised by making communication and coordination between those who share the care as easy as a text message.

<https://www.carersuk.org/search/jointly-app>

NHS App Library

A wide range of apps to help you manage your mental health.

<https://www.nhs.apps-library>

Discounts for Carers

A wide range of discounts on shopping from leading retailers for unpaid carers and paid care staff.

<https://discountsforcarers.com>



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