



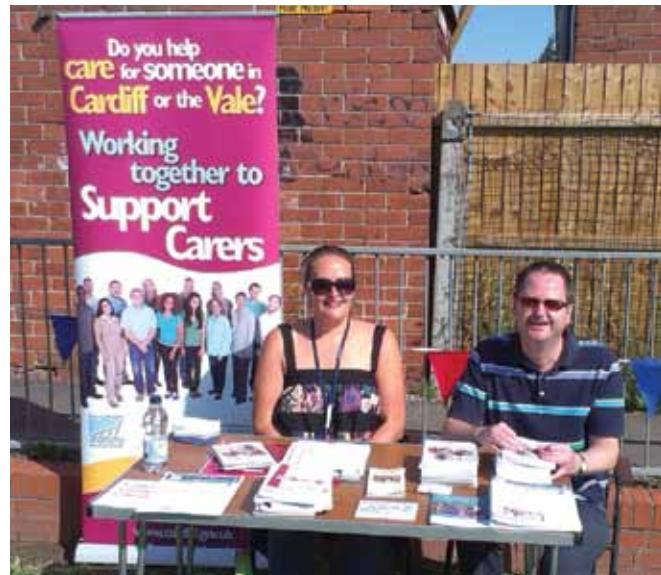
Vale of Glamorgan Carers' Newsletter

September 2014

Carers' Week 2014

As described in Caring Times May 2014, several Information Roadshows and Workshops took place during Carers' Week between 9-12 June. Carers' Week 2014 was hailed as a success with many new carers attending at least one of the workshops and/or separate events held across Cardiff and the Vale. The different events were supported by a very large range of Providers and their feedback was extremely positive, with many stallholders exchanging good quality information with carers and other organisations.

www.valeofglamorgan.gov.uk/carers



Clair Oliver and James Livingstone from the Vale's Carers' Services Team

Pharmacists in Wales urged to support Young Carers collecting medicines from a pharmacy

Supporting young carers in their daily lives is a priority for the Welsh Government, Health Minister Mark Drakeford and Deputy Minister for Social Services Gwenda Thomas said in June to mark Carers' Week.

As part of the commitment to supporting young carers in their interactions with the Welsh NHS, the Welsh Government's chief pharmaceutical officer has issued new guidance to community pharmacists and other health professionals setting out how they should support young carers who need to pick up prescriptions for the people they care for on a regular basis.

The guidance, produced by the Royal Pharmaceutical Society, aims to ensure pharmacists strike the right balance between supporting and safeguarding young carers.

Young carers are children and young people who are under 18 and provide care, support or assistance to a family member or loved one.

As part of the guidance, young carers are actively encouraged to use, wherever possible, the same community pharmacy of their choice. However, this will not always be possible and pharmacies will need to have appropriate procedures in place to deal with this.

Professor Drakeford said:

"The Wales Young Carers Network has recently raised with us the need for pharmacists to recognise and engage appropriately with young carers."

"This guidance, developed by the Royal Pharmaceutical Society, sets out how community pharmacies can support young carers who need to pick up prescriptions for the people they care for on a regular basis. It aims to ensure pharmacists get the right balance between supporting and safeguarding young carers."

"Young carers obviously want to be able to pick up prescriptions easily but pharmacists

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also have an obligation to consider safeguarding issues around handing dispensed medicines to children and young people.

"Pharmacists play a vital role in providing care to people. They are experienced professionals who contribute a great deal to our health service."

Gwenda Thomas said:

"Supporting young carers is a priority for the Welsh Government.

"The majority of young carers are caring for a parent but they may also be caring for a sibling, grandparent or other family member.

"Young carers may need to pick up prescriptions for the people they care for on a regular basis.

"I am determined to listen to concerns of young carers. I'm delighted we have been able to promote the use of this guidance and I would like to thank the Royal Pharmaceutical Society for making it widely available. It is a practical solution to an issue many young carers have raised with me."

Marie Curie - Caring for Carers Carers' Week Celebration 2014

As part of Carers' Week the Caring for Carers Project Wales held an open day at the Marie Curie Hospice, Cardiff and the Vale. Carers caring for a loved one, with a terminal illness were invited to find out how the charity can support them. At the event, Carers had the chance to meet others in a similar situation to share their experiences over afternoon tea. Carers had the opportunity to receive taster complementary therapies such as Reflexology and Reiki.

Members of the Day Centre's Reminiscences

Group were able to showcase their talents and research family histories of Carers and their loved ones whilst enjoying a musical performance from members of the Penarth Choir.

The event closed with a Balloon Release from the Hospice's hill-top gardens to celebrate the start of Carers' Week 2014.



Sarah Johnson, from Marie Curie, on their Open Day



Susan Court, Project Manager for Marie Curie's Caring for Carers Project Wales said:

"An event like this recognises the great work Carers provide for their terminally ill loved one.

"Taking on a caring role is not easy especially if people are not aware of the support that's available to them or do not know where to go for guidance, our project gives carers practical information and support, helping them build skills and confidence in their caring roles."

To find out more about the Caring for Carers Project Wales visit www.mariecurie.org.uk/caringforcarers

Or if you know or work with Carers groups who may benefit from 'an end of life awareness' session please contact susan.court@mariecurie.org.uk

Patient Information Centre – University Hospital Llandough

In May 2014 we were delighted to open our new Patient Information Centre at University Hospital Llandough (UHL). Situated just off the main corridor, near the café, the Centre is there to provide information and support for patients, visitors and staff. Members of the Patient



Experience Team are regularly on hand to talk to anyone who drops in and where we can, we will provide information about healthcare support and answer or follow-up any queries you may have. We have also been fortunate in recruiting a number of enthusiastic Health Board volunteers who have been trained to assist in staffing the Centre.

In addition, the Advocacy and Concerns Team, consisting of members of the Health Board's Concerns Team and Cardiff and Vale Community Health Council, will be at the Centre to deal with these specific issues, every Tuesday and Thursday (please contact Kay Holton on 029 2074 5692 for further information).

We are delighted that the following organisations - Women's Aid Cardiff, Vale Credit Union, Alzheimer's Society and Friendly Advantage - have agreed to have a regular slot at the Centre. Other third sector partners are also welcome to use this space on a regular basis.

Our own Carer Support Officer based at UHL will also be on hand every week. She will be happy to assist with any queries from people who are unpaid carers for family members or friends, and to arrange Carer's Assessments where needed.

Since we opened in May, over 200 people have visited the Centre. Of these more than 100 made enquiries about a variety of services, ranging from information on local bus times and lost property to discharge planning and organ donation. Our staff and partners are there to help – please call in!

Our aim is for the Centre to be open every day between 9am and 5pm. At present however, the hours will vary from day to day, so please check the details on the board outside the Centre or on the Health Board's website: <http://www.cardiffandvaleuhb.wales.nhs.uk/uhl-contact-information>

Finally, please consider calling in to our official opening of the Centre on Wednesday 17th September at 3pm. This event is open to anyone and is an opportunity to come and gain a better understanding of the help and support we aim to provide.

Do the people you care for watch Freeview TV?

The arrival of 4G mobile phone services in the Vale of Glamorgan area may cause problems with Freeview TV services, leading to a loss of sound, blocky images, or loss of some or all TV channels for a small number of households. People you support may need your help and guidance.

Those who watch TV via cable or satellite are unlikely to experience any problems.

The Solution

Households affected by 4G disruption will have only noticed this recently, and they are likely to have received a postcard from the organisation called at800, warning that their Freeview TV reception could be disrupted.



Households that are affected can be provided with a free at800 Filter, which will make the TV less sensitive to 4G transmissions. Many viewers will be able to fit the filter themselves, otherwise, at800 can arrange for someone to visit and fit the filter, free of charge.

Viewers can access help or information by calling the at800 Contact Centre, on:

- 0333 31 31 800 (Calls from landlines and mobiles are typically included in free call packages and inclusive minutes).
Or
b) 0808 13 13 800 (Free from landlines).
For more information, you can visit the website at www.at800.tv

Blind Veterans UK reaches out to veterans and their carers in the Vale

Blind Veterans UK is the national organisation for vision impaired ex-Service men and women and their families. The charity believes that no one who has served our country should have to battle blindness alone.

Blind Veterans UK provides what each veteran and family needs to help them adjust to life with sight loss – that could be anything from emotional support at home to respite care for the veteran at one of the charity's service centres to give the carer a rest.

"For someone to lose their sight, it is not only difficult for them, but for those around them too," says Fiona Trolley, Blind Veterans UK's welfare officer for Cardiff and the Vale of Glamorgan. "This is why Blind Veterans UK makes sure its free support is available to the whole family.

"Blind Veterans UK provides carers with access to a specialist listening and counselling service to ensure that they are fully supported in their roles. At the charity's centres, the care services give respite to both carers and veterans, as well

as plenty of recreational activities.

"The charity works to rebuild independent living skills, so that veterans and their families can adjust to life with sight loss. Carers can take part in dedicated group sessions with our staff and other carers, so that they can speak to others who are in a similar situation, and be supported in their role, as well as being reassured of the amazing job they do."

Blind Veterans UK currently supports over 5,000 ex-Service personnel and their carers and family members, by providing rehabilitation, training and equipment as well as emotional and practical support. The charity has three service centres in Sheffield, Brighton and Llandudno, North Wales.

If you care for a veteran with vision impairment, or know someone who does, request Blind Veterans UK's free, lifelong support at www.noonealone.org.uk or call freephone 0800 389 7979.

Accessing Your GP Surgery Update

The Cardiff and Vale of Glamorgan Community Health Council (CHC), "Your NHS Watchdogs", have completed a programme of monitoring visits, which incorporated every main GP Practice in Cardiff and the Vale of Glamorgan. This programme was undertaken between September 2011 and December 2013 (for more information about the survey see Caring Times March 2014).

As part of the monitoring process, the CHC undertook patient satisfaction surveys at each practice and, in the 28 months it required to complete the programme of visits, the CHC distributed a total of 15,000 questionnaires to 67 main practices, receiving 8,075 responses which equates to a 54% response rate.

The final report incorporates not only the patient experience captured within these surveys, but also patient comments and views provided during



the visits, issues highlighted by practice representatives and the observations made by members.

Should you wish to view the full report and supporting documents they can be found on the CHC website, under the Primary Care / General Practice / GP Inspections 2011-2013 sub-headings; you can also find your own General Practice using the alphabetical index on this web page.

Web address: www.communityhealthcouncils.org.uk/cardiffandvale - or alternatively you can contact the CHC on 02920 377407 for a copy of the report. For more information about Carer's Support from the Royal College of General Practitioners visit www.rcgp.org.uk/carers (This website has a short clip of Clare Gerada former Chairperson of the Royal College of GPs on five simple ways GPs can make a difference for carers).



Handyperson Carers' Service

Every now and then, we all need a little bit of help with those small building repairs, minor works and niggling 'odd jobs' that need doing in our homes. If you are a carer or receive informal care from a relative, friend or neighbour, then Care & Repair in the Vale's Handyperson Carers' Service could help you solve these problems.

Our Handyperson Carers' Service supports carers and the people they care for to repair, adapt and maintain their homes, thereby enabling them to live as independently as possible with increased safety, security, warmth and comfort.

We can help carers and the people they care for by undertaking small works including:

- Plumbing repairs such as dripping taps, small leaks, overflows, ball cocks, blocked sinks
- Safety works such as installing handrails or smoke detectors, changing light bulbs or repairing floorboards, stairs and banisters
- Security works such as installing door chains and spy holes, fitting locks to doors and windows
- Miscellaneous works such as changing WC seats, putting up curtain rails, easing doors

Our Handyperson Carers' service is funded by the Vale of Glamorgan Council. Labour is free for carers and the people they care for, but any materials used have to be paid for.

During 2013/14, our Handyperson Carers' Service completed 329 jobs on behalf of carers and the people they care for. The works we undertook were all completed to a high standard. Feedback from carers and the people they care for consistently evidences high levels of satisfaction with the standard of work carried out in their homes and with the standard of customer care provided by our Handypersons.

The following case studies highlight how our Handyperson Carers' Service can help carers and the people they care for:

Mrs J is 81 and a widow and lives in the Vale with her son who has a learning disability. Their kitchen tap had been leaking for some time. Mrs J was very worried that it was becoming progressively worse and might eventually cause more serious problems. Mrs J contacted Care & Repair to see if we could help. The Carers' Handyperson Service visited her and was able to fix her leaking tap. Mrs J was really relieved that her tap was no longer leaking and was very satisfied with the service provided by the Carers' Handyperson Service. She commented, "The Handyperson who called was very polite and friendly and made me feel at ease".

Miss D is 70 and physically disabled and lives in the Vale with her sister who has a learning disability. They have no other family. Miss D was concerned about a curtain rail that had broken in her living room, as they had no privacy without curtains being there. Miss D had tried to find a contractor to repair the curtain rail but could not find one willing to do such a small job. Miss D contacted Care & Repair to see if we could help. The Carers' Handyperson Service visited her and was able to fit a new curtain rail as well as do several small other jobs in her home, including replacing some shelves in her airing cupboard and adjusting her back door which she was having difficulty opening and closing. Miss D was very pleased with the works the Carers' Handyperson Service did. She commented "The kind and helpful Handyperson did several little jobs which had needed doing and made life much easier for me".

For further information on the Carers' Handyperson Service provided by Care & Repair in the Vale, please feel free to contact us or ask someone to contact us on your behalf by:

Telephoning: 01446 704308

Emailing: care&repair@newydd.co.uk

Writing: 121 Broad Street, Barry, CF62 7AL

Priority Service Register with Western Power

Sometimes power cuts can happen for reasons beyond our control. Western Power Distribution, your local electricity distribution network, know this can be particularly worrying if you rely on electricity for medical equipment or if you are elderly, very ill or disabled. If you join the priority services register, Western Power Distribution can:

- Give you a direct number to call in the event of a powercut so you can get straight through to the network
- Agree a password before a visit from the team
- Provide special help, if needed, through Royal Volunteer Service or the British Red Cross

- Ring and tell you about planned interruptions to your electricity supply
- Keep you as informed as possible in the event of an unplanned power cut

Register today!

If you are worried about how a power cut would affect you in the home, please register on the priority services register. Registration is free and it will provide you with peace of mind that if a powercut does happen, you won't be forgotten about.

Please call 0800 917 7953 or register online at www.westernpower.co.uk

Diverse Cymru - Meet the Welsh Ambulance Service!



Do you want to know more about the Welsh Ambulance Service and have the chance to share your views? Come along on Wednesday 17th September from 10.30am-1pm at Pioneer Hall, Beryl Road in Barry (just off Holton Road by the job centre and near to Salem Baptist Church).

The meeting is being organised by Diverse Cymru's Co-Creating Healthy Change project which helps people in Cardiff and the Vale share their views on health and social care services. We organise forum meetings where people can share their views and run training sessions to help people develop their skills and confidence. We particularly encourage carers to take part, as well as BME (Black and Minority Ethnic) people, disabled people, LGB (Lesbian, Gay and Bisexual) people, older people and transgender people. Free



A photo from our meeting in Barry on 5th June 2014 where Keithley Wilkinson, equality manager from Cardiff and the Vale health board, listened to people's views and spoke about why it's important to make your voice heard.

refreshments will be provided and we can also offer to reimburse travel expenses. We can also cover the cost of replacement care (please let us know about this in advance).

If you'd like to attend the meeting or would like to find out more about the project please get in touch with Shelagh on 029 2036 8888 or email shelagh.maher@diversecymru.org.uk Please let us know as soon as possible if you have any access or dietary requirements.

Hafal – Carer Participation



Have you got something to say about mental health services?

I wanted to take this opportunity to introduce myself to everyone and let you all know about my project. My name is Bec Cicero and I work for the Welsh mental health charity Hafal. We've been supporting carers and families in the Vale of Glamorgan for many years and have heard many stories of the challenges they face. We believe the voice of families and carers are important in helping to improve mental health services.

We've set up a project to get your views into the planning and development of services. Many people have felt in the past that decisions about mental health services have been made without them and by the time anyone has asked for their views, it's too late. I want to start a new way of doing things. I believe it's important that people need to be a part of decisions as they are happening, so I have set up a number of opportunities for carers to get involved in the day to day workings of mental health services. There are many ways that you can get involved. You can:

- Help train mental health staff
- Be a part of health planning groups
- Get involved in recruiting and interviewing mental health staff
- Send us your thoughts on what needs to change
- Come along to our carers group and share your thoughts

If you're supporting someone who uses mental health services, you can join our carers' network. We'll send you regular information on all the opportunities and information relevant to you as a carer. We also offer training and support if you want to play a more active role in representing the views of other families and carers.

Get in touch with me for a chat about what we do or to sign up to our mailing list. You can call or text Bec on 07792 653205, e-mail rebecca.cicero@hafal.org or find us on Facebook at facebook.com/hafalcardiffandvale Hope to hear from you soon.

Fuller Working Lives – A Framework for Action

In June 2014 the Department for Work and Pensions published a Report about people leaving work prematurely. Quoting from page 5 of the Report:

"Life expectancy is increasing and the structure of our society is changing. By 2030, the number of people in England aged over 65 will go up by 50 per cent, and the number of people aged 85 and over will double. One in three of the children born today will live to be 100.

This is both a huge opportunity and a huge challenge for Government and will impact on every aspect of society. To ensure we are ready for the challenges an ageing society will bring, we are taking action on employment, welfare, pensions, health and social care.

We want to keep people well and living independently for as long as possible and working longer is one way for people to ensure they have a healthier future with adequate income in retirement".

The Report also includes a section about carers and some of the measures being considered to help carers to remain in employment.

The Report can be seen at www.gov.uk/government/uploads/system/uploads/attachment_data/file/319872/fuller-working-lives.pdf and a summary leaflet can be seen at: www.gov.uk/government/uploads/system/uploads/attachment_data/file/319716/fuller-working-lives-infographic.pdf

Is someone in your care struggling to heat their home?

Nest is the Welsh Government's scheme to help people who are finding it hard to heat their homes and struggling with their energy bills.

Nest provides free advice to anyone in Wales looking to save energy and reduce their bills. Eligible people could qualify for home improvements at no cost including insulation, draught proofing or a new central heating system.

If you know someone who is struggling to heat their home, receives a means tested benefit and owns or privately rents an energy inefficient home, Nest could help.

Enid Davies, of the Vale of Glamorgan, found that she was eligible for a number of improvements through the Nest scheme.

Miss Davies said:

"My house is much more pleasant to live in now and I would definitely recommend the



Nest scheme to others. The workmen wasted no time getting the job done and adopted a courteous manner throughout. The end result; I'm now like a bug in a rug."

Lee Parry, Head of Nest, said:

"Over the past three years we have provided advice to over 50,000 householders and installed energy saving improvements in over 13,000 homes, saving householders an average of £470 a year on their energy bills.

"The Welsh Government's investment has enabled us to reach people who are on the lowest incomes and living in the hardest to heat homes."

To refer someone in your care to the Nest scheme, please contact the Nest team on Freephone 0808 808 2244 or visit www.nestwales.org.uk.

Warm Home Discount Update

The Warm Home Discount (WHD) scheme is a 5 year programme introduced by the Government in April 2011. It offers eligible customers a one-off payment on their electricity bill; for winter 2014/15 this will be £140, even if customers pay by prepayment meter. Energy suppliers have different eligibility for the WHD, so we would recommend anyone on a low income or a means tested benefit to contact their electricity supplier as soon as applications open to see if they are eligible.

5 out of 6 energy suppliers have now opened their WHD schemes. Information on each WHD scheme can be found on supplier's websites:

- **British Gas:** www.britishgas.co.uk/products-and-services/gas-and-electricity/the-warm-home-discount.html

- **SWALEC:** www.swalec.co.uk/HelpAndAdvice/ExtraHelp/PriorityPlan/
- **EDF:** www.edfenergy.com/products-services/for-your-home/safe-warm-and-well/warm-home-discount.shtml
- **E.on:** www.eonenergy.com/for-your-home/saving-energy/need-little-extra-help/warm-home-discount
- **Npower:** http://www.npower.com/spreading_warmth/home/warm-home-discount/
- **Scottish Power:** **At the time of article, Scottish Power have not opened their Warm Home Discount scheme.**

To find out more about the Warm Home Discount, or be signposted onto the scheme, please contact Nest on 0808 808 2244.

New Marie Curie Helper service in South Wales!!

Marie Curie Helper is a pioneering service that gives people with any terminal illness and their families/carers free, face to face support in the comfort of their own homes. The Helper Service is now coming to the Vale of Glamorgan!

Marie Curie Helper volunteers provide invaluable practical, emotional support and companionship to any person with a terminal diagnosis and/or their carer. As a carer, a volunteer could be there for a friendly and supportive chat, helping with everyday tasks or spending time with the individual with the diagnosis, to give you a break. Helper volunteers are there to make things that little bit easier for families affected by a life limiting illness.



To see a clip about real experiences of Helper volunteers and carers who are supported by the service follow www.mariecurie.org.uk/helper.

Are you interested in becoming a Helper Volunteer?

All volunteers are subject to a DBS check and 2 satisfactory references. Volunteers are provided with detailed training, on-going 1-1 and peer support. www.mariecurie.org.uk/helpervolunteer or 0845 305 2191

Would you like to find out more, refer yourself or someone else to the Helper Service?

Contact your Vale of Glamorgan team on - southwaleshelper@mariecurie.org.uk or 0845 073 8596

Seasonal Flu-Jab Free for all Carers

With the beautiful summer weather we have had this year it is hard to imagine winter is on its way. However, with the longer nights drawing in, it is time for us to start thinking about protecting ourselves against Seasonal Flu. Don't forget that all unpaid carers are entitled to receive a free flu vaccine. The flu jab protects you, your family and the person you care for. If you are employed in a caring role please ask your employer where you can be vaccinated, as they are obliged to offer you this vaccine as part of their occupational health responsibility. As well as ensuring you are vaccinated it is important the person you care for also receives their vaccination.

Nuala Mahon, Immunisation Co-coordinator for Cardiff and the Vale University Health Board says:

"Flu can be a very serious illness for anyone but especially for an elderly or vulnerable person. It can result in hospitalisation and long term incapacity."

If you have ever spoken to anyone who has had "flu" they will tell you how terrible they felt, and it can take you several weeks to recover.

Every surgery must maintain a Carer's Register.



Speak to your GP receptionist to ensure you are included on the carers register in your surgery".

As this year's programme is rolled out surgeries are being encouraging to invite all carers on their register. If you have not received your invite by mid-October contact the surgery. Your surgery should either send an appointment or advise when flu clinics are being held. Like last year a number of Pharmacies in the Vale will once again be offering flu vaccination; watch out in the local press to find out which Pharmacies are participating.

The up-take of the flu jab in the Vale, last year, for those in the over 65 years age groups remains above the Health Board and Wales average; unfortunately once again we do not have an accurate measurement for carers.

Shingles Vaccine for 70-80 year olds

Are you or do you care for someone aged 70, 78 and 79?

If so, you or the person you care for will be invited to have the Shingles Vaccine by your GP. Anyone who has had chickenpox, and at least 90% of us have, can develop shingles. It can be a very unpleasant illness and the risk of having shingles increases when aged over 50 years. 1 in 4 of us will develop shingles and 20% will go on to develop complications, the most common being neuralgia (nerve pain).

In 2013 there was a lot of confusion regarding who was entitled to be vaccinated. The national supply of the vaccine is limited and therefore it is only available to those aged 70, 78 and 79, along with anyone who was eligible

last year but was not vaccinated. If you are unsure if you are eligible for the vaccine please contact your Practice Nurse. The national supply of the vaccine is limited and therefore it is only available to selected age groups. When the programme is fully established it will be offered to everyone, once they have reached their 70th Birthday. Over the next few years every effort will be made to ensure those under the age of 80 will be offered an opportunity to have the vaccine. Please do not request the vaccine to be given if you are outside the age range due limited supply.

For more information contact Nuala Mahon, Immunisation Co-ordinator, Tel 02920 336207 www.cardiffandvaleuhb.wales.nhs.uk/seasonal-flu

Hospital Admission? Important Information about Medicines

If you are a carer for someone who needs to be admitted to hospital, you can help clinical staff get their medication right straight away by bringing in their current medicines from home.

Please bring all the current medication in the original containers. For some people this may be in a weekly pack dispensed by their community pharmacy. Medication may include any of the following:

- Tablets and capsules
- Liquids
- Creams and ointments
- Inhalers
- Sprays
- Insulin
- Eye drops, ear drops, nose drops
- Injections
- Medication patches

- Medication that has been bought e.g. herbal products or health remedies, medication bought from the chemist, supermarkets or health food shops

In the event of an emergency admission this can be vital information in helping staff decide on the best treatment for that person. Having the medication available will also ensure there is no delay in the person receiving the right dose. It also means the patient continues to receive familiar medication during their stay and helps the process when they are ready to be discharged.

For more information contact the Cardiff and Vale UHB Medicines Helpline
Tel: 029 2074 4181
Monday – Friday 9am – 12midday

Vale Training Courses for Carers

The next First Aid course will be held on **Monday 3 November 2014** and Basic Care of Medicines course on **Wednesday 12 November** respectively. Please contact 01446 704604 for more details.

Please let us know if there is anything that can be done to help you attend the training courses organised for carers. http://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/caring_for_someone/events_and_training.aspx

Cancer Advocacy Service

Affected by cancer? Cancer brings bewildering changes to the lives of those diagnosed and can also have a major impact on carers, family and friends.

Age Connects Cardiff & the Vale (previously known as Age Concern) have launched a new Cancer Advocacy Service which will provide one to one support to anyone over the age of 50 who is affected by cancer.

By providing information on matters ranging from treatment and care to social, employment and financial difficulties, our advocates can support you to make informed decisions and help ensure that healthcare professionals, social services, benefits and other agencies understand and respect your wishes.

Our advocacy service is free, non-judgemental and confidential and is available throughout the Vale of Glamorgan to anyone over the age of 50. Working in partnership with Macmillan Cancer Support and OPAAL UK we aim to provide a listening ear and help resolve issues to improve quality of life and wellbeing.

If you, or someone you know, need support or advice then please get in touch with the team at Age Connects by calling 029 2068 3681 or send an email to copa@ageconnectscardiff.org.uk or visit the web site www.age-concern-cardiff.org.uk/affected-by-cancer/

Why not become a Volunteer Advocate?

Have you been affected by cancer? Would you like to help others through their cancer journey?

We are now recruiting enthusiastic volunteers who are over the age of 50 to join this service and become Peer Cancer Support Advocates.

We are looking for good listeners with some knowledge of cancer related issues who want to help people to take control of their lives during this daunting time. With guidance from professional project staff, volunteers will provide information, support and understanding around a variety of issues, helping people to make informed choices and access practical support.

You will need to provide a flexible time commitment of between 2 and 4 hours per week, have an understanding of cancer and an awareness of how it affects older people. Full and comprehensive training will be provided, as will regular support and travel expenses.

If you would like to find out more about becoming a Cancer Support Advocate then please contact the Volunteer Coordinator on 029 2068 3694 or email copa@ageconnectscardiff.org.uk



Everyone's Future – An Update

In the November 2013 edition of Caring Times, Alice Matthews, described the Everyone's Future (EF) Partnership Project which highlighted and challenged negative stereotypes and prejudice associated with age. Sadly, EF is coming to an end. Below, Alice describes some of the work that's been carried out over the last two years.

It's been a very busy two years for project staff who have in total delivered workshops, talks and training sessions to over 4500 people aged between 11 and 105 across Cardiff and the Vale of Glamorgan.

EF wanted to raise awareness of stereotyping and age discrimination, decrease ageist attitudes, improve intergenerational relationships and get people to think differently and more positively

about age. By attending events and through the delivery of workshops, talks and formal training we have achieved a significant amount, overcoming barriers and working with people from a variety of backgrounds.

We have now produced an information booklet on positive ways to tackle ageism which will be distributed throughout Cardiff and the Vale. If you would like a copy of this booklet, please contact Phil Vining: phil.vining@ageconnectscardiff.org.uk Tel: 02922 331116

We have also produced a number of short films. To watch these, follow the link below:
www.age-concern-cardiff.org.uk/watch-the-everyones-future-films-think-differently-about-age/

Link Mentoring Service - Carer Services

Are you a family member/carer of someone with Bipolar? Want to find out more about Bipolar and get some extra support? If so, we can help.

The Link Mentoring Service is a One-to-One Mentoring Service offered throughout Wales. It has been co-ordinated to benefit individuals diagnosed with bipolar, as well as their carers / family members, with the ultimate aim of providing support, advice and practical information.

Very sadly, we have to inform you that the Barry Support Group which met on the first

Wednesday of each month at Barry Library has had to close due to lack of numbers. The nearest Support Groups are held in either Cardiff (third Tuesday in the month 7.30-9pm) and Bridgend (first Wednesday in the month 1.30-3.30pm).

If you would like to either access any of these services, or have further information regarding Bipolar UK, please contact:

Sara O'Herlihy, Development Officer at Bipolar UK on 01633 244 244 or via email sopherlihy@bipolaruk.org.uk



Chronic Condition Self-Management Programme – Courses for Carers

If you are a Carer for a friend or relative and recognise any of the following symptoms: Stress • tiredness • pain • tense muscles • depression • shortness of breath • difficult emotions • anxiety, you will be interested in either joining a group for 2½ hours each week over 6 weeks or, a one-off 3 hour course, to help with these symptoms.

The next six week Carer's Health and Wellbeing (6 week) course is at: **Barry Library starting Monday 15 September 2014, 13.30pm until 16.00pm**

The next "An Introduction to Self-Management" (3 hour) course is: **Tuesday 25 November, 10.00am-1.00pm** at Barry Library



FREE Health and well being course

Health and Wellbeing Workshop for Carers (1.5hrs)

Caring can be very rewarding. It can also be very stressful. The NHS is running 2 workshops to help you manage your health.

The first Workshop looks at how to cope with stress, how to breathe, relax and let go of tension and how to build these techniques into your day.

Workshop 1 - Mental Health and Well-being covering: Awareness of the moment, Stress and Breathing, Managing our Mental Health while Caring, Stretching out tension, Progressive muscle relaxation, Creating Islands in your day...

Wednesday 8 October 2.00pm-3.30pm at Barry Library

Workshop 2 - Physical Health and Wellbeing: The second Workshop looks at how to keep you physically strong, fit and well. It covers: Self-management for Carers, Food, Mood and Energy, Time Management, How Fit are You?, Sleep, Visualisation.

Wednesday 5 November 1.30pm-3.00pm at Barry Library

There will be an additional half hour after the session finishes to have a chat and exchange ideas over a cup of tea/coffee, with the other carers.

Courses are led by trained tutors who live with a health condition or who care for someone with a health condition. For further information or to book a place on a course contact EPP Cymru on 02920 335403 (please note this new telephone number). www.wales.nhs.uk/sites3/home.cfm?orgid=537

http://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/caring_for_someone/events_and_training.aspx