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GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

The Carer

Registered Charity No: 1066262

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Established 1991



Here comes the summer!

Come rain or shine Carers Outreach Service can help you to get the most out of your life as a carer. Contact us for information, emotional support, information about finances, grants and benefits, signposting to other services, social opportunities and a listening ear. Our friendly and experienced staff will always do their best to help you.

Carers Week 2018, 11-17 June

Helping carers to be healthy and connected



Translated into Welsh by
Angharad Edwards



Update from Carers Outreach

Carers week 2018, helping carers to stay healthy and connected

Access to support

Contact Carers Outreach for individual and group support and when you need information.

Join in our activities

We have a wide variety of activities to choose from. A warm welcome awaits you.

Take a break

Our new Carers caravan has proved very popular, with 50% of bookings filling up in the first month! Contact us for more details.

Share your story

We are often contacted by the media when they want to run stories on people affected by caring.

We keep a list of people who are willing to share their experiences.

If you add your name to our list we guarantee that your name will never be passed on to anyone without your consent.

Feedback from carers is that reading

other carers' stories helps them to feel connected. Please contact our Bangor carers hub to put your name on our media list or to share your story through this newsletter.

Learn a new skill

It's never too late to learn something new. We can help you to access training opportunities to suit you.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation becomes law on 25 May 2018; it impacts how all organisations collect and process people's personal data. We are committed to keeping your personal information safe. If you were registered with Carers Outreach before this date your data was protected by the UK Data Protection Act 1998. Going forward all data will be protected by the new regulation.

For more information contact our Data Protection Officer in the Bangor carers' hub.

Stay in touch



By phone:

Gwynedd and Anglesey: 01248 370797

Conwy: 01492 533714

Email: help@carersoutreach.org.uk

www.carersoutreach.org.uk

Join in our activities

Contact Carers Outreach Service for information or support in your caring role



Our Chief Officer reflects...

On the Inclusive music festival for children and adults with additional needs and their families and friends

So much hard work went on behind the scenes to ensure that Emma Louise Jones' idea and vision of an inclusive music festival became reality.

Emma has a daughter who has autism and epilepsy, and fervently believes that growing up, Lauren should have the same experiences as other children.

From the onset, Emma's passion, to ensure that the music festival would be a success, was contagious.

Sian Griffiths from Caru Amlwch Community Group shared the same enthusiasm; Sian has a sister with additional needs and remembers that growing up there were no inclusive events where they could go as a family.

On 25 March 2018, we saw over 300 people visit Mona to enjoy a plethora of

activities; the great music workshops and amazing live acts brought Mona Showground alive.

Music makes us all feel good and the confidence and joy that was shown by the children that day will stay with me for a very long time.

For me the success of the day was not only the enjoyment factor but the way statutory services, third sector organisations, community groups and volunteers all rallied around for the common good. In a world where funding is tight and organisations are battling against each other, sometimes stepping on each other's toes in order to survive, it goes to show that working together truly works. There are so many excellent services available and I believe that going back to the grass roots of why we are here is so important.

“Great day had by all. What a great idea. Hope it becomes an annual event”

“Great event– all free, even better. My group are really enjoying themselves”

“Variety of information and activities suitable for every age. Very inclusive 😊”



Carers Allowance earnings threshold now £120.00 per week



Wherever you are whatever the time...



You can use the internet to request a repeat prescription. Ask the receptionist at your GP surgery for details of how to register with My Health Online. NHS Wales uses the highest level of internet security to keep your personal details safe.

Helping us helping you

Our message to carers has always been, "Don't be afraid to ask for help; we all have times in our lives where we need a helping hand."

Now it's our turn to ask for help. We rely on volunteer help to get our quarterly mailing out across Anglesey, Gwynedd and Conwy.

As our service grows this task gets bigger. If you could spare a couple of hours once a quarter to help us please contact your local carers' hub.



'The Steve Morgan Foundation

Enable Fund' provides support for disabled people to obtain specialist equipment that cannot be supplied by the NHS, Education or Social Services. Such as:

- Mobility aids, wheelchairs, buggies, hoists, trikes, etc.
- Specialised beds and sleep systems, postural chairs, seating and car seats
- Sensory equipment
- Communication aids, specialised software, specialist alarms
- Medical equipment, support wear

As part of the application process you must meet certain criteria. Telephone 01829 782808 to discuss your needs and request an application form.



Jump Children's Charity creates ever lasting photographic memories for families of children with life limiting health conditions.

☎ 0843 658 0162

✉ enquiries@jump.uk.net

🌐 www.jumpchildrenscharity.co.uk



National Exercise Referral Scheme (NERS)

Article supplied by Lester Bath, Gwynedd Council

NERS is funded by the Welsh Government and works in partnership with Public Health Wales. Its aim is to help adults who are either at risk of poor health or have a pre-existing medical condition. It promotes health and wellbeing by encouraging long term physical activity.

Conditions that qualify for the scheme include: overweight or obese; raised blood pressure; raised cholesterol; controlled diabetes; anxiety, depression or stress; osteoporosis; arthritis; poor mobility; musculoskeletal pain; mild/moderate COPD, asthma, bronchitis, emphysema; multiple sclerosis.

You need to be referred by a health professional e.g. GP, practice nurse, physiotherapist, who will send the form to the local Exercise Referral Scheme. An Exercise Professional will contact you to make an appointment to see you. Places on the scheme are limited so regular attendance is required. The scheme lasts for 4 - 32 weeks, depending on the referral reason and

sessions last approximately an hour. There is a cost of £2.00 per session.

Physical activity can have physical, psychological and social benefits. Comments from participants include:

“I feel less anxious and stressed.”

“My confidence and self-esteem are better.”

“The activity sessions give me time for myself.”

“It was a good opportunity to meet other people who had the same worries as I did.”

“The sessions made me get out of the house and gave me a new interest.”

“I made new friends and enjoyed the conversation we had.”

Co-ordinator contact details:

Anglesey: Mair Eluned

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“I feel less anxious and stressed.”

“I made new friends and enjoyed the conversations we had.”

“Unease, anxiety, tension, stress, worry - all forms of fear - are caused by too much future and not enough presence.” ~ Eckhart Tolle



Solution slot

Q: I depend on my computer to do my shopping, keep in touch and manage appointments. As a carer I find it a great help. But the other day I got a message saying I had to pay money or I would lose all my files. I closed everything down and now I don't know what to do.

A: The internet is a great tool for busy carers. But it makes sense to educate ourselves about different online scams and how to avoid them.

Ransomware is a form of malicious software (malware) that lets cyber criminals remotely lock down or encrypt the files on your device. Criminals use ransomware to extort money from you and will claim to restore access to your files or device once you have paid. Ransomware can be delivered in various ways, for example, via attachments in authentic looking emails claiming to be from genuine companies.

Phishing is the attempt to obtain sensitive information such as usernames, passwords or credit card details. Criminals can spoof email addresses so it appears as though the email received was sent by a recognised person or company. These emails will often include attachments containing malware, or links to websites designed to steal your personal or financial information. Don't open attachments or click on links within any unsolicited emails you receive.

Computer services software fraud, commonly known as the Microsoft scam; fraudsters claiming to be from legitimate

companies, such as your Internet Service Provider (ISP) or organisations such as Microsoft claim that they will fix your computer for a fee. They may cold call you to offer this, or create a fraudulent website, pop-up or ads to lure you into calling them. What they're really after is remote access to your computer and your financial details.

How to get help

The easiest way to report fraud or internet crime is by using the Action Fraud online reporting tool at https://www.actionfraud.police.uk/report_fraud If you don't have internet access Action Fraud can be called on 0300 123 2040. You can also get help from the Citizens Advice consumer service 03454 04 05 06 (call 03454 04 05 05 for a Welsh-speaking adviser) or by visiting www.adviceguide.org.uk.



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