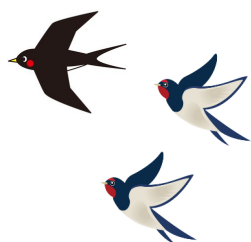


Put your feet up and have
a browse!



Issue 112 Summer / Autumn 2025



Looking back to Carers Week in June

Good News - **Winter Fuel Payment** is to be restored to 9 million pensioners whose incomes are £35,000 or below.

However, up to 65,000 unpaid pensioner carers in the UK are still missing out on extra income because they have not applied for Pension Credit.

Looking ahead to Carers Rights Day

Every carer is entitled to:

- A carers assessment
- Ask their employer about flexible working
- Time off from caring for health and wellbeing
- Support and information

Carers Rights Day is on 20 November 2025

Contact Carers Outreach for more information about any of the above.



Update from Carers Outreach

Welcome to our Summer / Autumn issue!

We hope you have enjoyed the summer months. This year our carers caravans have been very busy with many of you taking advantage of subsidised breaks at Hafan Y Môr, Pwllheli. There are still a few slots available. For more information:

☎ 01248 370797

✉ caravan@carersoutreach.org.uk



Voter Registration Pilot

The Welsh Government has changed the law to make it easier for people to get registered to vote quickly and easily, without the hassle of filling in paper forms. Cyngor Gwynedd is one of the first councils nation-wide to roll out this change, which would lead to more people than ever before being able to participate in our democracy and vote.

Cyngor Gwynedd is running a historic pilot to register as many people as possible between May-September this year. From Bangor to Bala, tens of thousands more people across Gwynedd will be able to take part in next year's Senedd and local elections in May 2026.

For more information keep checking the Cyngor Gwynedd website.

🔗 <https://www.gwynedd.llyw.cymru/en/Council/Council.aspx>

In Loving Memory

Carers Outreach would like to thank everyone who has ever left a legacy or made us the beneficiary of a funeral collection in memory of a loved one.

These donations help to boost our support to local unpaid carers. It is heartwarming to see that our service is valued by those we are here to support.

Thank you so much for thinking of other carers at such a sad time.

Contact details

Gwynedd and Anglesey

☎ 01248 370797

Open weekdays 9 - 4

✉: help@carersoutreach.org.uk

🖱: www.carersoutreach.org.uk

Conwy County

☎ 01492 533714

Open Tuesday and Friday 9 - 4

Join in our activities, turn to the middle pages for details.

Keeping unpaid carers informed and in touch



Update from Carers Outreach

Money Matters and Wellbeing Funds

"We were referred to the ECO4 scheme through the **Carers Money Matters** project. ECO4 grants fund energy-efficient upgrades to homes to reduce emissions and energy bills. Eligible properties must be privately owned or privately rented - housing associations have their own upgrade schemes.

Although we do not claim benefits we were eligible because:

- My cared-for person has asthma.
- We had an EPC rating between D-G.
- We used LPG bottles for our gas central heating.

The ECO4 comes as a full package, so we couldn't pick and choose what we wanted, but this wasn't a problem for us.

Installation of internal wall insulation meant there were no more cold spots in rooms.

We had an air source heat pump installed. We were advised to keep the heating on low which kept the rooms a nice, constant temperature. The rooms stayed warmer and energy costs were lower.

Solar panels were installed and I am surprised at the amount of electricity they produce – even on overcast days. During sunnier days I can now use the washing machine and dishwasher for free!

The whole process only took about a week and a half to complete and we are very satisfied with the results." ~ Gwynedd carer

Find out your EPC rating:
<https://www.gov.uk/find-energy-certificate>

Q: What is the difference between a cost of living grant and a wellbeing grant?

The **cost of living grant** is there to help carers who are struggling financially (perhaps due to an unexpected expense), including carers who are in paid employment.

It is not intended to be regarded as an entitlement or a constant, additional income.

We will need to see household income and expenditure details for this grant.

Wellbeing grants

These awards are there to provide an enjoyable break from the caring role. We understand that each caring role is unique. The grants are flexible to suit individual circumstances and preferences.

Examples include equipment to support a hobby such as hiking, crafting, a short overnight break, a hairdressing appointment.

Please note it cannot be used to supplement the cost of family holidays abroad.

Carers Outreach Service is tasked to ensure that these grants go to those most in need. Priority is given to carers who have not accessed the grants before. We understand that individual circumstances vary so we urge you to contact us for a discussion about your needs.

Contact Carers Outreach Service for more information



Find your nearest defibrillator

The website below provides up to date information on defibrillator locations across the UK, using data from The Circuit, the national defibrillator network. Enter your location to find the nearest defibrillators to you. Then simply click on the defibrillator icons for further information, such as availability, access information and directions.

<https://www.defibfinder.uk/>

Have you heard about Carefree space?

This is a charity that transforms vacant hotel rooms into vital breaks for fulltime unpaid carers.

- To be eligible you must be over 18 years of age and provide more than 30 hours of unpaid care per week.
- There is a £33 admin fee; carers are responsible for their own travel and other costs.
- Most hotels offer double or twin rooms with breakfast included.
- You can take someone with you, but this should not be your cared-for person so that you can truly get a break away from caring.
- You can only apply once a year.

For more information visit

<https://carefreespace.org/>

Returning aids and adaptations

We are often asked how to return items that are no longer needed. There is usually a sticker on the underneath of the item with the name and contact details of the supplier.

Many items come from the stores department at Bryn Y Neuadd Hospital. You can telephone them to request collection of an item they have provided.

☎ 03000 852 878 (Home loans team)

☎ 03000 850 015 (Main switchboard)

Baby and Child First Aid App

Keep your little ones safe with the British Red Cross baby and child first aid app.

Packed with useful videos, easy to follow advice and a test section – it's free and simple to download.

There is also a handy toolkit where you can record your child's medication needs and any allergies.

The information is all on the app itself, meaning you don't need an internet connection and can access it on the go.

📱 <https://www.redcross.org.uk/first-aid/first-aid-apps#Child>

Tenovus Free Cancer Support Line

☎ 0808 808 1010



Are you prepared for an emergency?

Unpaid Carer's ID Card



In June this year, in partnership with Cyngor Gwynedd and Ynys Môn, we officially launched our Carer's ID card. The card is the size of a credit card and can fit in your wallet. In an emergency situation, it can alert people that you are a carer and there is someone at home who relies on you.

Your photo and name appear on the front of the card and there is a space on the back to write the phone number of an emergency contact who can go to your home or arrange replacement care.

The card may also serve as proof that you are a carer so that you can get discounted entry into some venues. Going forward we hope to have specific discounts for unpaid carers at local venues. Keep checking our social media pages for updates.

Contact us to request a carers card and/or an emergency planning card.

Mobile phones - ICE

Previously the advice was to add a contact under the name 'ICE' so that next of kin could be contacted in an emergency. Nowadays, phones have an 'emergency call screen' which can be accessed from the lock screen without requiring a PIN or fingerprint to open the phone.

This is where you can make emergency calls and add information such as your next of kin or details of people to contact in an emergency.

Emergency Planning Card

This is a useful template for you to fill in and keep in your home in the event of you becoming ill or having an accident. It gives the emergency services, professionals, friends, neighbours and family basic details about the situation in your home and the person you are caring for.

Just Can't Wait!

This website has some useful tips and information. Including how to get the 'Just can't wait' toilet card.

www.bladderandbowelfoundation.org



The information in this newsletter is, as far as we are aware, accurate at the time of going to press. Carers Outreach Service can accept no liability for errors or omissions or for the quality of information provided by other organisations, nor can we recommend products or services.



A carer's story

Like many carers I provide care and support 24 hours a day, sometimes without a break. There are no set start and finish times as it is not a 9 to 5 job.

Carers are usually first up in the morning and last to sleep at night. We support our cared-for in a myriad of ways, we communicate on their behalf when needed and we fight for their rights.

We organise medicines, help with paperwork and assist with wheelchairs, as well as attending to household chores such as the cleaning, shopping etc. We assist with personal care, mobility needs and provide emotional support. We are always on alert.

Like others, I care because of a commitment to the person I love. All we can do is try to give them the good quality of life that they fully deserve.

I could not do this without the kindness of others, and I am so thankful to services such as Carers Outreach Service. I don't know how I would cope without this continuous support, and I feel extremely lucky to have it.

Carers Outreach is usually my first port of call when I need support or have any questions regarding my caring role. There is always a friendly voice on the phone,

and I feel listened to, instantly at ease and able to discuss any caring issues. I am often signposted to other services that may be able to provide the support I need.

I am so grateful to have received a wellbeing grant that paid for a short weekend meditation break. I have also attended first aid training, which I feel has given me the confidence to deal with potential emergency situations.

My cared-for person is a wheelchair user, and as it is difficult to push a wheelchair we needed (but could not afford) a powered wheelchair. Carers Outreach provided contact details of other funding organisations that enabled us to purchase a new powered wheelchair. We are so thankful for this, and it has benefitted my cared-for person immensely, helping towards gaining a little more independence.

Other support received over the years has included emotional support and help with completing benefits forms, which can be very complicated.

I feel a massive thank you is deserved for all unpaid carers and of course to all the organisations that supports us.
Thank you very much.

~ Gwynedd carer

Dear carer, always remember

**You are beautiful, You matter, You are worthy, You are important,
You are wonderful, You are strong, You make the world a better place.**

Thank you for caring!

