

Established 1991

Information
for unpaid
carers!



bywyd

GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

LIFE

The Carer

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LIFE TIP #4
Information
is power!



Give as you Live™

Translated into Welsh by
Angharad Edwards

Our Chief Officer reflects on...

The power of information

Information is power, or so they say. I feel fortunate to have grown up in an era when technology has developed to such an extent that information is available at the touch of a button. My grandmother was an avid reader and by her reading chair she kept 3 books - a dictionary, an encyclopaedia and an atlas. If she came across words or countries she had not heard of, she would look them up.

Today our smartphones and tablets provide the same service but are compact and portable.

However, the difference is that sometimes today we reach information overload and it is hard to judge the validity and source of information. The internet can never replace a consultation with someone who is an expert in their field. It is too easy to self diagnose, and jump to the wrong conclusions, instead of making the effort to see an expert, be it medical, legal, financial or other.

At Carers Outreach we appreciate how the right information at the right time can make all the difference to a carer's situation. It can alleviate worry, increase support and boost finances, thus empowering carers to make well informed decisions about their lives.

Many organisations believe that accessing information is so simple

these days that everyone can do this simply by the clicking of a button.

However, we know that it can be like trying to find a needle in a haystack. Attending training, speaking to experts or asking for help from a professional can ensure that the information given is tailored and correct. This is when the magic happens and information truly becomes power. ~ Llinos



We always strive to keep carers informed through this newsletter. If there are any topics or issues you would like to know more about, please let us know by contacting Llinos or Julie at the Bangor carers' hub.

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.

'In the absence of information we jump to the worst conclusions'. ~ Myra Kassim

Update from Carers Outreach

Attending our groups and activities not only provides carers with valuable tools and information, it is a great way to socialise and make new friends.

“I arranged an Information Day on Carers Rights Day back in November last year. Eight carers attended on the day, and it was heartening to see everyone getting such a lot out of it. We had information stalls provided by Julie Burton Law, Medrwn Môn, Specialist employment support from Cyfle Cymru and Benefits information with Helen Parry from Carers Outreach. This meant that everyone who attended was able to get specialist support tailored to their needs. We are not able to provide full information about all our events in the newsletter but if carers want to know more we are happy to post out details or chat to individual carers about what is planned.”~ Bethan Morris

It was well worth the journey to get a free confer with Julie Burton Law

Speaking with Helen Parry about my PIP has really put my mind at rest. It's good to know I can turn to Carers Outreach for information and support.



“In September we were fortunate to have a first aid session from The Red Cross at the carers’ group in Bangor. The carers learned about treating head injuries, how to keep someone safe when having a seizure and what to do if an adult or child is choking. Above are photos of the group members having a go at CPR. See what activities are coming up at your local Carers Outreach group.” ~ Delyth Kerr

We have some spare copies of the Carers Rights booklet to give away. Contact Julie at the Bangor carers’ hub to request one.

Julie Burton Law wants carers to know that Legal Aid is still available in some instances

Solution Slot

Carers bus pass

Q: How do I go about getting a carer's bus pass?

A: Carers are not automatically entitled to a bus pass. However, some people who qualify for a disabled bus pass, or, if they are over 60, an older person's bus pass, may qualify to have a companion accompanying them if they reach the criteria.

People under 60

Anyone who is under 60 and qualifies for a disabled bus pass must meet the eligibility criteria of PIP or DLA to have a + companion added to their bus pass.

People over 60

As they are eligible for a bus pass because of their age they must be in receipt of Attendance Allowance at the higher rate (or if they were awarded DLA or PIP before their 60th birthday) to get the + companion added to their bus pass.

Points to note:

- The carer is not named on the bus pass so the + companion can change from day to day.
- There is more information available on your local council website. If you are not online you can pick up a paper copy of the application form with guidelines from:

Conwy - Collect a printed form from your local library or Council offices.

Gwynedd - Call 01766 771000 to request a printed form.

Anglesey - Collect a printed form from your local library. You can also request an application form by calling 01248 752300.

Hospital discharge

Q: My husband is due to be discharged from hospital and I don't know how we will cope. Who can I talk to about my concerns?

A: If your husband is a patient at Ysbyty Gwynedd or Ysbyty Glan Clwyd, you can speak to one of our Carers Support Officers who are based at the hospital.

They would discuss:

- An Occupational Therapist referral which would look at providing aids and adaptations around the home to assist with safety and mobility.
- A Social Worker referral which would look at a carers assessment and whether home carers are needed. This is known as a care package.

If the discharge is considered a complex discharge, then an MDT (multi disciplinary team) meeting would be arranged. The meeting is attended by all those who have been involved in the patient's care plus the Discharge Co-ordinator. It will look at the patient's best interest, for example, would the patient be better off in their own home, or in a care home. It would also look at how this would be funded.

Our Carers Support Officers can support carers through the discharge process, and help carers to understand the hospital jargon and red tape.

We can put you in touch with the Carers Support Officers who are hospital based. Just phone your local carers' hub to request this.



Living life

Snapshots - how information can help

Jane's father had an accident at work which affected his mobility and his memory. He was unable to drive and was increasingly dependant on his daughter for everything. Jane contacted us to say she was struggling to cope as her father had always been so independent. Our Carers Support Officer made a referral to Positive Steps for a volunteer befriender to take her father out.

SSAFA holds regular meetings where veterans can socialise and were glad to arrange transport for the cared-for to attend.

Jane and her father were told about the memory cafes run by Crossroads Care and now attend regularly. Jane told us she was grateful that Carers Outreach was there to provide information.

An elderly carer whose wife is in hospital told us he felt isolated. He is no longer able to drive due to health issues. He lives in a rural area and struggles to visit his wife and attend appointments. He disliked having to rely on friends for lifts. Our Carers Support Officer arranged for transport to hospital via RVS.

He had bought a computer but could only manage the basics. A referral was made to Positive Steps for a volunteer to come and help him get online.

His wife has poor vision so another referral was made to Deaf and Blind Cymru for her to have talking books and other equipment when she returns home from hospital.

The details of Care and Repair were provided for household repairs.



Ways to stay in touch



Phone our hubs

Bangor and Llangefni: 01248 370797

Colwyn Bay: 01492 533714



help@carersoutreach.org.uk



www.carersoutreach.org.uk



Join in our activities



Follow us

Contact Carers Outreach for information and support



Life tips



Need a break from caring?

Carers Outreach has received funding from Gwynedd Council to provide short breaks for carers living in Gwynedd.

Carers can access this fund regardless of what services they get. There is no strict criteria to qualify.

We just want carers to have quality time for themselves.

If you consider it a break, we'll consider it.

All requests welcome, contact us on:

☎ 01248 370797

✉ help@carersoutreach.org.uk

Are you drinking enough water?

According to the NHS we should be drinking 6-8 glasses of water a day which is roughly 1.2 litres or just over two pints in old money.

Not drinking enough fluids can cause dehydration, making you feel dizzy and light headed, which could lead to more serious health problems, such as increased risk of falls, kidney and urinary tract infections and low blood pressure.

Some health conditions can increase the risk of becoming dehydrated. These include diabetes or taking medicines like water tablets (diuretics). If you are concerned about the amount of water you or someone you care about should be drinking, ask your GP for advice.

Need to call 999 but can't talk?

When you call 999, an operator asks which service you require. If you remain silent you'll be asked to cough or make some other sound. If you are unable to signal that your call is an emergency by coughing, you'll be put through to an operating system where you will have the option of pressing 55 on the keypad. This alerts the operator that you need help and your call will be tracked.

Refund available

If you paid to register a Power of Attorney in England or Wales between 1 April 2013 and 31 March 2017, you could claim a refund of up to £54.

www.gov.uk/power-of-attorney-refund

☎ 0300 456 0300

When Mum or Dad has a stroke, what do you tell the children?



Different Strokes, a charity run by younger stroke survivors for younger stroke survivors has produced a resource pack available in different formats to suit ages toddler to teenager. It explains to children what is happening when their mum or dad suddenly has a stroke. This can be an incredibly scary time for children and the booklets can be used as a starting point for some of those difficult conversations and to support children through the whole experience.

☎ 01908 317 618 or 0345 130 7172

✉ genise.turnbull@differentstrokes.co.uk