

# The Carer

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bywyd

GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE

Established 1991

## Dear carer, who cares for you?

Translated into Welsh by  
Angharad Edwards



Give as you Live™

You can't pour from an empty jug.  
Take care of yourself first!



# Update from Carers Outreach

No one should have to care alone!



We want to hear all your caring issues. We will try to help you solve any tricky situations.

## We can help you

It's good and empowering to be self sufficient but sometimes it's worth talking over a plan first, e.g. we recently came across a service that was chargeable if people self referred, but was free if they were referred by a social worker.

You may feel that you don't want to be that person who complains, but please do tell us about gaps in service provision or when you're not happy with a service that is provided. This helps us to build a bigger picture of what is happening across the 3 counties we cover, and we can highlight identified shortfalls at council planning meetings. Depending on where the gap in services is, we may be able to use this as evidence in funding bids to help us to provide new services to meet your needs.

## Can you help us?

Are you willing to attend forums and planning meetings to provide a carer's view point and feedback to us about new developments?

We now need carers to sit on:

- The Gwynedd and Môn Carers Partnership

Contact our Chief Officer, Llinos Mair Roberts at the Bangor hub for more information.

## Annual General Meeting

At our AGM in November 2016, the following officers were elected:

- \* Margaret Tüzüner - Chairman
- \* Mair Jones - Vice Chairman
- \* Gwenfor Roberts - Trustee
- \* Joan Wynne - Trustee
- \* Dilys Pritchard - Trustee
- \* Huw Thomas - Trustee
- \* Kevin Thomas - Trustee

## Celebrating 25 years of service

Following the AGM we were joined by friends old and new to celebrate 25 years of supporting carers in North West Wales. Thanks to everyone who made this such an enjoyable afternoon!



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

# Update from Carers Outreach

## What would *you* do with three wishes?

Last December children with additional needs and their families were given tickets to a relaxed viewing of Aladdin at Venue Cymru.

“ We (Andrew, Arthur, Grandma and Grandpa) felt enormously privileged to attend this stellar performance.



The boys unanimously chose as the best actor: the Genie! By overacting with swaggering he elevated himself to super hero status!

Widow Twanky's performance was fantastic but the best singing voice belonged to the Emperor. His voice filled the whole auditorium with a surround sound experience. Wow!

And finally, a special mention for the little girl actors with the beaming smiles, their smiles lit the whole stage up! Well done little ones! ”

~ Grandma Deborah Lockett

The above event was funded by a grant from the ICF learning disabilities and complex needs monies.

The grant means we can give additional support to parents and carers of children with learning disabilities and complex needs.

There will be an information day for parent carers in each county to update them about all that is available for children with additional needs and also provide specific information on what happens at the age of transition.

[See enclosed flyer!](#)

## Volunteer News

A big thank you to all our volunteers! You are the backbone of our service and we are truly grateful to you all.

### The benefits of volunteering

Helping out is what volunteering is all about! By volunteering you can meet people and make new friends; this gives you the feel-good factor.

Volunteering can lead to employment, enhance your communication skills and give you an opportunity to work as a team.

### New volunteering opportunities

Carers Outreach has received funding to employ a Volunteer Co-ordinator. This means we will be able to offer more to our volunteers by arranging training and individual support when needed.

We will also be recruiting more volunteers; so if you would like to join our lovely team of volunteers, contact our Bangor hub to request an application form.

Our volunteers help out in lots of ways: fundraising, stuffing envelopes for this newsletter to be posted out, information sharing, attending meetings - and more.

**Volunteering - It's doing more than you have to because you want to, in a cause you consider good!**

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.



# Health and Wellbeing



## Music as therapy

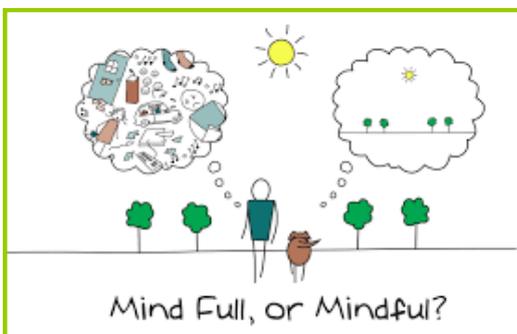
For many people singing in a choir or playing in a band is uplifting. Listening to music can energise, relax or evoke memories of times gone by. 

Health professionals are recognising the power of music as a therapy that can be beneficial for illnesses, such as dementia, brain injuries and many other conditions.

You may have seen the video of a man named Ted McDermott singing in the car with his son. Ted has dementia and his son Simon encouraged his dad to keep singing for as long as he could, partly because 'the only time he was Dad again was when he was singing'. Simon's video went viral and Ted finally got the recording contract he had hankered for all his life. 

Whether you use music to cheer up a loved one who is feeling down, or you access professional music therapy, it can help people to stay motivated, to feel emotionally supported and to show others the creativity of which they are still capable. 

## Mindfulness



Mindfulness can help us be present in our lives rather than 'living in our heads', caught up with worries and stressful thoughts.

One simple mindfulness practice is to slow down a common activity, such as drinking a

cup of tea, and pay attention to the small experiences that make it up.

Firstly, pay attention to the appearance of the cup of tea.

What is the shape of the cup, the colour of the cup, the colour of the tea? Are there any patterns on the tea's surface? Is there any steam rising from the cup?

Raise the cup. What is the scent? As you touch your lips to the edge of the cup, what is the temperature? Can you feel steam rising from the tea on your face? 

As you look into the cup up close, what do you see? Notice the temperature and flavour of the tea as it enters your mouth, and moves from the front to the back. Notice the sensation as you swallow. Notice any aftertaste.

Any activity can be practiced with mindfulness. If you would like to know more then there are lots of books and internet resources. It can help to have a teacher to guide you through the process and there are often courses run in the local community. Perhaps you will choose to join the increasing number of people devoting time to their mental wellbeing and enjoying increased pleasure and reduced stress levels in their lives.

The tricky thing is that even if we physically take a break to try and unwind, our mind can still be busy: making lists, planning, worrying, and so on. We may also notice feelings of guilt or negative thoughts about the fact that we are taking a moment for ourselves.

The above article, provided by Dr Emma Naylor, first appeared in our Gwynedd Newsletter for parents and carers of adults with a learning difficulty (learning disability).

# Live, Laugh, Love

**Q:** My wife and I care for each other. We sometimes find it difficult to get out to do the shopping, especially in the winter. We have a computer and are online but we are a bit nervous about using our debit card online. How can we shop safely online?

**A:** Online shopping can really make a difference to busy or housebound people. Below are a few safety precautions:



Always use a secure site when shopping or using an interactive website. A secure site

will start with the letters https not just http. Look out for a little padlock and the word 'Secure', this means that your information e.g. passwords, credit/debit card number is private when it is sent to this site.

Choose passwords that are easy for you to remember and are a mixture of numbers and letters in upper and lower case. This will make them harder to guess; **never** tell anyone your password, no genuine online company will contact you to ask for your log-in details or password.

Be wary of unusual or unknown emails or email attachments. If you are not completely confident - don't open them.

Did you know?  
Some smart phones now have fingerprint recognition!



## Would you like help to get online?

If you are looking after someone and would like to be able to use the internet to shop, book appointments or keep in touch, contact your local Carers Outreach hub for details of local classes or online tutorials.

## Help!!!



I put the thingamabob inside the whatchamacallit, turned the doohicky and the wuteveritis still doesn't work!

## Parental controls can help keep your child safe

Innocent searches online can lead to not so innocent results. Parental controls are software and tools which you can install on phones or tablets, games consoles or laptops – and even your home broadband.

You can also use them to help you block or filter the content your child sees when searching online. And family-friendly public Wi-Fi can help when you're out and about.

Parental controls help you to:

- Plan what time of day your child can go online and how long for
- Stop them from downloading apps they're too young for
- Manage the content different members of the family can see.

For more information:

☎ 0808 800 5002

🌐 <https://www.nspcc.org.uk>

# Life tips

## North Wales GP Out of Hours Service

☎ 0300 123 55 66

The Service is available between 6.30 pm and 8.00 am Monday to Friday and all day and night at weekends and bank holidays. You will be assessed over the phone and advised about the most appropriate care for you. This may be advice over the phone by a doctor or nurse or you may be given an appointment to see a doctor at an Out of Hours Treatment Centre locally.

For **emergencies** such as loss of consciousness, severe chest pain, serious accidents or serious loss of blood.

☎ 999

or visit your nearest Emergency Department (A&E)

## Minor Injury Unit (MIU)

For less serious injuries such as sprains, cuts and grazes go to your local Minor Injury Unit (MIU) where a trained nurse will check you and treat you, or if appropriate, refer you to another hospital. No appointment needed, however opening times vary so its worth phoning ahead to check first. Or you can phone Carers Outreach for details.

- Ysbyty Penrhos Stanley, Holyhead
- Llandudno General Hospital
- Dolgellau Hospital
- Ysbyty Bryn Beryl
- Tywyn Memorial Hospital
- Ysbyty Alltwen

📍 Google BCU Health Board Minor Injury Units for more details.

## How long must I wait?

The Betsi Cadwaladr Health Board has launched a 'Live Waiting Times' app. See live waiting times at Minor Injury Units and Emergency Departments across North Wales on your smartphone or tablet device. Download the app by searching for 'Live Wait Times' in your app store.

## Falls in the home

Community safety staff employed by North Wales Fire and Rescue Service provide a new help service in Conwy to assist vulnerable people who fall in their homes and who suffer a non-injury fall. The aim is to ease pressure on the emergency services.

## Ways to stay in touch



Phone our hubs

**Bangor and Llangefni: 01248 370797**

**Colwyn Bay: 01492 533714**

**Penrhyndeudraeth: 01766 772956**



[help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)



[www.carersoutreach.org.uk](http://www.carersoutreach.org.uk)



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