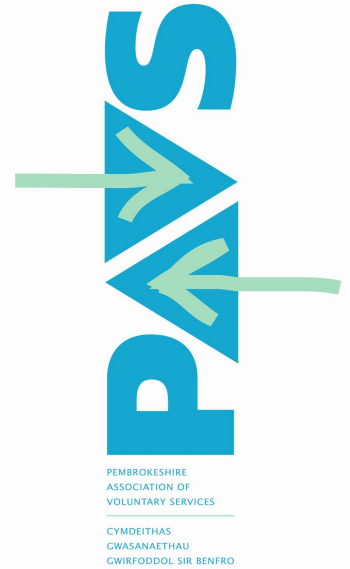


# Carers' Gazette

News for carers in Pembrokeshire  
Issue 37 - November 2011



## Money Matters

Carers Rights Day, Friday  
2nd December 2011

Every year Carers UK runs Carers Rights Day, a national awareness campaign to help people caring for ill, frail or disabled friends or family access all the financial and practical support they are entitled to. Last year, hundreds of local

groups ran events across the UK to support and speak up for carers in their area. Shocking new research from Carers UK showed that an estimated £840 million in carers benefits were going unclaimed because carers weren't getting the advice and information they needed.

Like previous years a partnership of Voluntary Organisations, the Local Authority and the Health Board organise this event for Carers in Pembrokeshire. On Friday the 2nd of December on the programme there will be:

1. A variety of speakers talking about the theme 'Money Matters'
2. Organisations with information stands and for individual consultation
3. The Carers Forum

A flyer with more details will be sent out to registered carers.

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If you would like to receive regular news via e-mail please let me know by sending a message to [Nicole.vanschie@pavs.org.uk](mailto:Nicole.vanschie@pavs.org.uk) or telephone 01437 771196. Newsletters are also available electronically at [www.pavs.org.uk/carers](http://www.pavs.org.uk/carers)

## Carers Forum

Every year during Carers Week on Carers Day in July and on Carers Rights Day in December we hold a Carers Forum for those attending the events. To give more carers the opportunity to share their experiences and for consultation we will be organising four Carers Fora in total spread across the year.

We invite you to let us know if you would like a specific topic to be discussed at a Carers Forum for which we could invite a speaker or arrange a presentation.

Please contact Nicole van Schie on 01437 771196 or [Nicole.vanschie@pavs.org.uk](mailto:Nicole.vanschie@pavs.org.uk)



## A day in the life of Peter Llewellyn, Head of Strategic Partnerships

### Background

Peter left school at 16 years old to work as a Clerical Assistant at 8-10 High Street in Haverfordwest, which was the Unemployment Benefit Office at the time. He spent 17 years working in the Civil Service, such as Job Centres across West Wales. In 1990 Peter joined Social Services at Dyfed County Council, left in 1996 to join Pembrokeshire National Health Services Trust and worked in various jobs having started in South Pembrokeshire Hospital. He now works as Head of Strategic Partnerships for Hywel Dda Health Board and is based in Winch Lane, Haverfordwest.

### What is your role?

The Hywel Dda Health Board has taken the initiative to identify a lead directorate on strategic partnership working across the three counties of Pembrokeshire, Carmarthenshire and Ceredigion. I am the link to Substance Misuse Services, Police, Non Emergency Transport (getting people from and to hospital for appointments), a link to services for older people, housing and homelessness and unpaid carers.

### Describe a typical working day?

I start a typical day by going to my office in Winch Lane and check my emails. On most days I have at least two meetings to attend. Very rarely those meetings are organised by the Health Board, mostly these are of partners in the voluntary sector or Local Authority and I attend as a representative of health. To be present at those various meetings entails a lot of traveling and careful planning, sometimes meetings are held in the evening.

This part of my job takes me right across the three counties and also to regional and national groups. It is very diverse, difficult to explain, like keeping lots of plates in the air at the same time!! To give an example: In the past week I was a member of the panel interviewing for the Third Sector Health and Wellbeing Co-ordinator post in CAVO (Ceredigion Association of Voluntary Organisations), attended a national Patient Transport Board meeting, Community Safety Partnership and Voluntary Organisations meetings.

### What is the best part of your job?

The best part is developing new services for local people and making a difference. Listening to people with their questions and concerns and





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Hywel Dda  
Health Board

going back to them.

For example carers asked questions at the Carers Day in June, it is important to me to find the answers and come back with the response. I like to get things done and what is good is that every day is different and meeting many different people.

### **How much of your time is spent working with carers issues?**

On average one day a week is related to carers, the main issue is raising the profile of carers within Health. I make sure "carers" is on every agenda within the Hywel Dda Board. Across Wales there are only three Health Boards that have responded with nominated leads for taking forward the Carers Measure, Hywel Dda is one of those.

Sometimes I have to spend more time on carers. The other night I was preparing a power point presentation for the Rural Health Innovation Fund, which has enabled us to promote and implement Investors in Carers in Pembrokeshire and Carmarthenshire as well as in Ceredigion.

### **What is the biggest problem you encounter?**

The biggest problem is the lack of innovation and foresight to make best use of partnership. People are still very much working in their own little world, in silos. And the biggest frustration is that you rarely hear about patient and carer involvement, instead it is all about money. Most talk is about the local hospital, but 80% of care is taking place in the community.

### **If there were no carers, what impact would this have on your organisation?**

If there were no carers the whole health and social care system would break down. Carers provide care to the monetary value similar to the cost of the whole of the NHS, which puts it in perspective. Unless we change our attitude within health in identifying, acknowledging and supporting carers, we will find ourselves under increasing pressure. The fact that we needed Welsh Government legislation to highlight the issues of carers and the role of health says it all.

### **What sort of support do you offer carers?**

From an NHS perspective we are beginning to recognise the needs of carers, particularly their role in hospitals visiting patients. This will obviously be taken forward with the Carers (Welsh) Measure for which Health is to develop a carers' strategy. We are in a good place in Pembrokeshire, having rolled out the Bronze award of Investors in Carers for GP surgeries; however there is still a lot to do. Implementing Investors in Carers in secondary care settings (hospital wards) is a big task with changing current attitudes etc.

### **What changes would you like to see to benefit carers?**

I would like to see an easier process for carers to access assessments and the services identified as needed by the carer. The carer's assessment figures are very low. Short term respite will have to become much more flexible. And as health service we need to have more and better links with training providers as well.

## A day in the life of Denise Winstone, Carer

### Background

I am 56 years old and have been a carer to my husband for over eight years. I look after him 24/7, which leaves no time over for myself.

My years of employment has been varied, having worked for the Vale of Glamorgan as a Cook in Charge, then due to health reasons I was forced to retrain, and became a Receptionist/Administrator for a large nursing home in Barry.

When we moved to Pembrokeshire I took work as a shop assistant for Rayers and then Tesco. I like to write poetry, and have written a novel about my father-in-law's experiences before and during the Second World War, though it hasn't been published yet.



### Who do you care for?

I care for my husband who has Vascular Dementia with Lewy Bodies, but he is also Diabetic (insulin dependent), has heart problems, (he had a heart valve replacement two and a half years ago) and has arthritis. He had a major haemorrhage, where he lost a lot of blood, needing pints of blood and plasma, and spent almost a fortnight in hospital at the time. He has had acute labyrinthitis too, when he again spent several weeks in hospital.

### What is your usual daily routine?

My daily routine consists of making sure my husband takes all his medication (of which there is a vast amount), I help him with basic crafts or anything that will help to keep his brain stimulated. He is into craft and we have done up the garage where I can help him do this.

Sometimes we need to keep to a set daily routine, but lately I have found that he needs to go out regularly to take his mind off his problems. If he has a good day we go out to the beach for a short walk.

### What support do you have?

Our son and daughter have been my greatest support, without which I don't know how I would manage. Also the Alzheimer's Groups have been excellent for both myself and my husband, where we have learned about the nature of this particular dementia as well as the best way to go about things and have found support.

### What has been your worst experience?

My husband would say it was having his heart valve replacement, but I would have to say that every day is mine, having to watch my husband's capabilities fluctuate from day to day, and gradually getting worse week by week, month by month, year by year. Thereby I have a total loss of happiness in my life.

### What has been most helpful?

What have been most helpful are the monthly Alzheimer's meetings at Milford Haven, Fishguard, and Haverfordwest. I have met some wonderful people, who give you back your faith in humanity. No-one judges you, or makes you feel silly if you find yourself crying or even laughing hysterically at the most inappropriate time.

### What would you like to see changed to make it easier for carers?

A simpler and fairer way for the carer to get the help that is needed. Because my husband was too proud to appeal against

the first refusal for Disability payments, we had to sell our dream home so we could release finances for me to be able to give up work so I could care for him. It took us more than six years before we received any financial help, (even now, my husband is on the lowest rate of Attendance Allowance). In that time I was unable to pay anything into my personal pension, hence I have lost six years of payments towards my own retirement should I live to 65. I personally feel that as a carer, my own physical and mental health is not important in any way, and that I am most definitely seen and treated like a second class citizen. I would like to see carers recognised for all the hard work and the money we save this country, not used as a cheap and easy scapegoat.

### What advice would you give to other carers?

Don't be too proud to seek help, you need people who know what you are going through. Also, if the only way to get answers to questions about your partner's illness is too make a nuisance of yourself, then go ahead. Over the years I have learned the hard way, that I have to stand up for myself and my husband, after all, if I don't do it, who will.

#### Editor's note:

Nationally Carers Wales stands up for carers, they raise carer's issues with the Welsh and Local Governments. For information please contact: Telephone 02920 811 370

Or go to [www.carersuk.org/wales](http://www.carersuk.org/wales)

Locally there are a selection of organisations who support carers including the Carers

Strategy Implementation Group and the carers support groups, details of which can be obtained from the Carers Development Worker at Pembrokeshire Association of Voluntary Services on telephone 01437 771196 or found on line: [www.pavs.org.uk/carers](http://www.pavs.org.uk/carers).

**CARERS** Wales  
the voice of carers

## POETS CORNER

### Autumn

Too much spoils the fruit:  
theft, the inclement weather,  
a season of loss -

despite the long hours  
and toil of our arms, our  
backs  
stiffened by the wind.

In the flight of these  
crows – free-wheeling and  
scandalous -  
there is much to praise.



Autumn is a wondrous time,  
though trees have lost their stately mien.  
When green luscious foliage has departed,  
leaving us most heavy hearted.  
A gossamer frost; so white, so pure,  
now heralds winter to make the cure.  
A new kind of beauty for us to behold,  
as all of the leaves now turn to gold.  
Soon there will be change again,  
as beautiful leaves all will drop.  
Yet for now, autumn in all its pride,  
gives me a glow deep down inside.

Jacqui Thewless

Denise Winstone

## A carer's story with a happy ending

I was only 19 with my whole life ahead of me. I remembered Pembrokeshire, its beautiful coastline and stunning scenery from our family holidays. Escaping the business of the Midlands, I made my home here. My parents soon followed, settling into retirement by the sea. I started work. Caring is my thing. I worked as a care assistant, also doing home care. I like helping people, making a difference to their lives. I had my lovely daughter too. Life was good.

Then I met him. He was such a nice man very well spoken and kind. My first marriage had not worked out, but here was someone new. Sadly, he was not well. He had arthritis in his feet, knees and in one hand. He also had spondylitis in the neck. He was wheelchair bound and used a walking stick to get around at home. I felt I was the one who could help him, after all caring is what I do best. Every day I looked after him; doing the housework, cleaning, shopping, everything really. It was all going well. I even started to drive again; it made it easier for him to get to hospital appointments and to the doctors.



After some time I felt I needed to be there for him more; so, I gave up my house and cared for him full time. Now and then he used to drink a little, but it was nothing to worry about. Or so I thought. Once I moved in things changed. Endless drinking and round the clock care was my new life. And I could not say a word to anyone. I felt isolated! To make things worse, because I have dyslexia, I was not confident about reading and writing so he did tax forms, licenses, indeed any paperwork for me. As a result I had become dependent.

I could not tell my parents that I had made this mistake, I had moved in with someone who drank and needed care 24/7. I was too afraid. I neglected myself, instead I was providing for him, caring and driving him around. I was exhausted; then I knew something else was wrong. I found a lump and I felt sick, but what could I do? He had appointments, care needs; and the drinking was out of control – I had no time to get help, so struggled on.

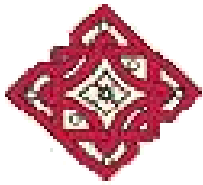
Then there it was. That word you dread to hear – cancer! I had not had time to get it checked out, putting my caring role first. Now this was it. I had needs, treatments, appointments, chemotherapy – I just could not cope. Then he started to get better; responded to the liver treatments, he stopped drinking; felt better and wanted to go everywhere. I was desperately sick with cancer and had had chemotherapy. I needed care myself. Then, one day he stood up, walked out and he does all without wheelchair and drives the car again! I couldn't keep up with him.



So he left.

In a strange way, it is a good thing that he was gone. But who was going to care about me? It was then I received my lifeline. Words on a page, that I so feared, gave me the answers I longed for. My first Carers Gazette. It came through the letterbox just a time when I was very upset. It had all the information I needed. I talked to people who were helpful. I found the number for Pembrokeshire Cancer Support. The lady came out to see me when I was really down. Living out there, I felt so isolated; not knowing where to go.

But the Carers Gazette found me!

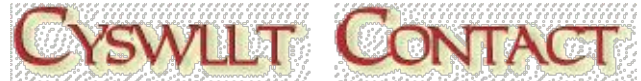


I read an article by Cyswllt, about alcohol abuse. It was all there in black and white about the classic behaviour of someone with an addiction. I got information about receiving benefits too, and Crossroads helped to find somebody to support me – all this from one magazine!

My experience as a carer has taught me a lesson. You have to look after yourself, your own health, even if you are looking after someone else. You must go to the doctor if you do not feel well. If you have learning difficulties, you must ask for help instead of saying "I can't do it, I don't know how to". You are not alone, someone out there cares for you too.

**Editor's note:**

for information and advice about alcohol abuse, drug abuse and eating disorders contact: adults@recovery.org.uk or telephone 01239 623831.



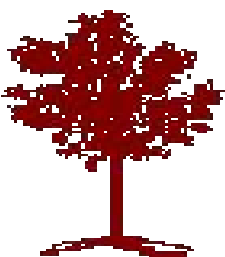
## Time out for carers and Direct Payment

As a carer it is sometimes difficult to get some quality time for you to do the things you want to do. Getting this quality time may not only be good for you, but also for the person you care for. In order to find out whether you might be eligible for support, you would need to contact your local Social Services and request a Carers Assessment. If you were found to be eligible you could be awarded Carers Direct Payments. You could then use the money to take time off from your role as a carer.

There are a number of options you can use to cover your caring role while you take a break. If you have the resources available to you, you may be able to employ the services of a family member, friend or neighbour to cover a few hours a week which would allow you time off to relax.

Other options that might be available (please check with your local authority):

- Day-sitting service for shopping, visiting friends and other activities
- Recruit and employ a care worker
- Night-sitting service to allow you to get a full night's sleep or to go out
- A short-term stay in a care home for the person you care for
- Time in a day centre for the person you care for
  - The opportunity for the person you care for to go out with others, allowing you to have time to yourself at home.



Source: "Directions" Issue 48, The Rowan Organisation Information Service.

## Readers Writes

Hi readers,

I suppose in some ways I am writing this as a thank you, but I hope it says more than that. As more and more people are being given the option of direct payments I hope this article in some little way might help people make the right decisions for them, and help them towards a more fulfilling life.

After a serious kidney problem I was left very debilitated, having been in hospital for too long an old spinal injury was massively aggravated, and I found myself in a position where I had no choice but to look at outside help. After an assessment by my social worker it was decided I was entitled to some help. At first the direct payment scheme put me off, so the initial choice was to be helped by Local Authority Services. I heard nothing, until a point where I was told there were no Local Authority staff available and I would have to go on the direct payment scheme.

Now I am not stupid, I ran my own import export and manufacturing business for over 12 years before my illness, but from the start this was quite different. After some considerable time I was eventually pointed toward the Rowan Organisation. Don't make the same mistake as me, and leave contacting them for too long.

After weeks of receiving contradictory information, it was obvious to me that The Rowan understood how to make the system work in a way that had never been explained to me before, and their no fuss approach showed me straight away some of the pitfalls, but also some advantages of the system. One thing I learned immediately, was that without their advice and support it would have been quite easy to have ended up breaking the law without even knowing. The first advertisement for a Personal Assistant (PA) was not very successful, mainly I think because of the limited number of hours I could offer an employee, but encouraged on by the Rowan, I proceeded with further advertisement, and got enough applications to start interviews. My adviser from the Rowan went forward and organised all the interviews for me, taking on almost all of the work necessary, and I was left in the position of working through the interviews. David, my adviser from the Rowan always communicated brilliantly, and so I was in no doubt that having him help me do the interviews, was the right way forward, and the help he provided was invaluable.

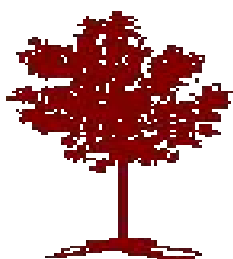
Many of the interviewees just weren't suitable, but even at this stage the shortfalls were not always easy to recognise, and the insights and suggestions David offered helped me make my final decision with a feeling of confidence.

Then came the practical side of being an employer again, and not taking anything for granted I did my own research about insurance and the like, but quickly found it unnecessary, as time after time my own research led me back to the advice given by the Rowan.

Now, 3 months later, I have a great PA, who understands the difference between a care worker and a support worker, and when problems have arisen, David and the Rowan staff have bent over backwards to help find a solution, and touch wood, there has been an answer to all those problems so far.

Now, receiving support from someone who I chose, and developing an excellent rapport and good working relationship, I simply add up the hours, email them to my Payroll Adviser who deals with me and then make the telephone call to transfer money to the PA and the tax man, It couldn't be easier, and I really am in control of the whole process. Thanks all to the Rowan.

By I. D, Nottingham



## Direct Payments — Socialisation Packages

Direct Payments are designed to give you more independence, choice and control in order to help you manage your own life in your own home. To receive Direct Payments you must be:

- Assessed as eligible for help from social care or already receiving care from them,
- Willing and able to manage the Direct Payment either alone or with assistance.

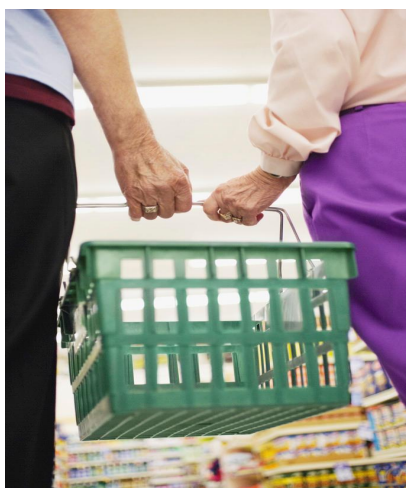
Through the Direct Payments system you can pay an agency or organisation to provide the support you want or employ your own staff.

Being able to continue to socialise and meet people is recognised as a vital part of maintaining health and mental wellbeing. For this reason, socialisation packages are being included within assessments of need. Age Concern Pembrokeshire offer a flexible and individually tailored Socialisation Package where workers provide agreed support to suit your needs and you get the service without the worry or trouble of having to employ your own staff.

We will talk with you about what sort of help and activities you would like and then match a worker to you. We believe in giving stimulating and active support either within your own home or getting you out and about and involved in what's going on in your community.

**AGE concern**  
Pembrokeshire

• *Independent* • *Local* • *Listening* •



Current packages include:

- Escorting to clubs or groups
- Photography or art
- Reminiscence
- Cookery
- Outings in the car
- Shopping

The Service costs £12 per hour and all staff are enhanced CRB checked, insured and trained.

If you are aged 65 or over or are a carer of someone aged 65 or over and have been assessed as benefiting from a socialisation package within your social care assessment contact us to discuss how we can help you design the support you want:

## Will Writing Scheme

We receive a number of enquiries each year from people about making a will. We want to ensure that you are given the best possible advice and have set up a scheme with reliable local solicitors. They are independent but have joined with Age Concern Pembrokeshire to respond to the needs of older people.

The importance of having a will:

- You choose who benefits.
- Legal disputes, uncertainty and complications should be avoided.
- Your family and loved ones are protected from heartache and potential unnecessary conflict.

The scheme offers a standard single will for a maximum cost of £100 + VAT and £140 + VAT for a standard mirror will.

Age Concern Pembrokeshire, 37 Merlins Hill, HAVERFORDWEST SA61 1PE  
Telephone: 01437 769972 Email: [independentliving@acpembs.org.uk](mailto:independentliving@acpembs.org.uk)

You can also visit the website at: [www.acpembs.org.uk](http://www.acpembs.org.uk)

## Questions carers asked on last carers event

On Carers Day a carer asked Peter Llewellyn from Hywel Dda about supporting patients in hospital by offering to wash/feed those they cared for whilst in hospital. She was also concerned that carers were not present when consultants did their rounds and so therefore the consultant did not always get a full picture from the patient on their health and home situation. She feels it is important that the wards make it clear to carers if they allow them to support the patient and that they are aware and understand the reasons behind the decisions.

A response from Alison Kedward, County Head of Nursing and the lead for carers: In relation to carers visiting in hospital we should be enabling this for those carers that want to be involved in maintaining their caring role for patients, supported by advice of Registered Nurses and Doctors around planned care. As for their presence in assisting to communicate patients' care needs and carers support it is to be encouraged as appropriate. I will take up discussions with the hospital clinical team and gain their views and support.

The key is that every patient is an individual with individual needs, therefore involvement of carers will be advised on an individual basis by the doctor and nurse looking after the patient. This will apply in the acute hospital setting and in the community hospital setting.



Other points that were raised at the carers event:

- Volunteering opportunities to support carers in Hospital
- Health Board Policy on taking home medicines, the issue of blister packs
- Access to Acupuncture, referrals from GP's
- Flexibility on visiting times at hospitals for carers – Providing Personal Care including feeding / showering
- Operational Policy for Discharge from hospital

### Volunteering for Health

Is the name for volunteering within the Hywel Dda Health Board. We have volunteering opportunities in a variety of settings for example: acute (hospital), mental health care centre, learning disabilities, community services and primary care in Ceredigion, Pembrokeshire and Carmarthenshire.

For volunteers it provides an opportunity to give something back to the community, help them explore a career in health and social care, maintain and develop new skills, increase social interaction by meeting new people whilst providing additional support for patients.

Our volunteers are allowed to volunteer from 16 years of age and have to undergo the Criminal Record Bureau (CRB) and Occupational Health checks and we provide an induction programme to equip them for volunteering with us. Once volunteering we are very flexible about the times someone can volunteer as we do realise that they have other commitments.

To support the volunteers and we reimburse out of pocket expenses at a rate of 40p per mile from home to the place of volunteering if using a car or the cost of using public transport.

If a volunteer works longer than 4 hours we can cover the cost of a meal up to £5. In addition a contribution towards the cost of caring for a child or adult will be paid at a rate of £5 per half day. If you would like to find out more we'd be happy to talk with you:

Please telephone 01570 4242109 if you are interested in volunteering in Ceredigion or 01267244344 if you are interested in volunteering in Carmarthenshire or Pembrokeshire.

You can also visit

[www.hywelhb.wales.nhs.uk/volunteering](http://www.hywelhb.wales.nhs.uk/volunteering)



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

**relate**  
cymru  
the relationship people  
y bobl perthynas

**Macmillan Cancer Support** and **Relate Cymru** have formed a new partnership to provide a free relationship counselling service to people affected by cancer in the Hywel Dda area. The service is available for cancer patients (or former patients) and their partners. It is also accessible for those caring for another family member who has been affected by cancer. Counseling appointments are available in Carmarthen and Haverfordwest, and it is hoped to offer the service in the Narberth area as well.

**Appointments** can be made by contacting 01792 454412 [enquiries.macmillan@relatecymru.org.uk](mailto:enquiries.macmillan@relatecymru.org.uk)

**For more information** contact: Claire Lewis, 075828 72784 [claire.macmillan@relatecymru.org.uk](mailto:claire.macmillan@relatecymru.org.uk)



## ITV1 launches 'Text Santa' - new charity initiative



ITV1 has announced it will launch a major new charity initiative and entertainment event for Christmas. Text Santa, will raise awareness and money for those most vulnerable during the festive period and Carers UK will be one of nine charities chosen to benefit.

Text Santa will culminate in two entertainment spectacles featuring major names from television, music and show business on ITV1 – the first kicks off in early-December, with the finale taking place live at the heart of the festive period.

The chosen charities for Text Santa 2011 are: **Carers UK**; Crisis; Help the Hospices; Samaritans; and WRVS; and children's hospital charities – Great Ormond Street Hospital

Children's Charity; Noah's Ark Appeal, Helping Hand, and Yorkhill Children's Foundation. The charities were selected by an advisory panel from a list provided by the Charities Aid Foundation.

Peter Fincham, ITV Director of Television said: "This is a superb opportunity for us to throw the weight of the UK's biggest commercial broadcaster behind a brand new charity initiative and event. Text Santa will be a fantastic entertainment centrepiece to the ITV1 Christmas schedule, but more importantly it will raise awareness and funds for a range of causes which can make a real difference to people's lives."

## Welcome to Able Radio

Able Radio is a live, on-line, radio station presenting shows at the heart of the disabled community. As the first live station of its kind, our remit is to move forward with disability and restrictive medical conditions. Great music, information and chat presented by a multitude of presenters, each adding their own unique style, focussed on the ability in disability.

<http://ableradio.com>

## Crossroads Care Mid and West Wales

### Bluestone

On the weekend of the 30<sup>th</sup> of September 2011 Crossroads Care Mid and West Wales supported 7 families to have a weekend away at Bluestone. We provided cover for them to be able to have time off from caring, to enjoy the sights of Pembrokeshire and some of the fantastic activities that Bluestone has to offer. We also supplied them with replacement care to attend carer support workshops, where they were able to meet with each other and talk about how being a carer affects them.

### Saturday Club Haverfordwest

We recently held an open day at our new Saturday Club, which opened in Portfield social activity centre in Haverfordwest. The social activity centre has lots to offer including a sensory stimulation room and various different activities. The Saturday Club is aimed at people with Alzheimer's, dementia and people suffering with memory loss. All our staff are trained in cognitive stimulation therapy and we have external people visit to provide art therapy and the extend programme, which entails person specific exercises. This club is funded by the National Garden Scheme.

### Saturday Club Fishguard

Our Saturday Club in Fishguard has had great success and is also aimed at people with memory loss, Alzheimer's and dementia. All staff are fully trained in cognitive stimulation therapy and offer a wide variety of activities. This is a great chance to socialise with other people.



**At the Saturday Clubs we supply lunch for a charge of £5.00 and we try to cater where we can for individual needs/preferences. We currently have vacancies at both our Saturday Clubs so please contact us on the number below if you would like more information or if you wish to attend.**

### Donations

We would like to thank Pembrokeshire Classic Car Club who gave us a fantastic donation of £1,500. Jacquie Peters and Sharon Houghton both went to collect the cheque at the Cricket Club in Haverfordwest on 29<sup>th</sup> of September.

*Pant y Caws Community Centre presented Friends of Crossroads in Pembrokeshire with a cheque of £3,675 at Caffi Beca on the 7th October.*

For information on any of our services please don't hesitate to call us on **01437 764639**.

**STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS..**

**GOOD NEWS!!**

**We can now offer carers one journey per week.**



**Cars4Carers**

As ever, call John & Denise in Pembroke on 01646 685952 to book your journeys.

**STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS... STOP PRESS..**

## TWO DAY DEMENTIA COURSE



The Alzheimer's Society are running a two day course on Monday 21st and Monday 28th of November.

This will be held at the Queens Hall in Narberth, from 10am to 1pm, and will include refreshments and lunch.

The first day centres around Nutrition and Dementia The second day is around The Dementia Environment.

All are welcome - please phone the Milford Haven Office on **01646 692 329** to book a place.

CBSA is an organisation which supports business and social action. It is also the home of The Stars Project (Supporting Training and Recognition of Skills) specifically for carers and former carers who are not in employment. Funded by the BIG Lottery and European Social Fund it has been running for just over a year now.

The success of the Stars Project in both Ceredigion and Pembrokeshire is a really exciting prospect for carers and formers carers across the two counties.

Offering a wide range of courses and training opportunities for participants, along with work experience placements and volunteering opportunities, Stars aims to help and support a wide range of carers and former carers in a vast array of situations. From offering individuals tailored learning plans, support and one to one contact Stars has helped many people back into learning and education.

We can support access to classes to suit individuals need such as IT, Digital Photography and Confidence Building and can support groups onto structured courses such as Word Processing or Keep Fit. We will try to match courses and provision to suit every individual and are now able to support groups. So **if you are an individual or part of a carers group** and wish to learn more about Stars or wish to enrol to take part in the fun and learning, please do not hesitate to contact Stars: Marie on [mwright@cbsa.org.uk](mailto:mwright@cbsa.org.uk) or call 07792 566799, texts are fine too.

We will always call you back. It's fun and it's free! Visits will all be arranged to suit you. We hope to hear from you soon. Marie



For **Business** and **Social Action**

## CONNECT

### DISABILITY RIGHTS & ADVOCACY

#### Worried about Benefit changes?

CONNECT is running a series of interactive problem solving workshops/surgeries ideal for disabled people, their families, carers and anyone with an interest in disability issues.

The workshop will discuss and work on real life issues, have a question and answer session, and spend time to learn and explore solutions. It will contain information advice and support, covering anything from Department of Works and Pensions benefits, NHS, Local Authority Community Care and of course the coming changes!

Workshop on Thursday 10<sup>th</sup> November 2011 10.30 am. – 3.30 pm at Fishguard Bay Hotel FREE to disabled people, their families, friends and carers. Professionals welcome (£30).

**CONNECT DRA mobile: 07889569275 or email [emma-rowe@hotmail.com](mailto:emma-rowe@hotmail.com)**

## EPP Cymru — Looking After Me programme

Education Programmes for Patients (EPP) Cymru, formerly known as Expert Patients Programme, provide and deliver a range of free health and well being courses aimed at adults who are living with or caring for someone with a long term health condition(s).

Courses are usually run over six consecutive weekly sessions of 2½ hours and focus on a number of topics including:

- Dealing with pain and extreme tiredness
- Coping with feelings of low mood
- Relaxation techniques and exercise
- Healthy eating
- Communicating with family, friends and professionals
- Planning for the future



The aim of our courses is to give individuals the confidence to take more responsibility to self manage their health, while encouraging them to work collaboratively with health and social care professionals. EPP Cymru courses are aimed at a wide range of individuals, reflecting diversity in terms of different health conditions, geographical locations and ethnicity.

Participants can choose to study for learning credits with Agored Cymru at level 1

In partnership with PAVS we are going to be running the first **Looking After Me** programme in Pembrokeshire for some time. We will be running this programme early April 2012 and are delighted to have the support of Nicole van Schie, Carers Development Worker based at PAVS in Pembrokeshire. The Looking After Me programme is run by carers for carers, the course tutors understand the challenges that carers have in their daily life and maintaining their own health and well being as well as undertaking their caring role.

If you would like to know more about this course or would like to register your interest, please don't hesitate to contact us on 01554 779507 (Caroline Davies).

## Do you want to know a secret?



One of the best kept secrets in this country is Zero Rated VAT on goods and services for chronically sick and disable people. For some months now, since being refused zero rated VAT when trying to buy parts for my TENS machine (for pain relief) in a branch of a very well-known chemist I have been asking people and retailers if they know that this concession exists and mostly the reply have been a no or an inaccurate, oh yes, you must be registered disabled or you need a letter from you doctor.

You don't need either, if you are chronically sick or disabled you would be required to sign a statement or declaration to that effect. The goods or services must be specially designed to meet the needs of, or make life easier for disabled people. Such as a walking aid, a commode, a wheelchair, items to help you in or out of the bath etc.

You can get more information from leaflet 701/7 of Customs & Excise web site:

<http://customs.hmrc.gov.uk/>

If you have experienced problems trying to exercise this concession I would love to hear from you at

[valjangle@btinternet.com](mailto:valjangle@btinternet.com).



## Now's the time to Turn2us

If you're caring for someone who is in financial need or you're struggling to make ends meet yourself, Turn2us might be the answer you're looking for. We enable people in financial need to access the money available through welfare benefits, charitable grants and other financial help.

It offers a free, easy-to-use website – [www.turn2us.org.uk](http://www.turn2us.org.uk) – designed to help you find appropriate sources of financial support, quickly and easily, based on your particular needs and circumstances. It does this by bringing together several different tools.

The website features a simple Benefits Checker to help people check that they are receiving all the welfare benefits they are entitled to. The step-by-step guided facility allows you to see how much you might receive from means-tested benefits, based on information you provide, tells you what other benefits you might be entitled to and how to make a claim.

A Grants Search contains the details of over 3,500 charitable funds that may be able to give financial support, in the form of one-off or regular grants and other services, such as new goods (cooker, washing machines or beds) or emotional and practical support. Having a MyTurn2us account enables individuals to make online enquiries to charities via the Turn2us website - so increasing the speed and ease of making an application for charitable support. Meanwhile, the 'Find an Adviser' tool can help you locate practical, face-to-face support in a local area, for example, to assist with benefit claims.

These tools are complemented by new additions to the site: Ask an Expert allows users to pose questions on topics that change each month, such as disability benefits and the **support that is available to carers**. There's also a new information section on how going into hospital can impact on benefit entitlement – both for the individual and the carer.



**Turn2us**  
to access benefits & grants

## DID YOU KNOW ?

This is what carers told us:

- Just discovered that Oakwood do a concessionary fee of £12.95 for a disabled person and the **carer gets in free**. We are going to Oakwood with the Headway Group this Saturday and have got their disabled information. Thought I would pass this on.
- Disabled people do not get in free to Folly Farm, but they have a discount. **Carers get in free**. We have been several times over the summer.
- I knew about the Disabled Person's Railcard. The Railcard is really easy to apply for, costs £20 per annum and comes through within about 7-10 days. You get a 1/3rd off rail travel and easily save the annual cost really quickly.
- Disabled people can also get a free bus pass and have it noted on their pass if they need a companion with them. The bus pass is easy too, you can apply to Pembrokeshire County Council (PCC) and the card usually arrives within one week! The bus pass is free, the only thing that costs is the passport photographs (5 photos for £5).
- There is also Cars for Carers, the rates are really cheap and it means the Disabled Person travels free and the Carer at half-price (if the disabled person has a bus pass).



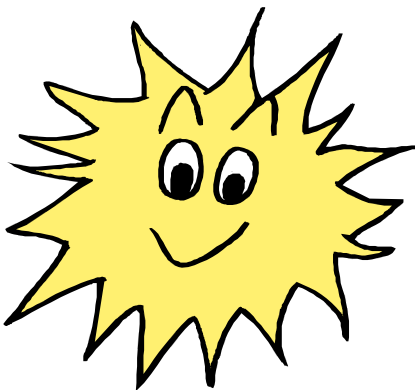
- You can register at your local Doctors Surgery as the carer of a person so that the surgery knows you care for this person. It's simple to do, just ask at reception of your Doctors Surgery and you fill out a short form. You can also get an Emergency Card for Carers from the Red Cross. All this info is available in a Carers pack from PCC or Pembrokeshire Association of Voluntary Services and it is really informative.
- There is a project called Pembrokeshire STARS that offers support, confidence building and OCR Courses for Carers - got someone coming out to me to discuss in more detail soon.

Also:

### See Carers UK on Facebook/Twitter

Carers UK now have information and pages on the social networking Internet web sites Facebook and Twitter. If you use these sites follow the links below and add them to your account. You will be able to follow messages and comments on current topics, get up to date information, see photos from carer's events and add your own comments and questions.

<http://www.facebook.com/carerswales>, <http://twitter.com/carerswales>



## Holiday Breaks for Carers

Account from a carer who was awarded a grant for a holiday break in May 2011:

Firstly many thanks for making the following possible.

We, my husband and myself, had two short holidays. The first break we took was to Blackpool – 4 nights in Travelodge South Promenade. This was brilliant!! The disabled room was perfect for my husband's needs.

The second break was at Travelodge Kew Bridge, London – again lovely, and the two nights stay was all you would expect from a Travelodge.

Thank you again for making these holidays possible.

For nearly a decade carers could apply for a grant from the Holiday Breaks Funding. Over the years some 350 carers have been given an award. Unfortunately this has now come to an end. However all carers are entitled to an assessment in their own right, which could result in support by way of a break from caring or other services. If you have not yet received a carer's assessment, you may want to meet with a social worker from Pembrokeshire County Council for it to be completed. The telephone number of the contact centre is 01437 764551.

**Please note : The following are just some examples of holiday providers that we are aware of, and this should in no way be taken as an exhaustive list of holidays for people with access needs, or a recommendation of these providers over any other.**

## Holiday Information for Wheelchair Users (and other people who have easy access needs)

A website is designed to give travellers with disabilities (whether they are wheelchair users or have other mobility issues) appropriate information on accessible holiday accommodation, attractions, activities and transport to enable them to choose suitable accessible holidays bearing in mind their disability and special needs.

The web page for Wales can be found at <http://www.disabledholidayinfo.org.uk/wales.htm>

[www.disabledholidayinfo.org.uk/wales.htm](http://www.disabledholidayinfo.org.uk/wales.htm)

*"Welcome to the page for Wales, this is an area we hope to add more pages to in the future. But for now there is breathtaking scenery and some great days out all the way from Beaumaris Castle on Anglesey in the far north, across the Menai straits to the seaside resort of Llandudno, carrying on down to Techniquet at Wrexham and Montgomery Castle near Welshpool over to the Bwlch Nant yr Arian Red Kite Centre near Aberystwyth and then all the way down to Carmarthen (the garden of Wales) and the capital Cardiff in the South."*



Disability Holiday Information hope that you find their website useful when you are planning holidays, a short break away or a day out. Local libraries have access to the internet and Communities 2.0 at Pembrokeshire Association of Voluntary Services (PAVS) can help you with "your first click" on line. For more information ring PAVS on 01437 769422.



Bond Holidays are a family run holiday provider located in Blackpool and Lytham St Anne's and have been providing holidays for people with disabilities, their families and carers for over 20 years.

*"Carers Weekends! 3 Nights Dinner, Bed & Breakfast:*

*Join us for our fantastic Carers Only weekend at the St Anne's Hotel. Here at Bond Holidays we appreciate just how hard carers work and at both hotels for 1 weekend of the year we open our doors to carers only. During the weekend remember that our other hotel is open as usual, so if you would like a break and still be close to your loved ones, why not arrange a respite break at our second hotel."*

### Saga Respite for Carers Trust

#### Somebody Really Does Care

The aim of Saga Respite for Carers Trust is to reward people who care selflessly for their loved ones by giving them a well-earned holiday, while ensuring continuity of care.

Nominations are open to all UK residents with a permanent UK address, beneficiaries will receive a holiday for two (the second person should be 40 or over) plus appropriate spending money and, if required, the payment of professional substitute care. If you are a carer who is unable to take a break from your responsibilities, or you know of someone who is a carer and deserves a holiday, please fill in a nomination form.

Nomination forms can be obtained by sending a stamped, self-addressed envelope to:

**The Trust Manger, Saga Respite for Carers Trust, Enbrook Park, Folkestone, Kent CT20 3SE**

## Gwenda Thomas, Deputy Minister's speech

To the Crossroads Care Symposium on the 5<sup>th</sup> October 2011 in Cardiff.

It was a thought provoking speech which opened up the day and set the theme for the discussions that took place.



Thank you Martyn for your introduction and for your invitation to speak to you today. Most of you here will know of my long standing commitment to carers and the work that many of the organisations represented here today do to support them. I take the view, and I know it is one that you share, that carers need to be counted alongside Social Services, the NHS and the Third Sector in the provision of care. Carers are key partners in the delivery of care. Without the contribution that carers make every day, the work of the statutory authorities would collapse. Work to support carers featured prominently in the Welsh Labour Manifesto and in Sustainable Social Services for Wales: A Framework for Action. I would like to take this opportunity now to update you on developments regarding my work. Work continues apace to prepare for the commencement of the Carers Strategies

(Wales) Measure. The consultation on the draft Regulations and Guidance to implement the Measure produced 63 submissions. These included responses from carers, local authorities, health bodies and professional bodies. Many of you here will have responded and my thanks to you if you did.

My officials are now working to revise the Regulations and Guidance to take account of what we have been told. We are on track for the Regulations to come in to force in January 2012. This will only be the beginning. The work of drafting and, crucially, implementing the Information and Consultation Strategies is to come. I know you will all want to contribute to their development locally.

We have also consulted on a review I commissioned of respite care provision in Wales. I see that you will be discussing later today an all-Wales respite provision model. I would be interested to learn about your conclusions from that. This consultation resulted in over 100 responses, again from a wide range of people and organisations. I will shortly be considering the outcomes from this exercise. I am well aware that the provision of readily available, good quality respite care is a matter of great importance for carers. It is something that we have to get right.

Work to develop the refreshed Carers Strategy for Wales is also in its early stages. I will soon be considering ways forward for this work and will no doubt be coming to you for advice and assistance in its preparation. You will also be aware that the First Minister has recently announced the Government's programme of legislation. In this term, a Social Services Bill for Wales will be brought forward and this will legislate for the benefit of carers in a number of ways. Work is in its early stages but our intention is to consult on its contents over the Winter. I encourage you to respond to the consultation when it is issued. Following the consultation it is our intention to introduce the Bill in to the National Assembly for Wales in October next year.

The purpose of this symposium today is for you to consider services that benefit carers. I think this is important. We know that carers will benefit from what the Measure will bring and you, as service providers, will benefit carers further from knowing about what works for them in other ways and in other places. After all, what works for carers in Ceredigion is likely to work for carers in Flintshire. I too would be interested to know if this is the case. Now is a good time for me to remind you of some of the messages I have given regarding the provision of social services to people.

They will be familiar to you from your reading of Sustainable Social Services: A Framework for Action and some of you may have heard my speech to the Annual Social Services conference in June this year:

- I am absolutely clear that I want service users and carers have a much stronger voice and greater control over their services.
- I also want to ensure that service users and their carers with similar needs are treated on the same basis wherever they live in Wales.

These messages need to translate into the delivery the First Minister expects on the ground.

- Connected to this is my expectation for more efficient and effective delivery through greater collaboration and integration. Everyone here knows the importance of getting the relationship right between social care and health. We must build on the good work that already exists in everyone's communities.

These messages connect well to yours and my desire to improve services for carers and need to be borne in mind as you develop your provision. I strongly believe that carers must be part of the collaborative working that this Government expects. I am also clear that the mark of a quality service for carers is one that enables them to live lives outside of caring. I believe the Measure contributes to this aim and that services developed to benefit carers must have this outcome at the core.

I wish you well for a productive session today and look forward to learning the outcomes of your deliberations. Thank you.

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## Carers get new rights in Wales

After much campaigning by carers and lobbying by Carers Wales, the first ever Welsh law to support carers has been announced. The aim of the new law will be to ensure carers get the information they need from the NHS and other public bodies and that they are consulted about the provision of services.

The main features of the new law (Measure) are to:

- Place a duty on the NHS and local authorities in Wales to work jointly and in consultation with carers and their representatives to prepare and publish a strategy setting out how they will work together to provide information and advice to carers
- Ensure that carers are consulted about the provision of services to carers or the person they care for
- Place a requirement on the NHS and local authorities to implement the strategy and to provide information and advice to carers free of charge and
- Designate an NHS organisation as the lead authority for overseeing and publication of each strategy.

The Measure also applies to directly provided services or contracted out services, such as GP services contracted to Health Boards.

Gwenda Thomas, Deputy Minister for Social Services said "This Measure is the first time we have used the new powers available under the Carers Legislative Competence Order (LCO) and it addresses some of the most important concerns that carers and carers organisations have shared with me over the years".

We will, of course, continue to meet with officials to discuss how the new Measure will be implemented. (From Carers Wales website)



## If you ask me... Janet Portsmouth

**If you were Prime Minister for the day, what one thing would you change to make life easier for carers?**

Free unlimited home care.

**Who or what has been the biggest influence in your life and why?**

Probably my father, for giving me my love of social history and politics and an eye for spotting injustice.

**What was the last book you read?**

I rarely read novels, but "The Island" by Victoria Hislop was marvelous, especially as based on a true story.

**If you could ban one thing, what would it be?**

The power of supermarkets

**Which fictional character do you most admire?**

Pollyanna, what a role model!

**If you won the lottery how would it change your life?**

I could aid regeneration by helping to fill the empty shops and encourage young people with good ideas.



**What is society's worst fault?**  
Apathy

**What makes you angry?**

Well-paid people not doing their job properly

**What makes you happy?**

The sight and sound of the sea

**Which one word would your friends use to describe you to a stranger?**

Organised (ha, ha)

**What is your favourite journey?**

Anywhere by steam train

**What keeps you awake at night?**

Worry, worry, worry

**What is your worst habit?**

Comfort eating

**What words or phrases do you overuse?**

Please and thank you (being grateful)

**What do you always keep with you?**

My phone and diary

**What single skill would improve your life?**

Fluency in Welsh

**What is your idea of a perfect day?**

Mum smiling and happy, lunch out and no new problems.

This newsletter is available on our website too at: [www.pavs.org.uk/carers](http://www.pavs.org.uk/carers). If you would like to have this free quarterly newsletter for carers sent to you, please forward your details to **Carers Gazette, PAVS, FREEPOST SWC4881, 36-38 High Street, Haverfordwest, SA61 2ZZ** email: [Nicole.vanschie@pavs.org.uk](mailto:Nicole.vanschie@pavs.org.uk) or ring 01437 771196.

Name ..... Carer: **Yes / No**

Email.....

Address .....

.....

Postcode ..... Telephone.....

Age Group: 0-20    21-30    31-40    41-50    51-60    61-70    71-80    81+

Ethnic Origin (for monitoring purposes): .....