

# Carers' Gazette

News for carers in Pembrokeshire  
Issue 36 - August 2011

## The True Face of Carers



PEMBROKESHIRE  
ASSOCIATION OF  
VOLUNTARY SERVICES

CYMRITHAS  
GWASANAETHAU  
GWIRFODDOL SIR BENFRO

On Carers Day in June, carers were asked to consider the 'true face of carers' through discussions around the following questions:

- How do carers think society sees them?
- What is the reality of caring in the UK in 2011?
- What qualities do carers need?
- What are the biggest surprises that you encounter when you become a carer?
- What can really make a difference to carer's lives?
- What help do carers receive from statutory agencies, voluntary organisations, local and national government?

This report pulls together some of the themes that emerged over the course of the day, will help to provide a focus for progressing services for carers and is of interest to carers, strategic partners and other organisations working with carers.

### *How being a carer makes me feel and the qualities carers need*

Some carers commented that only those in the same situation can truly understand how they feel. Some feel isolated by their caring role, or frustrated by the difficulties they face accessing support.

## Contents

Page:

4	A day in the life of...
9	Young Carers
10	Continuing healthcare
13	Training
14	Benefits
15	Poetry corner
16	If you ask me...

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)

Newsletters are also available electronically at [www.pavs.org.uk/carers](http://www.pavs.org.uk/carers)

There was also a feeling that carers have to reach rock bottom before they get help, which results in feelings of stress, pressure and powerlessness.

Some carers had been surprised by how little time was left for a personal life once they became a carer. This can result in changes to relationships, with carers taking on new or changed roles and responsibilities.

Carers describe a myriad of qualities that are needed to sustain their caring roles. Patience was the most commonly cited, closely followed by acceptance, understanding and commitment. Other traits that were seen as positive include a sense of humour, energy, love, enterprise and optimism. It was also noted that good time-management, resilience and an awareness of your strengths and limits as a carer are important.

Several traits relate to how carers feel they have to battle to be heard: being outspoken, having a thick skin, being forceful, persistent and tenacious.

On a positive note, some carers described the satisfaction they get from being a carer- *"For me, It's fun"*, another noted being surprised by their own strength.

### ***How society sees me as a carer***

Several carers felt that others in society do not recognise them at all: *"We're invisible... not on the radar"*. Others used the phrases *"hidden army"* or *"unsung heroes"* to describe the place of carers in society. Although the needs of the person cared for may be evident to others, the personal needs of the carer can be overlooked.

Others have experienced a lack of understanding and tolerance rather than a lack of awareness, with a feeling that many people not in this situation themselves don't appreciate the difference between paid and unpaid carers. Carers not living with the person they care for have also found they are not recognised by others as carers, as have parents caring for children with disabilities. Many carers described having close friends and family that understood and supported their situations- however, some felt that in today's society many carers don't have the support of an extended family network. Furthermore, others outside of the carer's close circle sometimes don't know how to help, or prefer not to know- *"caring is seen as something that happens to others"*.

Carers also felt that the national government has not met its promises to carers, although others acknowledged that the government are beginning to show more recognition.



### ***The financial impact of caring***

Some carers reported a drop in income as a result of being a carer, with several commenting on the importance of accessible information about the benefits and allowances that they or their cared for person may be eligible for. Another had found that people outside of the situation believe that carers *"claim for everything"*.

Carers Allowance sparked a range of responses with some seeing this as a sign of recognition and a source of support,

while others felt the amount paid is inadequate and that it should not be a means tested benefit. Another carer felt that means testing for adaptations to the home was also unfair.

Where carers receive direct payments they were seen as a helpful and effective form of support. More generally, there were comments that statutory agencies focus too much on budgets and not enough on carers as individuals, and that they have found accessing financial support more difficult in recent times.

### ***How Health professionals treat me as a carer***

There were a number of discussions about how GPs respond to carers, quite likely because they are the key health professional that most carers come into contact with either as a result of their own health needs or those of the person they care for.

Some praised their doctors for asking how they are and for having awareness posters and

information in their surgeries. They were generally found to be better at recognising carers which may be a positive reflection on the work that has been done through the Investors in Carers award scheme. However, some carers had different experiences with GPs not recognising them and called for more training for GPs.

CARER  
PRESENTATION

CARERS DAY

Elsewhere within Health, carers appreciated when district nurses are able to signpost them to support services. Community Resource Teams were also identified for their good practice in sharing information holistically and linking services together. However this good practice was not a universal experience- one carer had found the physiotherapist supporting the cared for did not communicate well with them as an expert carer, and communication between teams around transfer of care from hospitals is not always effective.

### ***What I think about the services I receive***

Many of the carers in attendance access at least one service that supports them as a carer, or a service for the person they care for that allows them some respite. Supported transport such as the Green Dragon Bus and Cars for Carers are appreciated, as are replacement care or sitting services provided by a number of organisations including Crossroads. Other services carers specifically mentioned included Action for Children, Mind, PAVS and Hafal- and overall the voluntary sector received high praise from the carers. Being able to access day centres, family aides, holiday play schemes and almoners also helps carers.

Not all carers have found support easy to access. Key issues are the timeliness of support, weaknesses in support around times of transition, a lack of coordination between services and a feeling that carers must “fight” to receive support, or that they are “*passed from pillar to post*”. Other frustrations include delays or lack of a diagnosis for the cared for person, a lack of rehab facilities after strokes, and poor continuity of replacement carers. Whilst some carers had found carers assessments beneficial, others commented on the length of time it had taken to receive one.

### ***The information and knowledge I need as a carer***

Lots of carers talked about the importance of having access to the right information. An ability to research was cited as important for carers. Having to seek out this information can be difficult however- “*information should be provided by your GP or social worker, you shouldn't have to go looking for it*”. Carers appreciate being signposted to other services and being supported through training.

Suggestions were given for ways to improve the provision of information to carers: Carers need more training and hands on advice and guidance; information could be more detailed- for example, providing more details of the activities of local branches of a service rather than contact details of national societies. Carers would also appreciate a “one stop shop” to gain access to information and services.

Finally it was felt that the national media could do much more to raise public awareness of carers. Although this event took place during Carers Week, only one carer had seen anything about this in the national media.

## A day in the life of Lyn Hambidge, Head of Housing Commissioning

### What is your role?

My key role is delivering housing services in Pembrokeshire by amongst other things

- managing the Council's housing stock

### Background

Lyn started working in housing in 1982; she worked for a number of local authorities and housing associations, first as a housing trainee and then in a range of operational roles. Lyn has worked for Pembrokeshire County Council (PCC) since it came into being in 1996 and previously worked for Preseli Pembrokeshire District Council between 1991 and 1996. Since 2001 Lyn has been working more at strategic and commissioning levels both across social care and housing.

Lyn's involvement with carers started in 2000 when she was a member of a steering group which was looking at some new funding that the then Welsh Assembly Government was making available for services for carers. She became part of the Carers Strategy Implementation Group (SIG) up until 2007, when she moved into her current role.

Following the retirement of David Halse, Head of Childcare Commissioning and Chair of the Carers SIG, Lyn was very pleased to be able to offer her services to carers again and in January 2010 took over from David.

- delivering adaptations to help people with a disability to remain at home
- delivering on housing regeneration in Haverfordwest and Milford Haven
- commissioning of tenancy support services
- working with Housing Associations and other partners regarding affordable housing
- managing the Council's residential homes including Perrots Lodge which provides respite services for people with dementia, for carers to have a break

I also have the strategic lead for carers for the local authority which involves commissioning services and working with Social Care and Hywel Dda Health Board.

### Describe a typical working day?

My working day usually starts just before 8 am, I like to get in early and get an hour to prepare, do the background reading and preparation for what is planned for the day. During the day I attend various meetings - probably too many! - deal with operational issues and make links with the team managers that deliver the services. I try to keep some time during the week empty to give me some thinking time but that doesn't always happen!

I like having time at the end of the day to catch up on actions from the day and possibly prepare for the following day. I usually go home at around 6pm.

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

The best part is making a difference either on a very personal level for an individual in the county or on a project, by providing a service that is going to make a difference. Also I like problem solving - finding an alternative approach when obstacles are in the way.

In terms of my carers' role, the best parts are:

knowing that providing funding for services will help the carer to maintain their caring role for longer and with less detriment to their own health.

working with the health board to try to ensure that the services provided to the carer and the cared for person are as seamless as possible.





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

This is difficult to say, because as I am fortunate to have a member of staff, Vanessa Pells, Carers Strategy Coordinator, who takes on carers work on a full time basis. Some weeks I do little, other weeks it could be more than half of my time is taken up by carer's issues.

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

I think the biggest frustration, like with so many services, is trying to match resources with the needs in the County. You can always make a case to spend a lot more, but it is about making sure that what resources you have to spend are used to the maximum benefit.

Another challenge is meeting carer expectations. Nationally, carers have a high profile, a lot of lobbying takes place on carers issues which is good and we wouldn't be in the position we are now in terms of resources and profile if the lobbying hadn't taken place, however lobbying does sometimes raise expectations that are difficult to match.

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

In one word: "significant". Certainly working for a statutory organisation it is well known that carers save the government a huge amount of money. If carers were not there that would have a very clear impact.

An example would be that if someone with a disability, who was reliant upon a carer for personal care did not have a carer, the expectations and responsibilities would lie with social or health care to meet the needs of the person either by direct provision or buying services from the voluntary sector. There is no doubt that the intensive care given by relatives has a positive impact in reducing ill health episodes and potential use of emergency health care or social care services.

With this in mind I am clear that it is important to make resources available for carers' services

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

Because my role involves managing the carers budget I support carers in a number of ways by using the budget to purchase many different services, whether those services are respite care, enabling a support group to meet to give mutual support or providing a one off payment for a seemingly small service but which would make a real difference to the life of a carer.

The Council also supports the Carer Development Worker's role and the Carers Information Sub Group which provides a wealth of different information, giving carers an overview of what their legal entitlements are and of the services available in the County.

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

I am looking forward to working with Hywel Dda Health Board in partnership to implement the new Carers Measure. The provisions in the measure have been a long time coming and I can see how the partnership of social care and health care will be of huge benefit to carers, although we can anticipate some challenges ahead to get things right.

## Vanessa Pells- Carers Strategy Coordinator

**01437 775190/ [vanessa.pells@pembrokeshire.gov.uk](mailto:vanessa.pells@pembrokeshire.gov.uk)**

As the Carers Strategy Coordinator since January 2011, the last 6 months has been a steep learning curve. Starting in a role that was new to the Authority has been quite a challenge, but has also been very rewarding.

The overall purpose of my job is to drive forward progress on carers' issues within Pembrokeshire County Council, which means that I work closely with colleagues across a number of departments but mostly Social Care teams. My role isn't a front line one but I do work with social workers who are out in the field completing carers' assessments and supporting carers and this helps me to stay focussed on the real issues carers face in our community. I have met many of the carers groups that offer invaluable support to carers as well as the organisations who provide services to carers. I intend to continue working closely with these groups and providers as we develop the commissioning strategy for carers over the next 12 months. So if you are reading this as a member of a carers group or provider organisation and haven't spoken to me yet, please feel free to get in touch – my contact details are shown above.

I am also working more and more with colleagues from Hywel Dda Health Board to ensure that future service commissioning for carers is a joint commitment. This is especially the

case now that we have more details of the Carers Strategies (Wales) Measure which requires Health Boards and Local Authorities in Wales to have a joint carers' information and consultation strategy in place by October 2012. This Measure puts carers high on the political agenda and will mean carer awareness is increasingly mainstreamed right across the Health Board and Pembrokeshire County Council. This will be a large focus of my role over the next 18 months.



As my job title suggests, I also have a lead role in overseeing the Pembrokeshire Carers Strategy which was developed in partnership with Pembrokeshire Association of Voluntary Services (PAVS) and Hywel

Dda Health Board. In order to comply with the Carers Strategies Measure and help to meet the evolving needs of carers, this Strategy will be updated this year in consultation with the Strategy Implementation Group (SIG).

Six months into my new job I am pleased to be able to take forward changes and improvements to services and support for carers who are very often the unsung heroes in our county. No doubt there will be challenges ahead, but I am confident that by working with partners in the statutory and voluntary sector and carers we can meet these together.

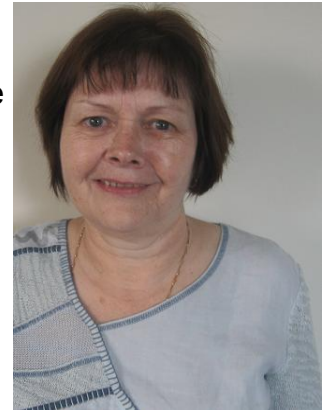
## Carers Social Workers



We are the Carers Social Workers for both the Adult and Childcare Services at Pembrokeshire County Council. I am Kate Stewart, the Carers Social Worker in the Childcare Team. I complete carers assessments for carers of children with disabilities and assessments of the needs of Young Carers. I took up the post in February 2011. A carers assessment is an opportunity to talk about the experience of caring and it is an assessment of the carer's needs to sustain the caring role. A carer is entitled to an assessment in their own right, whereby the carer's need for work, training and leisure are taken into account; the person they care for does not need to be receiving help from the local authority.

I am Lorraine Davies and I am the Carers Social Worker for the Adult Assessment and Care Management Teams. I have been in the post since June 2010.

Our previous experience in social care has enhanced our new roles as Carers Social Workers. It has made us aware of the vital role that carers play in the community by caring for their loved ones. We are not the only professionals completing carers assessments and if you have an allocated case manager they would usually offer to assess your needs as a carer. We have found the past few months very busy but very rewarding as we see the benefits to the person they care for of supporting carers as well as benefits for the carers themselves.



## A day in the life of a Carer

### Who do you care for?

I care for my husband and have done for the last 12 years.

### What is your usual daily routine?

Each day varies for me, as do the effects of my husband's illness. Sometimes we go out, but often we stay at home. I am very much there for him 24/7, to provide emotional and everyday support. I prepare meals, remind him to eat, take his tablets regularly and help encourage him to do everyday things that we would do, without thinking twice.

The effects of my husband's illness are disturbing and challenging sometimes. Things can get difficult for us both. Everyday it is my job to support and encourage him and try to suggest/organise suitable activities that act as a distraction. I try my best to ensure that he enjoys life as much as possible and lives in a way that is secure and safe.

Everyday I deal with all the finances, letters and arrange all appointments for us both. As my husband often is very tired and sometimes sleeps for up to 20 hours, I tend to use this time writing for local charities, a UK relief and development agency, and I have also written a novel, though it has not been published yet.

### Background:

I am 38 years old and have been a carer for 12 years. I have faith in Jesus; this may sound unusual, but my faith is often the only thing that keeps me going! I am a qualified primary school teacher and have organised lots of holiday clubs for young children. I have also organised many local events for charity and I write for local press. Recently I took on a new role, speaking in schools about Fair Trade. I do all these things on a voluntary basis.

My husband and I work as part time football stewards for a Premiership Football Club. This has been an excellent opportunity. The club staff have been a great support to us, making special exceptions due to the effects of my husband's illness.

### What support do you have?

We have a supportive Mental Health Team, and I have recently been put in touch with Heather Flowers from HAFAL, who has undertaken the carer's assessment.

My friends and family are supportive too. And I have support from my Christian friends, who I can talk, spend time and pray with.



### What has been your worst experience?

My worst experience was when my husband and I first met. He was hearing voices 24/7 and had no medication, professional or emotional support. I had very little experience with people suffering from his illness. For a year I tried to provide care, whilst working full time. I eventually left my job due to my own ill health, and because my caring role became too demanding to do both. We had no financial or professional help, this was very difficult.

Thankfully things are different now as we have great support from Mental Health workers and financial support from the government. However we have found the recent re-assessment process migrating from Incapacity Benefit to ESA very disturbing and we are still awaiting the decision. With more changes to come, this added pressure could easily bring on a relapse of my husband's illness and I fear this is true for many other people too.

### What has been most helpful?

Our faith has been paramount. Gaining the support of local Christians, friends and Community Mental Health Team has been priceless. Having financial support, such as DLA and Carers Allowance has meant we can live, and not just exist.

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

I would like to see all carers acknowledged and supported more, whether they are recognised carers, eg: in receipt of Carers Allowance, or not. We give our all to look after the person affected by illness or disabilities, often for little financial gain, costing our careers. Yet we can feel looked down upon by those who work in regular jobs, who may consider us less useful to society than themselves, even a burden.

I would like the assessment process regarding disability and limited capability for work benefits to include the view of carers, who can often know more about how the cared for person's illness affects them, this should be acknowledged and valued – making the process simpler and more accurate, less stressful for both client and carer.

I would also like to see the government, press and communities, support and promote the role of carers more, showing how we provide essential care for those who are ill or disabled and what would happen if we did not take on this role.

### What advice would you offer other carers?

Take one day at a time, and do not isolate your self. It is easy to be so concerned with the needs of the person you care for that you neglect your own. Find someone to talk to or you may become overwhelmed and start to resent your role as carer.

Try to establish a hobby or interest that you can do at home or away from home if you have some free time and can get out.

Do something fun with the person you care for, find a common interest and share it together.

If I were not a carer I may never have written a children's novel or had over 250 press releases published. Focus on the positive and this will give you strength in the hard times.



## Young Carers Summer Events



Lots of events were arranged for young carers this summer:

- **Activity Days** for Young carers aged 11 yrs and over on 4 days in August at Pembroke Dock Youth Centre. The workshops had a maximum of 10 spaces each day and the Forum asked that people sign up to do the four days to have consistency in the work that was done. Transport was provided.
- **Fun Day** for Under 11's on **Tuesday 30th August**. Transport will be provided, bring a packed lunch
- **Additional Days** funded by The Darwin Centre: 8 to 13 year old young carers went to Lydstep Haven and Silent World in Tenby and Young Carers went to Manor House Wildlife Park for a whole day

Any queries give Mel a call on 01437 776534, Mobile: 077 988 70234 – please include your name if texting. E-mail: [melanie.richards@pembrokeshire.gov.uk](mailto:melanie.richards@pembrokeshire.gov.uk)



### Young Carers in Mind

Lots of fun was had when the over 12s group, consisting of 5 boys, went to BP Go Karting in Haverfordwest recently.

After receiving the relevant health and safety information from BP staff and changing into the overalls and helmets, the boys thoroughly enjoyed speeding around the track in the go karts and are very keen to go again as soon as we are able to arrange another time. This was a first experience for most of the group but they all looked like complete professionals racing around the track at high speed and using their breaks in exactly the right places to cause the most skidding noises!!!

The boys said the experience was "awesome" and key workers on the young carers project feel that the over 12s boys are definitely the UKs formula one drivers of tomorrow so Ayrton Senna had better watch out!!

The under 8s group recently dressed in their best party clothes for the restaurant outing arranged by key workers on the Young Carers project. This was another new experience for all the children which staff felt was worthwhile having learned restaurant etiquette i.e. not to play with cutlery, not to run around and to consider other customers at the venue, apart from the fact that everyone felt very special being taken out to an adult place.

The children were given menus by the waitress at the Snooty Fox Inn and after deciding on their choice then gave their order to the waitress. When the food arrived each child's meal had a 'mouse' on the side of the plate made from a cherry tomato, with two small pieces of cucumber as ears, two peppercorns as eyes and a piece of onion ring as a tail.

While waiting for the food the children sat at the table and played eye spy. Everyone cleared the dinner plates and enjoyed ice cream for dessert.

When asked what the children felt they had learned they answered 'manners'. Everyone had a lovely time on this activity, which felt like a special occasion, as everyone put on their best clothes (including staff).

## Continuing NHS Healthcare for Adults in Wales



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Hywel Dda  
Health Board

Continuing NHS Healthcare (CHC) is the name given to a package of services which are arranged and funded solely by the NHS for those people who have been assessed, by a multi disciplinary/agency team, as having a primary health need. You can receive CHC in any setting including your own home or in a care home.

In your own home, this means the NHS will pay for healthcare (ie. services from a community nurse or specialist therapist) and social care, but this does not include the cost of food, accommodation or general household support. In a care home, if you are eligible for CHC, the NHS pays for your care home fees, including board and accommodation.

CHC is funded by the NHS, unlike the help from Social Services for which a charge may be made depending upon your income, savings and capital assets.

### Who is eligible?

If assessments by a range of health and social care professionals show that your primary need is a health need, you should be eligible for CHC. It is not dependent on an individual's particular condition, disease or diagnosis or on who provides the care or where it is provided.

### How is a primary health need assessed?

The primary health need will be assessed by looking at all of an individual's care needs considering 4 key areas:

1. Nature – this describes an individual's needs and type of need (ie. physical, mental health or psychological). It also describes the effects of an individual's needs on them and the type (quality) of help they require to manage their needs
2. Intensity – this describes one or more needs (quantity) which may be so severe as to require a degree of ongoing care
3. Complexity – this describes how symptoms interact, making them difficult to manage or control, requiring increased skill to monitor the symptoms, treat the condition and / or manage the care
4. Unpredictability – this describes the degree to which someone's needs fluctuate and how difficult those needs are to manage. It also describes the level of risk to an individual's health if the right care isn't provided quickly

### Who is involved and who will decide if an individual is eligible?

The NHS will make the decision about eligibility for CHC. They will work with the local authority and other professionals involved in the care through a multi disciplinary team and will make sure that the individual and their representatives are involved.

A multi disciplinary team is made up of 2 or more professionals who are involved with the individual's care and may be from health or social care services. The members of this team may visit separately to carry out their assessments before everyone meets to complete the full picture of an individual's care needs.

### Do I have to agree for the assessment to be completed?

**Yes.** Consent must be obtained before the assessment process begins and before decisions are made. In order to be sure that an individual has the full information to agree to the assessment, 1 of the multi disciplinary team (usually called the care co-ordinator) will meet with you to explain the process and make sure you have enough information to make your decision. They should discuss with you in full detail what the assessment process entails, who is involved and how outcomes will be recorded.

## What if I have been found eligible but I refuse the care package offered?

If you have been assessed as being eligible for CHC but you decide you do not want to accept the care package, this means that the NHS cannot be responsible for providing and paying for all your care.

Your needs may be able to be met by both the NHS and local authority (this is called a joint care package) but you may be charged for some of the local authority services. This would be the same if you refused to be assessed for CHC eligibility.

## Will my care needs be reviewed?

**Yes.** If you are found to be eligible for CHC, you will be involved in developing a care plan that says how your needs will be met. After 6 weeks of you first receiving a CHC package, a member of the NHS team and others involved in your care will arrange to review your needs and the care you require. You will be involved in this review.

Your consent should be obtained before the review process begins. In general, reviews should be undertaken at 6 weeks, 3 months and then annually or at other intervals if your health appears to have changed significantly.

As your health and personal care needs change, your care co-ordinator will arrange a multidisciplinary meeting to reassess your care needs and continued eligibility for CHC. The type of help and services you need may change and it may be that you no longer have a primary health need. If this is the case, a member of the multidisciplinary team should discuss with you the necessary changes to your care plan and whether or not you would then be required to make a contribution to your care costs.

## What if I am not eligible for CHC?

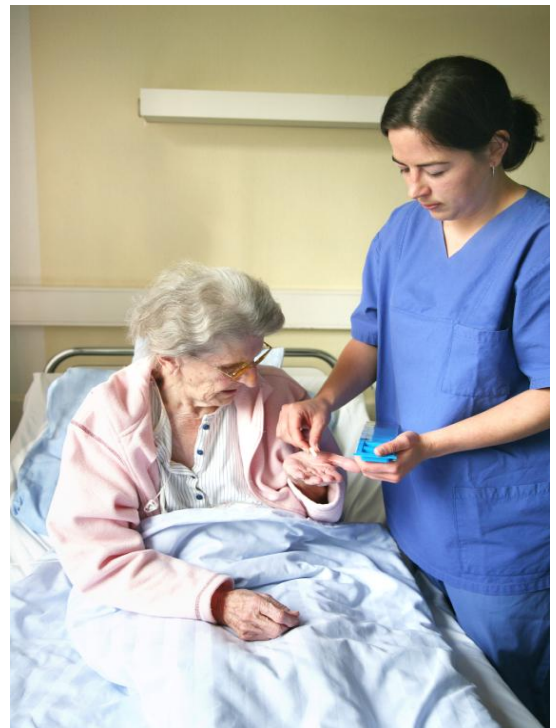
If you are **going home** and you are not eligible for CHC but still have some health care needs, care planning will determine whether you need a joint health and social care package. You may still be able to have a mixture of health and/or social care services to meet your individual needs if this is what you need. You may have to pay for some or all of your care provided by social services, although the NHS will still provide for your health care needs.

If you need to be placed in a **care home** and are not eligible for CHC, then you can expect to have:

- Healthcare services provided by the NHS (GP, therapists and funding through **Funded Nursing Care**)
- Social Services provided by the local authority on a means tested basis

You may have to be financially assessed by a local authority to decide how much you should pay towards your personal care and accommodation if you are in a care home.

If you live in a residential home and require some care from a nurse, this will be provided by the NHS through community nursing services



## Where can I get more information on CHC or Funded Nursing Care?

- You can ask your doctor or nurse in charge of your care
- Or contact the Hywel Dda Health Board – Pembrokeshire Office 01437 773889
- For the Public Services Ombudsman for Wales go to: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## Guide to Better Care and Support



Pembrokeshire County Council has produced a guide which aims to become the definitive reference source for people in Pembrokeshire helping those who want to continue to live independently, their relatives and friends, as well as carers, professional care staff and volunteers. This brochure brings together details of the key organisations, such as the National Health Service voluntary organisations and independent providers, as well as Pembrokeshire County Council's Adult Services, that might be able to help. Also included is general information for anyone wanting to get the most out of life, despite difficulties which may arise because of age or disability. Copies are available free of charge – telephone 01437 764551 to request your copy. It is also available on the website at [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk)



## Green Dragon Bus



There are a number of Dial-a-Ride services that the Preseli Rural Transport Association run for North Pembrokeshire.

### The Monday Narberth Doctor Surgery service

Approx 08.30 Tegryn - Mynachlogddu - Maenclochog - New Moat - Clarbeston - Clarbeston Road - Narberth. Return from Narberth approx 12 noon.

Booking telephone number: 0800 7831584

HOW DOES THIS DIAL-A-RIDE WORK?

You are a member of the PRTA, or you will join on your first trip.

You telephone the booking number given above (before 4pm on the working day preceding the day you wish to travel) which is the Transport Department of Pembrokeshire County Council.

They will take your details to give to the driver before the service starts.

### The Thursday Gwaun Valley Dial-a-Ride

This bus runs from Fishguard Square, along the Gwaun Valley to Newport, calling at Llanychaer, Pontfaen, Cilgwyn, & Newport.

It will call into Gellifawr, Bwlchgwynt, & New Inn/Rosebush on request.

Also by request, the bus starts in Crymych at 09.20 going to Fishguard Square, & returns from the Square at 14.52 heading back to Crymych.

Times:-Fishguard Square 10.00 to Newport 10.35, Newport 11.15 to Fishguard Square 11.52

Fishguard Square 12.00 to Newport 12.35, Newport 14.15 to Fishguard Square 14.52

Booking telephone number: 0845 6860242

Remember to telephone between 9.30am & 12 noon on the day preceding the day you wish to travel. This will put you through to the Green Dragon Answerphone. You press option 1 & then will be asked to leave a message with your name, day of travel & a contact telephone number. For more information ring the PRTA office on 01239 698506 or visit <http://www.pрта.co.uk/>

## Music and Image Storytelling for Carers

Are you a carer or ex-carer living in Pembrokeshire? Community Music Wales will be running a short course of fun and free storytelling workshops using music and images to tell your stories.

Come and join us in an enjoyable and relaxed environment where you will be given the chance to try out something new or to use any existing creative skills you may have. It doesn't matter if you have never played an instrument, made a video or used any of the equipment before - or you maybe more experienced. All abilities are welcome; we will provide the equipment and instruments.

Six-week courses will be accredited through Agored Cymru and could help you to increase your employment opportunities. The workshops will include percussion and music making, photography, digital imaging and animation. The first course starts on Tuesday 23rd August at Haverfordwest Rugby Club 10.00am – 2.00pm including lunch

Further courses will also run in Pembroke and Fishguard later in the year.

The workshops are provided as part of the Engagement Gateway, a collaborative venture by the Welsh European Funding Office, Welsh Government and Wales Council for Voluntary Action (WCVA).

If you are a carer or ex-carer living in Pembrokeshire and would like to get involved, please contact us: **Community Music Wales, Telephone:** 029 2083 8060

**Email:** [chris.dawson@communitymusicwales.org.uk](mailto:chris.dawson@communitymusicwales.org.uk)

For more information visit the website: [www.communitymusicwales.co.uk](http://www.communitymusicwales.co.uk)



cerdd  
gymunedol  
cymru  
community  
music  
wales

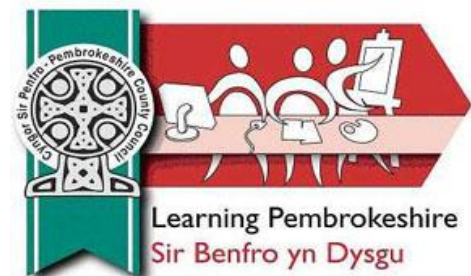


## Learning Pembrokeshire Concession for Carers

For courses commencing from September 2011 identified carers will be entitled to concessionary rates on 'Learning Pembrokeshire' Courses which include:

- ICT,
- accredited courses,
- preparation for employment,
- creative arts,
- health and well being and
- languages.

This does not include Welsh language courses which are already offered at lower rates.



If you inform the office at enrolment your eligibility will be confirmed with PAVS and you will only be charged the concessionary rate for your course. Further details of courses can be found at:

<http://www.pembrokeshire.gov.uk/learningpembrokeshire/>

## Carers Allowance for Carers in Full Time Education



Prior to the recent change in how Carer's Allowance look at Full Time Education we would have disallowed a carer who told us they are in full Time Education. Now if the carer tells us they are in full time education we will ask the education establishment if they are studying for more than 21 hours per week, this will include:

- receiving instruction or tuition,
- supervised study,
- examination of practical work,
- taking part in any exercise,
- experiment or project which forms part of the course.

If we are told the full time study is for more than 21 hours per week we will disallow Carers Allowance, if the study is less than 21 hours per week a decision will be made on the information provided from the place of study.

### Oliver Mawdsley, Outreach Manager - Customer Focus Group

Disability and Carer's Service, Carer's Allowance Unit, Pension, Disability & Carers Service, Room 501, Palatine House, Preston (01772 899556 Ext: 66556)



**Turn2us**  
to access benefits & grants

## Carers not claiming Carer's Allowance - Turn2us research reveals

A new Turn2us survey has revealed that large numbers of carers are not receiving Carer's Allowance. At the same time, nearly a third of those surveyed said they were regularly skipping meals to make ends meet.

- Turn2us helps people to access the money available to them through charitable grants, welfare benefits and other financial help.
- The Turn2us free, confidential online service - [www.turn2us.org.uk](http://www.turn2us.org.uk) - is designed to help individuals quickly and easily find charitable grants, welfare benefits, or tax credits available to them - all in one place.
- The site has a number of tools to make the process simpler, including a [Grants Search](#), [Benefit Checker](#) and [Find an Adviser](#) tool to help locate someone to speak to.
- Turn2us is part of Elizabeth Finn Care.

## Ask an Expert about benefits and support for carers

During Carers Week, Turn2us invited questions for its current Ask an Expert session on benefits and support for carers. A selection of questions and answers can be found on the website:

[http://www.turn2us.org.uk/information\\_\\_resources/ask\\_an\\_expert/ask\\_an\\_expert\\_carers.aspx](http://www.turn2us.org.uk/information__resources/ask_an_expert/ask_an_expert_carers.aspx)

## POETS CORNER

### Don't stand Still

Don't stand still and keep moving on  
 Each little step keeps you  
 clinging on  
 Everything may not be as  
 you wish  
 There is always another  
 twist  
 Another turn, another bend  
 Something to make your  
 heart mend  
 Another hill to climb, but  
 never succumb  
 Keep on going and it will  
 come  
 Even if it takes a little time  
 If you lose your way, just  
 let time pass  
 Bad times never....never last



Something to cheer your day  
 Believe me when I say  
 Get rid of confusion and doubt  
 You will soon find out  
 The past now a thought, that came and went  
 New things coming from heaven will be sent  
 The future will look bright, if hope is in your  
 sight  
 Take little steps and things will be alright  
 Have courage and hope  
 Believe in yourself and you'll cope  
 Hold on, hold on tight  
 Soon you will rid of fright

Good times will come  
 A new path you will find  
 If you always have this in mind  
 Think positive it will come your way  
 For you to begin a new day  
 Hold on to your dreams  
 They will come just to please  
 They will make you happy inside  
 No longer will you hide  
 You'll move forward with your life  
 To leave your strife behind.

### She is the Best

Having a child with a disability changes  
 one's life  
 Brings rewards from the very start.  
 My daughter now 23 - happens to be my  
 friend  
 Who I share everything in life and will till  
 the very end  
 Always be there for her - no matter what  
 We've survived many storms  
 We keep going and keep strong  
 She'd like to see New York.  
 To see all the stars of film and show  
 Musicals or a Broadway show

Go to the premier for a night  
 To mix with the stars  
 Have people clapping all night  
 To see her dressed up for the night  
 To be with her favourite star  
 Johnny Depp, she tells me is great  
 He's played all sorts of parts  
 Tim Burton someone she would like to  
 meet  
 He is so clever with films - they are a treat

She loves it when the disabled get a start  
 In drama a show or any part  
 She only thinks then, there is hope for me  
 Someone will come along to teach me  
 She goes to bed each night  
 Grasping to her dream  
 Always thinks of New York as a special  
 scene.  
 I hope one day her dreams will come true  
 All I can do - is my best because she's the  
 best!

by **Simone**



The Princess Royal Trust  
 for Carers

From Princess Royal  
 Trust Carer's Blog

<http://www.carers.org/community/blog>

## If you ask me ..... Cynthia Fells

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



**Respite care available every day of the year**

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

**Misleading adverts**

What is society's worst fault?

**Nimbyism (not in my backyard)**

What makes you angry?

**Unfairness**

What makes you happy?

**The warmth of the sun**

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

**Reliable**

When did you last cry?

**I never do**

What is your favourite journey?

**Returning home**

What keeps you awake at night?

**Thinking**

What words or phrases do you overuse?

**You know, in a minute**

What is your worst habit?

**Overeating**

What do you always keep with you?

**My Parkinson's Disease Society Tissue Bank Donor Card**

What single skill would improve your life?

**Do-it-yourself skills**

What do you most dislike about your appearance?

**My nose & my fat rolls**

What is your idea of a perfect day?

**No appointments for anyone, sunshine, great food which I haven't prepared & sharing it with my husband.**



This newsletter is available on our website too at: [www.pavs.org.uk/carers](http://www.pavs.org.uk/carers).

If you would like a copy 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): .....