



Cyngor Sir Penfro
Pembrokeshire County Council



Guide to Better Care and Support



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www.pembrokeshire.gov.uk

Foreword

Welcome to the Guide to Better Care and Support

This guide is for anyone who wants to go on living in their own home but, because of old age and / or disabilities, may need information, assistance or advice to do so.

We remain committed to providing essential and useful information to all residents, not just those receiving services from us, and we are pleased that this guide can provide that for people in Pembrokeshire. It's used by those wishing to continue to live independently, their relatives and friends, carers, professional care staff and volunteers.

You may need help from a variety of sources to find the right care and support. Our aim here is to bring together details of the key organisations, such as the National Health Service (NHS) and voluntary organisations, as well as Pembrokeshire County Council's Adult Care teams, that might be able to help you or the person you care for.

Over the past few years we have achieved a more joined up approach to our local health and social care services. An important strategic development in recent years has been building a close working relationship with the Hywel Dda University Health Board, enhancing levels of co-operation, service co-ordination and quality. This collaboration has led to an integration of Community and Primary Care Services.

We have included general information for anyone wanting to get the most out of life, despite difficulties which may arise because of age or disability. You will, therefore, find advice regarding transport, social activities, training and volunteering, as well as useful tips for looking after yourself and your home.

This guide, which we hope you find easy to read, is also available online at www.pembrokeshire.gov.uk. We hope you find this guide useful and informative.

For a copy of this publication in Braille, in larger print, audio tape or an alternative language, please contact Pembrokeshire County Council on 01437 776613.



Cllr Simon Hancock

Pembrokeshire County Council Cabinet Member for Adult Services, Well-Being and Equalities

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Chapter 1

Overview of where to go for help and how to use this Guide

About this Guide

This is the 2015 edition of the guide and updated versions will be published every two years. The guide is also available online at www.pembrokeshire.gov.uk and the on-line version will be updated regularly.

Please note that because an organisation has been included in this guide, does not mean that Pembrokeshire County Council endorses or recommends it. We have made every effort to ensure that all information is accurate at the time of printing but details may change during the life of the publication. If you find that details have altered please let us know by calling 01437 764551.

Information, Advice and Assistance

Having access to good information, advice and assistance will support you to make informed decisions about your wellbeing. This guide provides you with information on support that will enable you to maintain your independence. There are also details included on how to access this support.

Telephone Numbers

In this guide, we've given either local or national telephone numbers, as appropriate.

- 0800 and 0808 are free to call from both landlines and mobile phones.
- 0845 and 0844 calls are normally those charged at local rates
- 0870 and 0871 calls are normally charged at national rates
- 03XX calls are charged at local rate from UK landlines and mobile networks
- 09 numbers are premium rate lines and costs vary depending on the service called but are considerably more from mobile networks

If you get a request to call a number unfamiliar to you, you can call the operator for free on 100 and ask them to check the rate per minute for that number before you call it.

The Yellow Pages (or www.yell.com) gives details of local businesses that can help with things like cleaning your home (under cleaning services – domestic) and equipment to make life easier at home (under 'disability' and 'mobility'). Details of gardening and taxi services can also be found here. If you don't already have a copy, you can call the Yellow Pages directory ordering line on 0800 671444 to order one.

Using the Internet

We've given the addresses of many useful websites in the guide. You can get free access to the internet at all Pembrokeshire libraries. Staff can help to get you started if you haven't used the internet before. Pembrokeshire Libraries can be found in Haverfordwest, Crymych, Fishguard, Milford Haven, Narberth, Newport, Neyland,

Pembroke, Pembroke Dock, Saundersfoot, St Davids and Tenby.

The Pembrokeshire County Council website includes a search facility of services in your local area. Visit the home page - www.pembrokeshire.gov.uk - and type in your postcode.

Learning Pembrokeshire runs computer courses for all age groups and levels. A variety of courses catering for those who've never switched on a computer before through to those who want to build on existing skills are available. You can work at a pace that suits you in small and friendly classes.

Community IT - Learning Pembrokeshire, Bloomfield House, Redstone Road, Narberth, Pembrokeshire SA67 7ES, Tel: 01437 770130 or email communityit.learning@pembrokeshire.gov.uk

Info Engine is a comprehensive online directory of services covering Pembrokeshire, Powys, Ceredigion, and Carmarthenshire. You can search for services by keywords or by location. To search for services in your area go to: www.powys.info-engine.org.uk

My Account is a new way to access a variety of Council services online, which could save you time and money. All you need to be able to register is an email address. Once you have registered you will be able to receive waste and recycling collection reminders; pay for domiciliary or residential care charges, pay council tax or rent; apply for blue badges, learning courses and leisure classes; find your nearest healthcare service or library and much more.

To register or find out more go to: www.pembrokeshire.gov.uk/myaccount

For help or assistance call 01437 764551 or email webteam@pembrokeshire.gov.uk

Contact Details

Pembrokeshire Association of Voluntary Services (PAVS)

PAVS can give you details of local voluntary and community organisations, groups and services in your area. There are a wide range of services and activities on offer that could support you to maintain independence.

Tel: 01437 769422 Email: enquiries@pavs.org.uk

www.pavs.org.uk

Pembrokeshire County Council

The Contact Centre will provide you with information and advice about services you

may need to support you to live independently at home. The Contact Centre will also help you to make a referral to the Adult Care service if necessary. There are several ways you can contact us:

- By telephone : **(01437) 764551**
Our Contact Centre is open Monday to Friday 9am to 5pm. Please note that calls to our Contact Centre may be recorded for training purposes.
- By electronic enquiry form at www.pembrokeshire.gov.uk (this will be dealt with by our Customer Contact Centre)
- E-mail: enquiries@pembrokeshire.gov.uk
- By fax : **(01437) 776699**
- Write or visit: Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire. SA61 1TP
- Customer Service Centres in Haverfordwest (County Hall North Wing), Fishguard, Milford Haven, Neyland and Pembroke Dock are open Monday to Friday 9am to 5pm.

Adult Care

The local authority's adult care teams work closely with health and voluntary sector colleagues to assess your needs and to arrange for support that will enable you to meet your chosen goals and live independently. You will be supported to voice your preferences for, and to retain control over, decisions about how your needs can be met. Depending on your level of need, options for short term or long term care will be discussed and agreed with you.

Emergency Contact

Social Care- emergencies only out of hours contact: 08708 509 508 (weekdays from 5pm until 9am the following morning and weekends from 5pm Friday until 9am the following Monday).

GP, Pharmacist and NHS Direct

Your GP, pharmacist and NHS Direct can advise you about health matters. The NHS provides medical care and treatment and your doctor can refer you to a range of specialists (see Chapter 4). Contact details for local GP's and pharmacies can be found at www.hywelldahb.wales.nhs.uk. NHS Direct can be contacted on 0845 46 47.

If someone needs a Doctor because they have an urgent or serious medical problem that cannot wait until their surgery re-opens; they should ring their local GP practice for instruction on how to access the out-of-hours service.

When you speak to the out-of-hours service a telephone operator will take your details, which will be passed to the triage nurse who will either: speak to you immediately, ring you back or pass you directly to the duty doctor. You may be asked

to attend the Treatment Centre in Haverfordwest. Home visits will only be carried out for very ill patients.

Patients should call 999 or visit the Accident and Emergency Department at their local hospitals only if they have a genuine emergency.

Considering Options and Making Decisions

Along with the service provided by the local authority's contact centre and PAVS, you can access support from various organisations who provide information, advice and advocacy services. They will advise you on what is available and how you can access the right service to meet your needs.

The Department of Work and Pensions (DWP) can give you information and advice about state benefits, or other payments, you may be entitled to. Pembrokeshire County Council also has a Benefits Adviser who is available to visit at home and discuss relevant benefits. Tel 01437 764551 (see Chapter 8).

The Citizens Advice Bureau (CAB) can give you free, impartial advice and information about your rights, including benefits. CAB staff can also help you put across your point of view when you are dealing with other organisations.

CAB main offices are:

43 Cartlett, Haverfordwest, Pembrokeshire, SA61 2LH

38 Meyrick Street, Pembroke Dock, Pembrokeshire. SA72 6UT.

Advice Line Tel: 0344 477 20 20 email: advice@pembcab.org.uk

or visit www.citizensadvice.org.uk

Pembrokeshire County Council can provide you with information about affordable housing, including sheltered or supported housing. Advice and information can also be given about making alterations to your home, to make it easier for you to live in. Tel 01437 764551

The DEWIS Centre for Independent Living will provide you with information, advice and an advocate to support you to make decisions about how you can meet your needs and realise your goals. Tel: 01443 827930 or email info@dewiscil.org.uk

The Soldiers, Sailors, Airmen and Families Association (SSAFA) help and support those who serve (or used to serve) in the Armed Forces and for those who care for the families of both. Tel 0845 266 8662 or email dyfed@SSAFA.org.uk

Care and Social Services Inspectorate Wales (CSSIW)

CSSIW regulate and inspect social care providers and ensure they meet high standards.

They also offer guidance on finding and choosing the right care services.

South West Region, Government Buildings, Picton Terrace, Carmarthen, SA31 3BT
Tel: 0300 7900 126 Email: cssiw.southwest@wales.gsi.gov.uk
www.cssiw.org.uk

Complaints, Comments and Suggestions

Pembrokeshire County Council

We aim to provide a quality social care service for all the residents of Pembrokeshire, although we do recognise that things may occasionally go wrong. In order to improve the service further; we require your help to develop the good parts and eliminate the problems.

If you have a compliment or suggestion, please put it in writing and send it to the member of staff / team Manager with whom you have contact.

Alternatively send it to:

Complaints Officer, Social Care, Pembrokeshire County Council, County Hall
Haverfordwest, Pembrokeshire, SA61 1TP

Tel: 01437 775503 email: socialcare.complaints@pembrokeshire.gov.uk

Independent Organisations

Contact the Manager of the local branch of the organisation you are dealing with and/or ask for the address and phone number of the organisation's Complaints Manager.

The Health Service

If you are unhappy about care or treatment provided by the Hywel Dda University Health Board, please let us know so that we can look at what went wrong and try to make it better. If you prefer, a carer, friend, relative or the Community Health Council can represent you, but you will be asked to agree to this.

If you feel able to do so, the best place to start is by talking to the staff who were involved with your care and treatment. They can try to sort out your concern immediately. If this doesn't help or if you do not want to speak to staff who provided the service, then you can contact a member of the concerns team.

If you have a concern about services that you have received from your General Practitioner (GP), Dentist, Pharmacist or Optician you should normally ask the practice to look into it for you. If you prefer, you can ask the Local Health Board to do so.

If you need help to tell us about your concern, please let us know, or contact Hywel Dda Community Health Council (CHC). Your local CHC provides a free and independent advocacy service, which is able to help patients or the people acting for them to raise a concern.

The CHC will offer advice and support, including putting you in touch with specialist advocacy services if you need them.

You can contact the concerns team at Hywel Dda University Health Board by:

- Tel: 0300 0200 159 or headquarters switchboard: 01437 771220
- Email: hdhb.patientsupportservices@wales.nhs.uk
- Post: Chief Executive, Hywel Dda University Health Board, Freepost CT 21/2, Haverfordwest, SA61 1BR
- Fax: 01437 771222

Hywel Dda Community Health Council

Pembrokeshire Local Committee, Suite 1, Cedar Court, Haven's Head, Milford Haven, Pembrokeshire SA73 3LS

Tel: 01646 697610 Fax: 01646 697256

email: pembrokeshire@chcwales.org.uk

Chapter 2

Getting Out and About

This chapter gives details of services and organisations that can offer you support in getting out and about and making the most of life. This includes information on travel and transport, social and leisure activities, and details of volunteering opportunities.

Further information is also available at www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index which includes the highway code for mobility scooters.

Driving yourself

Motability Scheme

If you receive the higher rate mobility component of Disability Living Allowance, the Enhanced Rate of the Mobility Component of Personal Independence Payment, the War Pensioners' Mobility Supplement or the Armed Forces Independence Payment (see Chapter 8) you may be able to buy or lease a car that has been specially adapted for your use through the Motability Scheme.

Motability Operations, City Gate House, 22 Southwark Bridge Road, London. SE1 9HB

Tel: 0300 456 4566 Textphone: 0300 037 0100

www.motability.co.uk

If you do not qualify for this scheme you can make your own arrangements to have a car adapted by contacting a local car dealer who does motability work – search for 'motability accredited' firms in the Yellow Pages **Advice for disabled drivers**

Disabled drivers can get advice about driving, an assessment of their capabilities, and advice about car adaptations and/or choice of car from the **Forum of Mobility Centres**. Tel: 0800 559 3636 www.mobility-centres.org.uk/

South Wales Mobility and Driving Assessment Service- offers driver and passenger assessments that aim to provide long-term mobility solutions.

Rookwood Hospital, Fairwater Road, Llandaff, Cardiff. CF5 2YN

Tel: 029205 55130

www.wmdas.co.uk

Driver Refresher Course

If you are aged 65+, drive regularly, and wish to update your driving skills and improve your confidence, Pembrokeshire County Council offer driver refresher courses free of charge.

'Drive for Life' is a one day refresher course held in Haverfordwest. The course includes classroom based learning and a practical driving session with an approved driving instructor. It is a voluntary course and there is no assessment or test. Instructors can cover any aspects of driving that you would like to refresh, such as parallel parking, roundabouts or general safer driving techniques.

For more information contact Road Safety on 01437 775144 or email road.safety@pembrokeshire.gov.uk

Blue Badges

Parking permits for disabled people

Blue parking badges allow parking concessions for cars carrying people who have severe walking difficulties, severe upper limb disabilities or who are registered blind.

The badge belongs to the disabled person who qualifies for it (who may or may not be a car driver) and can be used in any vehicle they are travelling in. Parents of a disabled child over two and under 16 can apply for a badge on their child's behalf. The badge can be used anywhere in the EU.

Where do I apply?

To apply for a new badge, renewal or replacement badge, return badges or report misuse contact Pembrokeshire County Council on 01437 764551 or call in at one of the Council's five Customer Service Centres, located at Haverfordwest (County Hall North Wing), Fishguard Town Hall, Milford Haven Town Hall, Pembroke Dock Argyle St and Neyland Library.

Following completion of the application badges are issued by post within approximately 5 days. There is no charge for personal badges in Wales, however there is a charge for organisational badges.

Pembrokeshire County Council charge £10 for replacing lost, damaged or stolen badges, but replacements can still be obtained free of charge from www.gov.uk

Public Transport

Buses

There is a network of local bus services throughout the County together with a range of train services. Passenger transport also includes taxis, community transport, education transport and a number of other transport options available in Pembrokeshire. For details see www.pembrokeshire.gov.uk, Tel: 01437 764551

Concessionary Travel Pass Scheme

The scheme entitles elderly people and people with disabilities resident in Wales to free travel on local bus services throughout the principality.

For residents of Pembrokeshire an application form and travel pass is available free of charge through Post Office branches and Pembrokeshire County Council. Some

applicants applying on grounds of disability may need to obtain a Concessionary Travel Pass Application – Disabled Eligibility Assessment form from the County Council. Tel: 01437 764551
email: public.transport@pembrokeshire.gov.uk

Coastal Bus Services

There are five coastal bus services that run 7 days a week throughout the summer. The buses now cover the majority of the Pembrokeshire Coast. The Poppit Rocket, Strumble and Puffin Shuttles and Coastal Cruiser buses also run 2 days a week during the winter.

Useful Contacts and Links

For timetable information and for help to plan your local or national journey please contact Traveline Cymru on: 0871 200 22 33 www.traveline-cymru.org.uk

For a timetable booklet for Pembrokeshire:

Tel: 01437 764551 Email: public.transport@pembrokeshire.gov.uk

Local Rail Services

For information on the complete range of tickets and Railcards available in the Pembrokeshire area, including **Arriva Trains Wales** timetables, bus links and ferry connections please visit:
www.arrivatrainswales.co.uk

For **National Rail Enquiries** visit: www.nationalrail.co.uk

Tel: 08457 48 49 50 (24 hrs)

0845 60 40 500 (Welsh Language Service)

0845 60 50 600 (Textphone)

Taxis (Hackney Carriage)

Vehicles registered as a 'Hackney Carriage' (i.e. a taxi) can carry up to 8 passengers in addition to the driver. Taxis are licensed by the County Council.

Wheelchair Accessible Taxis

There are a limited number of wheelchair accessible vehicles registered as taxis. These vehicles are designed to carry one wheelchair passenger together with standard seating for other passengers. Please contact the individual operator for details on the type of vehicle they can provide.

Hospital Transport

As well as accident and emergency services, the Welsh Ambulance Service also arranges and provides transport free of charge to hospital or dentist surgeries for patients who are medically unfit to travel by any other means. Please call 0844 8700888 for more information.

Help with Travelling Expenses

Patients and their escorts may be entitled to financial help with the cost of travel to hospital if they are in receipt of benefits, on low incomes or are war disablement pensioners. Information is available from your hospital.

Pembrokeshire Community Transport

Community transport services help people and groups who don't have access to their own transport and who don't have or can't use conventional public transport services. In Pembrokeshire they are run by voluntary organisations and local non-profit community groups.

For information about all **Community Transport Services** call **PACTO (Pembrokeshire Association of Community Transport Organisations)**:

Tel: 0800 783 1584 www.pembrokeshirecommunitytransport.org.uk

There are two social car schemes:

Cars for Carers – a community car scheme providing transport for unpaid carers in Pembrokeshire. Tel: 01646 685952

Country Cars- If you really need a lift and cannot access family or public transport then Country Cars can help you by providing the "personal touch" of door to door service, including trips to the hospital. Tel: 0800 783 1584

Both schemes are run by volunteer drivers using their own car. An expanded fleet of wheelchair accessible cars is now available and can transport able-bodied as well as wheelchair passengers.

There are five **Community Minibus Schemes** - Pembrokeshire Voluntary Transport (PVT), Preseli Rural Transport Association, Manorbier Community Transport Association, the Bloomfield Bus and Bws y Bobol.

The Town Rider is a local dial-a-ride service for elderly and disabled people who are unable to use bus services. The Town Rider is now available in all of Pembrokeshire's larger towns. To register to use the service or to book call PACTO on the number above.

Pembrokeshire Passport

The **Pembrokeshire Passport** can help you use the bus on your own and make your journey easier if you need extra help. It will let bus drivers know that you may need assistance on your journey. The Passport can be used on any bus in Pembrokeshire or any Arriva train. Words or pictures can be put into the Passport to help the driver know where you would like to go, what fare you would like, or instructions for stops and emergencies. The Passport does not give you free or

discounted travel. For more information or to get your Passport contact:
Pembrokeshire Passport, Pembrokeshire County Council, North Wing, County Hall

Haverfordwest Pembrokeshire SA61 1TP. Tel: 01437 764551.

email: enquiries@pembrokeshire.gov.uk

Volunteering Opportunities

Most community transport services in Pembrokeshire are run by volunteers. There are opportunities for drivers and non-drivers. If you are interested in joining **PACTO** as a volunteer please call 0800 783 1584.

Volunteering Pembrokeshire at PAVS matches volunteers with volunteering opportunities

Tel: PAVS on 01437 769422 or email volunteering@pavs.org.uk

Good Neighbour Schemes provide support through volunteers. For details see Chapter 3.

Voluntary work with RVS

The Royal Voluntary Service (RVS) is one of the UK's largest volunteering organisations. For more details on volunteering opportunities with RVS in Pembrokeshire please contact 01437 807336 or 0845 608 0122.

Volunteering Matters

Volunteering Matters is a national charity leading in volunteering, focussing on the needs of disabled people, older people, young people and families. Volunteering Matters have a number of opportunities in Pembrokeshire, for information call 01437 769422

50+ Forum

Another way to be involved in planning and supporting older people's services in Pembrokeshire is to join the 50+ Central Forum, supported by the Older Persons Strategy Co-ordinator and Older Person's Champion. For more details please contact the Older Persons Strategy Co-ordinator at Pembrokeshire County Council on 01437 764551 or email 50+Forum@Pembrokeshire.gov.uk.
www.pembrokeshire.gov.uk/50plus

Community Services

Pembrokeshire Libraries www.pembrokeshire.gov.uk/libraries

Joining the library

Membership entitles you to borrow books, DVDs, audio books, or use a library computer. You can join in person at your local library (just provide one item that

shows your name and current address) or join online at www.pembrokeshire.gov.uk/libraries

Libraries

There are libraries at Haverfordwest, Crymych, Fishguard, Milford Haven, Narberth, Newport, Neyland, Pembroke, Pembroke Dock, Saundersfoot, St Davids and Tenby.

Mobile Libraries

Mobile libraries visit communities throughout the county once every 4 weeks. The mobile has lift access for those with mobility issues. A timetable of the stops can be found on the Pembrokeshire County Council website or tel: 01437 776126

If you are unable to access libraries, you may be eligible for the Friend or Family Service or Library at Home Service. For more information call 01437 776126

Computers

Free access to the internet is available for up to one hour per day at all our libraries

At your local library you can:

- Surf the internet
- Send and receive e mails
- Use Microsoft Office software (Word, Powerpoint, Excel)
- Scan pictures, images and text
- Use special software for the visually impaired

In addition we subscribe to:

- BYKI – an online language learning tool
- Encyclopaedia Britannica –(inc. Children’s and Student versions)
- Newsbank – on line newspaper content
- Oxford Music Online
- Oxford Art Online
- Oxford English Dictionary
- Oxford Dictionary of National Biography
- Ancestrylibrary.com
- Findmypast.co.uk

Library Catalogue

All items held in Pembrokeshire Libraries are listed in our library catalogue. You can search for a specific item and check the availability of items and which library they are held at.

If you have a library account you can also,

- Reserve items online
- Renew your loans on line
- Download Free Audio Books
- Download Free E Books

For further information contact
County Library, Dew Street, Haverfordwest, Pembrokeshire, SA61 1SU
Tel : 01437 775244
E mail: haverfordwestlibrary@pembrokeshire.gov.uk

Day Opportunities

Day opportunities refer to organised activities that you can join in with outside your home during the day. Activities are run by a range of different organisations across the voluntary and private sectors, as well as by the Health Service and Adult Care. Some are only offered to people referred through Adult Care and some are open to anyone.

The types of activities available are wide ranging and can vary in provision. However, all encourage the strong essential social interaction that every individual needs. Where assessed as needed, transport can be arranged to get you to or from a centre.

There are a wide range of organisations who offer group activities led by volunteers. For information on activities taking place in your area contact **PAVS** on 01437 769422 or your local **Community Council** (found in local town halls) for details.

Luncheon Clubs

See Chapter 3

Dementia Cafes

Alzheimer's Society run a number of dementia services around the County, such as Dementia Cafes, Singing for the Brain, activity groups, befriending service, support groups, advocacy and more. To find out more information contact:

Alzheimer's Society. Tel: 01646 692329 Email: pembrokeshire@alzheimers.org.uk

Befriending

Befrienders can help you socialise and stay active by taking part in activities, hobbies and learning new skills with you. There are several organisations offering befriending services in Pembrokeshire:

Pembrokeshire Mind- provide a range of groups and activities to anyone who is experiencing the effects of loneliness including carers. Tel: 01437 769982

Age Cymru- offer befriending services and socialisation packages for older people, as well as friendship and activity groups. Tel: 01437 769972

Royal Voluntary Service- offers befriending to older people. Tel: 01437 807336

Alzheimer's Society- offers befriending to people living with dementia. Tel: 01646 692329

Volunteering Matters co-ordinate a range of friendship groups and a befriending network. Tel: 01437 769422

Contact the Elderly South Wales helps to relieve the loneliness of older people over 75 and usually housebound and living alone. Referrals can be made by health professionals, Social Services, and self. Volunteer drivers pick up older people from their homes once a month to visit a volunteer host for afternoon tea. Groups are 6 older people to 3 volunteers and the service is free.

Tel: 01792 862702

Marion.Lowther@contact-the-elderly.org.uk

www.contact-the-elderly.org

Day Opportunities in Social Enterprises.

Pembrokeshire has a wide range of social enterprises which can provide day opportunities for people who want to stay active and engage in their community. These services can be accessed following an assessment of need. Providers of these services attend the Day Opportunities Forum, which can provide details of opportunities in your area.

Tel: 01437 763650 Email: dayopsforum@pembrokeshire.gov.uk

Norman Industries – Pembrokeshire County Council's Supported Employment business - provides opportunities to maintain woodworking or painting skills. Norman Industries can be accessed following an assessment of need but also welcomes volunteers without assessed needs who want a hands-on experience and are willing to supporting young disabled people as they learn.

Tel: 01437 763650 Email: karen.davies@pembrokeshire.gov.uk

Day Opportunities provided by Adult Care

Day Centres can provide care during the day if you are housebound or living alone. They can help maintain independence and provide support, companionship and opportunities to learn or relearn skills and hobbies.

These services are only available following an assessment of need. You may be charged for day care services; how much will depend on your ability to pay. You will be asked to complete a financial assessment to decide this.

- Lunches are charged.
- The Council has day centres in Crymych, Fishguard, Haverfordwest, Narberth, Milford Haven, Pembroke Dock and Tenby.
- Where assessed as needed transport is provided free of charge

Day Opportunities in Care Homes

Some of the locally run residential homes run day centres for non residents. Some homes are happy to take non residents for all or part of the day so that they can participate in activities with residents.

Leisure Activities

Pembrokeshire has a coastal National Park that provides access to over 950km of public footpaths.

Pembrokeshire Coast National Park Tel: 0845 345 7275

www.pembrokeshirecoast.org.uk

Pembrokeshire County Council Tourist Information Centres are located across the County and are well equipped to serve all your information needs.

Tel: 01437 764551

Easy Access Beaches

There are 18 beaches in Pembrokeshire which are designated easy access for details contact the Tourist Information Centres.

www.pembrokeshirecoast.org.uk

www.pembrokeshire.gov.uk

Beach Wheelchairs

Beach wheelchairs are specially designed and manufactured to be pushed over sandy beaches, enabling people to gain access to some of our finest beaches. They are available for hire at Milford Haven all year round, and Saundersfoot Beach, Whitesands Beach, Broad Haven North Beach, Poppit Sands and Newport Sands during the summer season only. For more information contact **National Park Headquarters**.

Tel: 0845 345 7275. email: info@pembrokeshirecoast.org.uk

Walks for All

Pembrokeshire Coast Path National Park Authority has provided easier access routes, which are mainly associated with the Coast Path. They are classified into one of four levels of difficulty: wheelchair paths; adventure chair paths; easy access paths and gentle walks or strolls. For further information

www.pembrokeshirecoast.org.uk

Walking Pembrokeshire

See www.walkingpembrokeshire.co.uk for details of walks in the area.

Steps2Health

The Steps2Health walking club provides regular volunteer led opportunities for those who may not be confident to walk alone because they are new to walking or are coming back to walking after a period of illness or inactivity, or those who simply prefer to walk with others.

Tel: 01239 612356 or email enquires@steps2healthwalkingclub.org.uk

www.steps2healthwalkingclub.org.uk

60 + Activities

If you stay physically active, you're also likely to stay independent longer. Exercise can make you stronger and help you feel more confident and involved in life.

If you're not sure what to try, why visit your local leisure centre to take advantage of the Welsh Government's **60+ free swimming scheme** and also meet the friendly, professional staff who will be happy to discuss your requirements or concerns and offer appropriate advice.

Remember, before beginning a new exercise regime, it's a good idea to talk to your doctor first.

Exercise Referral and Cardiac Rehabilitation

Operating in six of our leisure centres across the county, these sessions are for people whose GP or other health professional has prescribed exercise as part of their recovery program. People can be referred for various conditions ranging from osteoporosis, mental health/mild anxiety, weight management, diabetes and inactive/sedentary lifestyles. Age ranges from 16 year to 90 plus as it's never too late to start an exercise programme.

Pembrokeshire Leisure aims to integrate health and the national exercise referral scheme in the prevention and management of chronic conditions. If you would like more information please contact your local leisure centre who will be happy to help.

Pembrokeshire Leisure sites

- [Haverfordwest](#) Tel: 01437 776676
- [Crymych](#) Tel: 01437 776690
- [Fishguard](#) Tel: 01437 775504
- [Milford Haven](#) Tel: 01437 775959
- [Pembroke](#) Tel: 01437 776660
- [Tenby](#) Tel: 01834 843575

Passport to Leisure

Passport to Leisure offers discounted membership to Pembrokeshire Leisure services for residents of Pembrokeshire who receive any of the following benefits:

- Income Support
- Jobseekers Allowance (Income-based)
- Employment Support Allowance (Income related)
- Pension Credit Guarantee Credit

For more information or to get an application forms contact your local Pembrokeshire Leisure Centre or Pembrokeshire County Council Customer Service Centre.

Lifelong Learning

Participation in further education and learning activities can offer a positive contribution to quality of life and continuing independence. Research studies have found that continuing learning during retirement may provide protection for the

ageing brain against decline and dementia. It can also provide opportunities for social interaction that reduce feelings of isolation and include older people in their local community activities.

Community Learning Centres offer various activities and courses such as keep-fit, language courses, computing and crafts. They also play host to a wide range of clubs and societies.

For further information visit www.pembrokeshire.gov.uk/learningpembrokeshire or tel: 01834 861712.

Age Cymru Pembrokeshire can provide individual tuition on how to use a computer and access the internet. Tel: Age Cymru Pembrokeshire 01437 769972.

Pembrokeshire College runs a range of adult community classes at community centres and village halls throughout Pembrokeshire. These include:

- Daytime and Evening
- Short Courses
- One day workshops
- Accredited
- Running throughout the year (including outside of term time)

For more information tel: 01437 753 139 www.step.pembrokeshire.ac.uk

U3A (University of the Third Age) is a self-help organisation for older people no longer in full time employment to take up educational, creative and leisure opportunities in a friendly environment. Members share their knowledge, skills and experience to learn from each other.

Go to www.pembrokeshireu3a.org.uk to download a member's application form or fill in the contact form

Training and Employment

Continuing in training and employment can be great for the wellbeing and confidence of those who choose to do so. There are a range of organisations who can help to find opportunities to further your skills or find employment.

Careers Wales offers free guidance about careers and training opportunities no matter what your age or situation.

25 Bridge Street, Haverfordwest, Pembrokeshire, SA61 2AL

Tel: 0800 028 4844 or 029 2090 6800 www.careerswales.com

Age UK offers information and advice to older people on education and training, finding work and discrimination – see www.ageuk.org.uk/work-and-learning

Pembrokeshire has a **Disability Employment Advisor** who can help you find work or disability-friendly employers in your area- contact your local Jobcentre for details. The Disability Employment Advisor will be able to give you information on financial

assistance available such as Access to Work to help with training or disability adaptation in the workplace. Opportunities change frequently so it is worth keeping in touch with the Advisor.

As well as providing day opportunities, **Norman Industries** can offer paid employment to people with disability or long term health problems under the Work Choice programme. Work trials are also available to assess your ability to engage in paid work before making a commitment to come off benefits. To access these opportunities you must be referred from the Disability Employment Advisor.

Tel: 01437 763650 Email: karen.davies@pembrokeshire.gov.uk

Self-employment may suit the needs of older people and carers who wish to keep working but require flexibility to do so due to specific needs or other commitments. The **New Enterprise Allowance** is a scheme that supports people who wish to move off benefits and into self-employment by providing access to business mentoring and financial support. Contact your local **Jobcentre** or visit www.gov.uk for more information.

If you need help setting yourself up as self-employed, **PBI (Pembrokeshire Business Initiative)** run a free business start-up course and provide advice and support. Tel: 01646 689222

Employment Support Projects- Pembrokeshire currently benefits from Welsh Government and European grant funding to support people with disability or long term health problems back into work. For details of the most suitable project for your needs contact:

karen.davies@pembrokeshire.gov.uk or the European Team on 01437 776174.

Holidays & Leisure

For information and advice on foreign travel for disabled people see www.gov.uk/foreign-travel-for-disabled-people

Scope also offer information on travel, accessible holidays and inclusive events for disabled people at www.scope.org.uk/support/disabled-people/independent-living/leisure

For information on holidays in Pembrokeshire see www.visitpembrokeshire.com

Chapter 3

Maintaining Independence

This chapter tells you about the support services that can make your home safer and easier to live in. It provides information on what to do in an emergency, special equipment, maintenance and repairs, and alternative housing options.

Your everyday life

Adult Care Assessments

If you are no longer able to carry out basic tasks such as getting yourself washed and dressed or getting to the toilet, Adult Care can complete an assessment. If you are assessed as needing help, they will work with you to agree your goals and identify and possibly arrange services that will benefit you.

If you think you need support contact Pembrokeshire County Council for more information on 01437 764551.

Assessing Eligible Needs

Finding out what eligible needs a person has starts with a conversation. During this conversation we will ask what matters to you. We will ask you about your circumstances; personal outcomes, barriers to achieving those outcomes, any risks to you or to other persons and your strengths and capabilities. We will also ask you about the support you already receive and we will talk about where you can access support that you need.

There is national eligibility criteria for care and support for adults, children and carers. Eligibility is made up of 4 criteria that must be met for the need to be eligible. There is a criteria table for adults, carers and children. There is an automatic right to eligibility for those at risk of abuse or neglect.

- Eligibility is conferred on a need not a person and is not about a right to a service.
- It is applied to guarantee access to care and support for those who cannot achieve their personal outcomes without it.
- Some needs may be met through a care and support plan and some through the access to community services.
- Community services could include those provided by public, private and 3rd sector organisations, as well as community groups, family and friends.
- If the provision of care and support cannot help the person achieve their outcomes the question of eligibility does not arise.

Ability to meet need

A person is regarded as being unable to meet a need if doing so:

- Causes significant pain, anxiety or distress to that person;
- Endangers or is likely to endanger the health or safety of that person or another person;

- Takes that person significantly longer than would normally be expected

Adults & Adult Carers Eligibility Criteria			
1 st CRITERIA	2 nd CRITERIA	3 rd CRITERIA	4 th CRITERIA
Their needs arise from the adult's physical or mental health, age disability, dependence on drugs or other substances	<ul style="list-style-type: none"> • Ability to carry out self-care or domestic routines • Ability to communicate • Protection from abuse or neglect • Involvement in work, education, learning or in leisure activities • Maintenance or development of family or other significant personal relationships • Development and maintenance of social relationships and involvement in the community • Fulfilment of caring responsibilities for a child 	As a result they are unable to meet that need, either alone, or with support of willing others, or with assistance from the community	As a consequence they are unlikely to achieve one or more personal outcomes unless the local authority provides or arranges care and support

People with complex health and social care needs

People who have complex health and social care needs will have their needs assessed by health and social care professionals, as part of an integrated assessment. These assessments will consider both Social care and NHS eligibility.

Help Leaving Hospital

Health and Social Services colleagues work closely with voluntary sector organisations to make sure your return home from a stay in hospital is safe and comfortable. A plan for your discharge from hospital will be drawn up to make sure that you get the most appropriate support when you return home. This means that leaving hospital should not be delayed unnecessarily. (See Chapter 4 Your Health)

Community/District Nursing and Acute Response Team

(See Chapter 4)

Personal care

Organisations offering personal care can offer help with getting up, going to bed, dressing, undressing, washing, bathing, personal hygiene, eating, drinking, using the toilet, managing incontinence and tooth and denture care. They may be able to help with health related tasks such as dealing with pressure sores.

All organisations offering personal and/or nursing care have to be registered with the Care and Social Services Inspectorate Wales (CSSIW). CSSIW regulate and

inspect social care providers and ensures they meet high standards. They also offer guidance on finding and choosing the right care services (see Chapter 6).

Housework

If you need help with cleaning the house, the Yellow Pages list companies under 'Cleaning Services- Domestic'. You need to ask for and follow up references before employing a cleaner.

Gardening

Keeping your garden maintained can become a concern. For advice on making your garden easier to manage you can contact **Thrive** on 0118 988 5688 or look at the website www.carryongardening.org.uk for tips to achieve this. You can find gardening services in the Yellow Pages.

Meals

There are various ways that help with meals can be provided. Some organisations bring a hot midday meal to your door, while others can deliver frozen or long-life meals that are easy to heat up.

Some restaurants and takeaways operate a home delivery service. Many supermarkets offer a delivery service for foods bought online.

Contact PAVS for details of any services or groups in your area that may be able to help. Tel: 01437 769422

Meals on Wheels

The meals on wheels service delivers hot meals to people who are unable to cook for themselves because they are frail or disabled and there is no one else who can support them. The service can only be provided after an assessment by a care manager, which is subject to eligibility criteria. Tel: Pembrokeshire County Council on 01437 764551.

Luncheon Clubs

Luncheon Clubs in Pembrokeshire are organised by local communities or voluntary organisations. Many clubs receive a subsidy from the County Council. Any person of retirement age (60+ years) can attend a luncheon club and even if your spouse/partner is under 60 they can come with you.

Tel: Pembrokeshire County Council on 01437 764551 to find your local luncheon club.

Good Neighbour Schemes

Good Neighbour Schemes are currently being established throughout Pembrokeshire. The schemes are there to give a helping hand on the occasions that anyone in the community may need it.

Support is given by community members and tasks can vary from changing a light bulb to reading a meter, giving lifts or picking up some shopping.

For information on current schemes please contact Pembrokeshire County Council on 01437 764551.

Community Visitor Service

The Community Visitor Service provides housing related support to vulnerable adults to enable you to remain as independent as possible. After assessing your needs Community Visitors will carry out regular planned home visits, and put support plans in place. The type of support that can be provided includes:

- Help to enable you to live independently at home
- Help with housing applications and advice on housing issues
- Information, advice and advocacy support
- Help to fill in forms, benefits, housing / council tax benefit
- Help to ensure you are claiming your full benefit entitlements
- Help to develop the skills necessary to set up and maintain a tenancy
- Assistance with accessing home repairs / improvements / disabled facilities grants
- Assessing need and referring onto appropriate services

To find out more about the service or to make a referral call 01437 764551

Caring for pets

If you have difficulty exercising your dog or contacting pet care services, try your local 'Good Neighbour' scheme, your local church or PAVS on 01437 769422 to see if there is anyone who can help.

Alternatively, **SPPOT** is a local social enterprise that can provide dog walking services for a charge. Tel: 01437 767648

If you can no longer look after your pet you can contact the Cinnamon Trust. The Trust can find both long and short-term foster carers for pets who will keep their owners informed about their welfare.

The Cinnamon Trust, 10 Market Square, Hayle, Cornwall, TR27 4HE

Tel: 01736 757900

www.cinnamon.org.uk

There are also a number of local animal rescue centres- contact **PAVS** for details.

Your Personal Safety

Community alarms

If you are concerned about getting help in an emergency you may be interested in having a community alarm. A pendant alarm, which you wear around your neck or wrist, is linked to your telephone and is activated if you press it in an emergency.

The monitoring service will answer your call and the operator will decide what action

to take. You will need to have two local contacts who can respond to your call, and who live within 20 minutes of your home. There is a weekly charge for this service.
Tel: Pembrokeshire County Council on 01437 764551

There are also systems available from other suppliers:

Age UK Aid Call

www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms

Tel: 0800 011 3846

Tunstall Response Ltd

You can arrange to have a system fitted yourself by contacting Tunstall Response on 01302 333304

www.tunstall.co.uk or email: enquiries@tunstallresponse.co.uk.

Telecare

Telecare is a wide range of alarms and sensors that enable people to live safely and independently in their own homes. As well as the pendant alarm there are many others including fall detectors, bed sensors and smoke detectors. The equipment is connected to a community alarm response centre which will contact you and get in touch with the appropriate person or service. Telecare is only available through referral from a Health professional.

Tel: Pembrokeshire County Council on 01437 764551

Equipment to make your home safer

Assistive equipment can help to make your life at home easier and safer. This can be large installations, like stair lifts, to smaller items, like specialised kitchen utensils and rails to help you in the bathroom. There are a range of local outlets, as well as national suppliers, where you can purchase equipment.

Adult Care can offer information and advice on suitable equipment to meet your needs and if necessary carry out an assessment of what you can and can't do in your everyday activities. They may suggest alternative ways of doing things and may be able to provide assistive equipment to help you live more safely and independently at home.

Subject to financial assessment, grants are available to people with disabilities to assist with the installation of equipment such as stair lifts and for other adaptations to your home.

If you have sight and/or hearing loss, specialist advisors can help provide equipment to help you remain independent.

Tel: Pembrokeshire County Council 01437 764551 or e-mail enquiries@pembrokeshire.gov.uk

You can buy equipment in high street shops to help with everyday tasks. You can find stockists in the Yellow Pages under Disability and Mobility.

Cantre Mobility Tel: 0808 100 1133 or 01545 571390 or 01267 22201

Snowdrop Independent Living, Snowdrop Lane, Haverfordwest SA61 1ET
Tel: 01437 768383 or 0333 200 1337

Disabled Living and Mobility Main Street, Pembroke, SA71 4LA.
Tel: 01646 279352 www.disabled-living.co.uk

Harbour Mobility, Mackerel Quay, Milford Haven, SA73 3BH.
Tel: 07970 943948 www.harbourmobility.co.uk

British Red Cross provides short-term loans of medical equipment to people with a disability or illness who are in crisis for a small donation. Equipment includes wheelchairs, commodes, walking sticks, frames and bath and toilet aids.
Tel: 01554 749374

FRAME Mobility Hire service offer manual/ self-propelled wheelchairs and mobility scooters to hire. Equipment can be delivered for a charge, and both local people and holidaymakers are able to use the service.
Tel: 01348 873034 e-mail: info@frameltd.co.uk or vicstokes@frameltd.co.uk
www.pembrokeshire-frame.org.uk/wheel-chair-hire

Some furniture stores can supply easy chairs that tilt or lift to help people get up. You can find local stockists in the Yellow Pages under 'Furniture Retailers.'

If you are in the later stages of a life-limiting illness, the **Paul Sartori Foundation** provide a free equipment loan service, usually on a temporary basis while other arrangements are being made. Tel: 01437 763223

Choosing equipment

Before you buy or hire equipment:

- Do not commit to choosing equipment until you have checked all of the options and suppliers.
- Try before you buy, ask for a demonstration or trial.
- Check the company's policy on returning equipment and warranties.

Independent advice on products and suppliers is available from:

Disabled Living Foundation and Living Made Easy
Tel: 02072 896111 Helpline: 0300 9990004 Email: info@dlf.org.uk
www.dlf.org.uk www.livingmadeeasy.org.uk

RICA Consumer research for older and disabled people

Tel: 02074 272460 Email: mail@rica.org.uk
www.rica.org.uk

Stay on your Feet

Many people are injured every year by falling over in their own homes. Attention to the following details can keep you safe:

- secure loose rugs and carpets
- install handrails in the bathroom
- tidy electrical cables off the floor
- avoid dizziness by standing up slowly
- don't hurry to answer the door or phone
- check that your slippers fit properly

Poorly-fitting footwear is amongst the biggest cause of accidents among older people. You will be safer around the house if you wear slippers that fit firmly on your foot. Styles with a Velcro fastening are easy to put on and take off, and easy to wash.

West Wales Care & Repair has a home safety check service.
Tel: (01437) 766717: www.pembs-cr.co.uk

Doorstep sales and bogus callers

If you receive an uninvited doorstep caller offering goods or services, Trading Standards (Tel: 01437 764551) offer the following advice:

- Do not let them in
- Ask them to leave their contact details and details of any offers in writing so you can make further enquiries and consider it
- Don't make impulsive decisions or sign anything until you've had time to think it over
- Ask the caller what happens if you change your mind because in most cases the law allows you a 7 day cooling off period to change your mind and cancel the contract. This must be given in writing at the time of the agreement
- Do not provide personal details on request, especially any financial information

Be suspicious if a doorstep caller:

- Will not provide any written details
- Pressurises you to make a decision
- Claims the offer is only available that day
- Is unable to call back
- Makes an offer that sounds too good to be true
- States you cannot change your mind or cancel the contract

Not all doorstep callers are bogus but beware that bogus callers are initially very believable and polite.

If you are concerned about a doorstep caller who is:

- still at your home; or
- due to return e.g. to collect payment; or
- offering to take you to the bank to withdraw cash

phone the police on 101 and report the matter to Citizens Advice Consumer Helpline on 03454 04 05 06, Welsh line 03454 04 05 05. They can also provide advice.

Choosing a reliable tradesman

Rather than waiting for someone to knock on your door, it is better to find a reliable trader yourself. Ask friends and relatives if they can recommend a trader. Look for traders that are members of an association such as The Tradesmen Association. They sometimes offer assistance in the event of a dispute.

Scams by post and telephone

Always be wary of unsolicited offers and never part with money or give your bank or credit card details to obtain a prize or for an offer that is too good to be true. Don't be rushed into making an instant decision and don't ring premium rate numbers (starting 070 or 090) to claim a prize or arrange a parcel delivery.

For further advice or if you are worried that you, or someone close to you, have been a victim of a scam, contact Citizens Advice Consumer Helpline as above.

Reducing nuisance junk mail and telephone calls

To reduce the amount of junk mail delivered to you contact the Mailing Preference Service Tel: 0845 703 4599.

To stop unaddressed leaflets being delivered by Royal Mail contact: Freepost RRBT-ZBXB-TTTS, Royal Mail Door to Door Opt Outs, Kingsmead House, Oxpens Road, Oxford, OX1 1RX or email optout@royalmail.com

To stop unsolicited telesales calls contact the Telephone Preference Service on 0845 070 0707. It may take a while for calls to reduce. If you continue to have a problem, contact OFCOM on 020 7981 3040.

All of these services are free.

Protecting Your Home

Protecting your home from burglars

- Make sure you secure windows and doors before you leave the house

- If you are in the garden or upstairs, make sure your downstairs doors are locked and that you have a key with you to get in or out in a hurry
- Fit window locks and keep the keys in a safe place
- Keep tools and ladders securely locked away
- Display your burglar alarm and neighbourhood watch sticker prominently
- Put up a warning sign for visitors if you have a dog as this will deter thieves
- Keep valuable items out of view. Don't leave keys under a doormat or on a string through the letter box. Burglars expect this.

Contacting the police

Call 101 for non emergencies.

Always call 999 in an emergency

Fire safety

The Mid and West Wales Fire and Rescue Service will provide home fire safety advice and will supply and install a smoke alarm free of charge. They can also test your electric blanket for you. They offer the following tips for home safety for older or disabled people:

Hearing Difficulties

- If you have a hearing difficulty you can get a smoke alarm which uses a strobe light and vibrating pads.
- In the event of a fire, if it is difficult for you to call 999 yourself, ask a neighbour to do it for you.
- If you have specialist equipment, such as a text phone or minicom, you can contact the emergency services on 18000.

Sight Difficulties

- Put a coloured sticker on your smoke alarm if you have trouble seeing it to test it, or ask your local Fire Service if they can provide one for you.
- Check electrical leads regularly by touch. If they are frayed or faulty don't plug them in or switch them on. If electrics are giving off a burning smell turn them off and unplug them immediately.

Mobility Difficulties

- If it is difficult to test your alarm ask somebody to do it for you.
- If you have trouble moving around, consider fitting an intercom which will allow you to alert someone else in the house in the event of an emergency.
- Make sure you have easy access to any mobility aids you may need, such as a walking stick.

Tel: 0800 169 1234 or www.mawwfire.gov.uk

In case of emergency always call 999

Emergency contact numbers

Pembrokeshire County Council 01437 764551
Council out of hours emergencies 0845 6015522

Water Emergency line

Information on water services and emergencies
0800 052 0130 (24 hours a day, 7 days a week)

Gas Emergencies

Gas Emergency Contact Number: **0800 111 999**

Electricity Emergencies

South and West Wales - Western Power Distribution: 0800 052 0400

FLOODLINE

0345 988 1188 (24 hour service) or Type talk 0845 602 6340

Help on the web

www.pembrokeshire.gov.uk
www.environment-agency.gov.uk
www.nidirect.gov.uk/preparing-for-emergencies
www.direct.gov.uk

A leaflet 'Ready to Respond' is also available from the Council's Emergency Planning Unit.

You can contact the Emergency Planning unit on 01437 775586 or email emergency.planning.unit@pembrokeshire.gov.uk

Extra Help from Utility Suppliers

SWALEC electricity and gas customers

Careline is a free priority service. To receive any of the services which Careline provides, you just need to join the Priority Service Register.

Tel: 0800 622 838
Textphone: 0800 622 839

British Gas

The Home Energy Care team at British Gas, provides essential services for vulnerable customers.

To sign up to Home Energy Care tel: 0800 072 8625

or Textphone 18001 0845 955 5202

Your Phone

The British Telecom (BT) Free Priority Fault Repair scheme, aims to provide a fault-free service for vulnerable people, who are unable to leave the house because of an illness or disability and for who the telephone is a vital lifeline. If you have a chronic long-term illness or a severe disability you can apply. BT asks that your application is supported by a medical practitioner.

Tel: 0800 800 151 (Text phone 18001 0800 800 151) free of charge, 24 hours a day.
Freephone 0800 800 150

British Telecom (BT) Advice Line Ask for the Disability Team and information about specially adapted phones. A free BT booklet about equipment and services is available. Call 195 to find out if you are eligible for free directory enquiries.

Switching Suppliers

uSwitch is an online and telephone comparison and switching service that helps compare prices on products and services such as utilities, and may help you save money.

Tel: [0800 051 5493](tel:08000515493) or [0333 321 6808](tel:03333216808) from a mobile

Email: customerservices@uswitch.com

www.uswitch.com

You can also get advice on utility suppliers and switching your energy from Ofgem at www.ofgem.gov.uk, or from the Citizen's Advice Bureau on 0344 477 20 20.

Maintenance and Repairs

Major Repairs

You need to make sure that your home is maintained properly, so that it is safe for you to live there.

If your home needs repairing:

- and you are a tenant, you should contact your landlord.
- and you are a homeowner, always go to a reputable trader. **NEVER** agree to repairs to roofing or driveways offered at the door.

Small Repairs

There are some local handyman schemes which deal with small repairs and home maintenance:

Age Cymru Pembrokeshire Tel: 01437 769972

West Wales Care & Repair, Meyler House, St. Thomas Green, Haverfordwest.
SA61 1QP
Tel: (01437) 766717 Fax: (01437) 767327

Alterations to your home

If you are finding it hard to manage in your current home, you may want to consider altering it to suit your needs, or moving to another property that is more appropriate.

Alterations can range from installing grab rails and ramps to building a walk-in shower, adapting the height of kitchen units and widening doorways so that a wheelchair can go through easily.

Subject to financial assessment, grants are available to people with disabilities to assist with the installation of equipment such as stair lifts and for other adaptations to the home.

You can get information and advice about equipment, adaptation and grants from the Council on 01437 764551.

Heating Your Home

Staying safe while keeping warm

For your own safety you need to make sure your heating system is in good working order. Heating systems can be very dangerous if not properly maintained.

- Have your gas/coal fired cooking and heating appliances serviced annually by a gas safety registered or HETAS Ltd engineer
- Fit an approved carbon monoxide alarm
- Do not sleep in a bedroom with a paraffin heater or gas fire without a flue.

Keeping warm in winter

It is essential to keep warm particularly during the cold winter months.

The Department of Health Guide 'Keep Warm Keep Well' provides information about staying well in the winter by keeping warm. For a copy visit their website:

www.gov.uk and search 'keep warm keep well'.

Financial assistance with heating costs

If you are struggling with your winter fuel costs, you should speak to your energy provider.

The **Home Heat Helpline** can help with payment schemes to spread the cost of heating and can speak to other organisations on your behalf. Free phone 0800 336 699

You may be eligible for **Winter Fuel Payments** and/or **Cold Weather Payments**- see Chapter 8.

Age Cymru publish a fact sheet on Help with Heating in Wales which can be downloaded from their website

www.ageuk.org.uk/cymru/home-and-care/help-at-home/help-with-heating

The **Renewable Energy Centre** website gives advice on measures you can take to save energy in the home, and can direct you to your local energy advice centre and Government initiatives. Go to www.therenewableenergycentre.co.uk

NEST is a Government scheme that may be able to help with home improvements in energy inefficient homes and gives tips for saving energy.

www.nestwales.org.uk Tel: 0808 808 22 44

If you are struggling with your energy use and/or are suffering with cold and damp related illnesses due to not having adequate heating and insulation, the **Cosy Homes** scheme may be able to help. You will need to be referred to the scheme by a partner organisation (e.g. Age Cymru, Local Authority, Social Services, Care and Repair) who has identified that you are risk of fuel poverty and may fall out of the standard eligibility criteria to access grants.

The Cosy Homes Advisor will be available to look at options, solutions, grants and funding that can be accessed to help finance the measures required, and will also support you through the process to ensure you are able to heat your home adequately and at a reasonable cost.

Tel: 01437 773300 email: ben.williams@royalvoluntaryservice.org.uk

Housing Support

Help from Pembrokeshire County Council housing department

The housing department can offer information and advice:

- If you are homeless and/or want to apply for social housing
- If you have an assessed care need housing officers will offer advice on a range of housing options
- On Disabled Facilities Grants to help owners/occupiers or tenants to alter their home to make it easier to live in
- On insulating, improving or maintaining your home

Social housing

Affordable rented housing is provided by both the Council and housing associations. To be eligible you must apply to join the Council's Housing Register. Forms are available from the Council and housing associations.

Alternative housing options

If you are finding it hard to manage in your current housing or flat you may want to consider altering it to suit your needs or move to accommodation that is designed to meet your needs.

Sheltered housing

Sheltered housing is mainly for older people and usually takes the form of a group of small bungalows or flats with a warden who can give some help and support in an emergency.

Extra care

Extra care offers an alternative to residential care, with good quality apartments and a range of quality services such as a restaurant that caters lunches, which ensure that you can continue to live independently for as long as possible.

For all housing enquiries please contact Pembrokeshire County Council on 01437 764551

Adult placement

Adult placement is an alternative highly flexible form of accommodation and support. It provides an opportunity to live or stay in an ordinary domestic setting as part of an Adult Placement Carer's family.

Tel: 01267 224200 or visit www.westwaps.org.uk

Moving into a residential home

If you think it's time to think about moving into residential care then the free Welsh Assembly Government 'Thinking about a care home - a guide to what you need to know' publication gives information about what you need to consider.

If you are assessed as needing to move into residential care you may be eligible for help with the costs.

The guide is available at:

www.wales.gov.uk/topics/health/publications/socialcare/guidance1/carehome/?lang=en or call 029 2082 3683.

Supporting People

Supporting People funds, monitors, and develops housing related support services for vulnerable people aged 16+. Housing related support, delivered by specialist service providers, helps people to live independently, to settle into a new home, or to continue living in their own home. Supporting People services can reduce and prevent homelessness, hospitalisation, loneliness and isolation, and institutional care.

What services do Supporting People fund?

- Supported housing
- Sheltered housing
- Homeless hostel
- Women's refuge
- Tenancy support in your home and in group homes

What support can be offered?

- Information about other agencies that can help, including those providing education, work, volunteering and training
- Access to warden / scheme managed accommodation
- Help to settle into and maintain your home and to manage a tenancy
- Help to manage finances, pay bills and get the most out of the money people earn
- Support to develop living skills
- Support to meet people and to join social activities
- Support to move to safer / more appropriate accommodation
- Help to increase your personal safety and security

How to Apply

You will need to contact the service provider that you feel would best meet your needs. If you meet the admissions criteria and if there is space then you will be accepted onto the scheme. The Supporting People Directory of Services can help you to contact the service you need. The directory can be requested from the Supporting People team, or can be viewed on: www.pembrokeshire.gov.uk/supportingpeople or alternatively you can make a self-referral.

If you require any additional information please contact the team on:

Tel: 01437 774551 Email: supporting.people@pembrokeshire.gov.uk

Website: www.pembrokeshire.gov.uk/supportingpeople

50+ Advice Project

The 50+ Advice Project is a free advice service from Shelter Cymru which offers advice on housing, benefits and money issues to people aged 50+. Surgeries are provided throughout Pembrokeshire, including Haverfordwest, Milford Haven, Pembroke Dock, Fishguard, St Davids and Tenby.

You can self refer or agencies can refer on your behalf by contacting Shelter Cymru on the project telephone number:

Tel: 01267 225936 Email fiftyplus@sheltercymru.org.uk

Cantref Support for Older People

Cantref's Older People Service provides housing related support to those who are in need and living in North Pembrokeshire and Ceredigion in any tenure. They assist and support older people to live as independently as possible in the home of their choice, and provide advice and support on benefits, financial matters, housing issues, accessing statutory and voluntary services and help with integrating into their local community.

Tel: 01239 712000 and ask for the Older People Service

Email: annah@cantref.co.uk

Pembrokeshire Action for The Homeless (PATH)

PATH provides people who are homeless or at risk of homelessness with advice, assistance and advocacy to enable them to secure safe and affordable accommodation. They offer a range of services that can help people secure and/or maintain a tenancy, including resettlement packages, debt advice, crisis intervention, starter packs for rough sleepers or new tenants, bond schemes, travel warrant schemes and more.

Pembrokeshire Care Society, 1 Corner House, Barn Street, Haverfordwest,
Pembrokeshire. SA61 1BW

Tel: 01437 765335 Freephone: 0800 783 5001

e-mail: path@pembrokeshirecaresociety.org.uk

Chapter 4

Your Health

Taking care of yourself is crucial to staying healthier, happier and more independent for longer. This chapter includes information on improving your own health, health care services, mental health, and health related community support.

The NHS has released an online assessment questionnaire (www.addtoyourlife.wales.nhs.uk) which gives feedback to help improve your health and wellbeing, and gives advice on preventing disease and illness. Here are some of the NHS's key tips for staying healthy:

Diet

Eating a balanced diet is one of the best ways to maintain your health. Eating at least five portions of fruit and vegetables a day can:

- reduce the risk of serious lifestyle health issues such as **obesity, type 2 diabetes, heart disease, stroke and some cancers**
- reduce the risk of bowel cancer due to the high fibre content
- contribute to a healthy and balanced diet, help you maintain a healthy weight and keep your heart healthy

In addition to plenty of fruit and veg, we should also be eating:

- **plenty** of starchy foods, such as bread, rice, potatoes and pasta
- **some** meat, fish, eggs, beans and other non-dairy sources of protein
- **some** milk and dairy foods
- just a **small amount** of food and drinks that are high in fat and/or sugar
- **drinking 8-10 200ml glasses of water** a day (or more when exercising or in the heat)

For more information:

Get the free **British Heart Foundation** healthy eating guide:

Tel: 0870 600 6566 www.bhf.org.uk/publications/healthy-eating/eating-well

Change 4 Life Wales email: change4life@wales.gsi.gov.uk

www.change4lifewales.org.uk

British Dietetic Association Tel: 0121 200 8080

www.bda.uk.com/foodfacts/FruitVeg

Activity

Adults should try to add 150 minutes of moderate exercise a week, or some vigorous exercise for 75 minutes a week. You don't have to do it all in one go. You can spread it across the week in 10, 20 or 30 minute sessions. Staying active keeps your heart

healthy, reduces your risk of serious illness and strengthens joints. It's also a great way of reducing your stress levels and lifting your mood if you're feeling down.

Getting active is simply a matter of spending less time sitting down. It might seem small, but try taking the stairs instead of the lift, parking the car further away, or get off the bus a stop early. Try and fit activity into the things you already do, like walking the dog, going to the shops or even try some chair exercises. Start with something small, and then do it every day.

For more information:

Change 4 Life Wales email: change4life@wales.gsi.gov.uk

www.change4lifewales.org.uk.

Age UK Tel: 0800 169 6565

www.ageuk.org.uk/health-wellbeing/keeping-fit

Smoking

If you smoke, stopping will really improve your health. After just 24 hours your lungs will start to clear, and you can start to breathe more easily and have more energy. In the longer run you'll also be less stressed, have younger looking skin and whiter teeth, and your sense of smell and taste will improve. After one year your chance of having a heart attack is half that of a smoker and after 10 years your risk of lung cancer is half.

Stop Smoking Wales gives free, non-judgmental support from advisors. You are four times more likely to quit with a support programme than going it alone.

Tel: 0800 085 2219 or visit www.stopsmokingwales.com for more information. You can also get help from your local pharmacy.

Being around second hand smoke can also increase your chances of having a heart attack or developing breathing problems and lung cancer. Make sure smokers in your house smoke outside, and that you have a smoke free car.

Alcohol

Drinking alcohol in moderation can be safe and enjoyable, but too much can lead to health problems. Drinking less reduces your risk of heart disease, cancer and liver damage, and you'll be less likely to have an accident. To stay healthy:

- Men should not regularly drink more than 3-4 units of alcohol a day
- Women should not regularly drink more than 2-3 units a day
- If you've had a heavy drinking session, avoid alcohol for 48 hours

("Regularly" means drinking this amount every day or most days of the week)

A small glass of wine (125ml) has 1.5 units. A pint of lower strength (3.6% abv) beer, lager or cider has 2 units. A single shot (25ml) of 40% spirit has 1 unit.

If you regularly drink more than the recommended amount, try swapping your usual for a smaller drink or lower strength drink, a soft drink, a later drink or a meal time only drink. You can also try:

- Spending more time with people who don't drink or drink very little – meet friends or join a club (see Chapter 2- Getting Out and About)
- Taking up a new hobby or interest
- Having a warm drink rather than an alcoholic one to help you sleep

You should avoid alcohol if you're ill or feeling cold, avoid drinking on an empty stomach and try to have at least two alcohol free days a week. If you are on medication from the doctor, some should not be taken with alcohol as their effect will be reduced or stopped altogether. Ask your GP or pharmacist if you are unsure

For more information go to www.nhsdirect.wales.nhs.uk/LifestyleWellbeing/Alcohol

Falls

The risk of falling increases with age. Falls can lead to pain, distress, injury, loss of confidence - and loss of independence. There is plenty you can do to prevent falls. One of the best ways to stay “fall free” is to exercise regularly so that you have good balance and a good walking style. Balance exercises and activities that improve muscle strength in your legs, arms, back, shoulders and chest are especially helpful.

If you have a fall, talk to your GP. Tell them about your fall, when it happened and how it happened. Ask if you can have some help to reduce your risk of falling again. A number of factors could be contributing to the problem ranging from medical conditions to inappropriate footwear (see Chapter 3 for more ways to prevent falling in your home)

Find out more about your risk of a fall and advice to prevent falls:

Age Cymru www.ageuk.org.uk/health-wellbeing/keeping-fit/falls-prevention

Oral Health

A healthy mouth can add to your general health. If you have any pain or problems related to your teeth or dentures, or you notice an unexplained lump, red and white patches, or an ulcer which does not heal in your mouth, you should see your dentist as soon as possible.

Whether you have your own teeth or wear dentures, you should get regular check-ups with a dentist, at least every two years. NHS Direct can provide information about dentists in your area. Dental examinations are free in Wales if you are under 25 years of age or if you are 60 years of age or over.

If you fall into any of following categories you will not need to pay for your NHS dental treatment:

- you or your partner are receiving Income Support, Universal Credit, Income-based Jobseeker's Allowance, Income-related Employment & Support Allowance or Pension Credit Guarantee Credit
- you are named on a Tax Credit NHS Exemption Certificate
- you are named on an NHS HC2 certificate for full help with health costs.

If you have your own natural teeth you should brush twice a day with fluoride toothpaste to prevent decay. Fluoride mouthwash, interdental brushes (small brushes to clean in-between teeth) and floss can be used as well as your toothbrush.

Even if you don't have any teeth, you should still brush your gums and tongue with a soft brush. If you wear dentures it is important that you clean them at least twice a day, and it's best to remove them at night to give your mouth a chance to rest. You can protect your teeth by eating a healthy balanced diet, and by cutting down on sugary and acidic food and drink. You should only eat sugary and acidic foods and drinks at mealtimes, and no more than four times a day. 'Sugar free' or 'low sugar', drinks can still work to dissolve the outer surface of your teeth due to the acid content. Milk and water are the safest drinks for your teeth. You should also watch the number of alcoholic drinks you consume.

For more information:

British Dental Health Foundation

Tel: [01788 539780](tel:01788539780) (dental helpline) www.dentalhealth.org

NHS www.nhs.uk/livewell/dentalhealth

Sight

Adding a regular sight test to your life is important. Every two years is ideal. If you are aged 60 or over or meet other criteria (see 'Optometrists' in this chapter) you are entitled to a free NHS sight test. You should seek help immediately from an optometrist or from a hospital accident and emergency department if you:

- Have a sudden change in vision
- Lose all or part of your vision in one or both eyes
- Have an accident involving your eyes
- Suddenly start seeing flashing lights or floaters in your vision

Quitting smoking and eating healthy foods are simple steps you can take to reduce your risk of sight loss. Always protect your eyes in the sun, and if you wear contacts make sure you look after them properly. If you work with hazardous or airborne materials, wear safety goggles to protect your eyes from injury, and if you work with a computer screen take regular breaks to keep your eyes feeling fresh and bright.

For more information:

Wales Eye Care Service Tel 01267 248793 www.eyecare.wales.nhs.uk

Royal National Institute of Blind People (RNIB) Cymru Helpline: 0303 123 9999
www.rnib.org.uk/wales

Hearing

Hearing loss is common, and will affect about 90% of us in our lifetimes. Acting early can add to your life, and can help you communicate better with family and friends and enjoy social situations much more. Not all types of hearing loss can be prevented, but by following the advice below you may reduce your risk of noise-induced hearing loss:

- **Don't have your television, radio or music on too loud.**
If you can't have a comfortable conversation with someone who is two metres away from you, turn the volume down. You shouldn't have dull hearing or ringing in your ears after listening to music.
- **Use headphones that block out more outside noise**, rather turning up the volume. You can buy add-ons for your existing headphones that block out more outside noise.
- **Use ear protection equipment such as ear muffs or ear plugs if you spend time in a noisy environment or at noisy events**, for example a pub, nightclub, a garage workshop or on a building site.
- **Don't insert objects into your ears.** This includes fingers, cotton buds, cotton wool and tissue.
- **Be aware of the symptoms of common causes of hearing loss**, such as ear infections and Ménière's disease (see www.nhs.uk)
- **Visit your GP if you are experiencing hearing problems.**

Flu

Getting a flu jab every year can protect you from flu and harmful complications for a year. The flu jab is free to people who are at higher risk. You should have a flu jab every year if you:

- Are 65 years old or over
- Are pregnant
- Have a serious medical condition
- Are living in a long-stay residential care home or other long-stay care facility
- Are in receipt of a carer's allowance, or are the main carer for someone who may be at risk if you fall ill
- Are a member of a voluntary organisation providing planned emergency first aid or a Community First Responder
- Are a health and social care staff member directly involved in the care of patients or clients
- Live with someone with a weakened immune system

Contact your GP about getting a flu jab if you meet any of the above criteria.
Find out more at www.nhs.uk/conditions/flu

Screening Cancer Screening

Screening can reduce your risk of dying from cancer or other health problem by detecting it early, often when there are no symptoms. The following types of screening are offered in Wales:

Cervical screening In Wales, women from the age of 25 are invited for screening every three years and women aged 50-64 are invited every five years. Get your cervical smear test at your local GP surgery or sexual health clinic. If you are unsure where to find these clinics, you can telephone NHS Direct Wales on 0845 4647.

Breast screening Women aged 50-70 are invited for a breast X-ray every three years. Women over the age of 70 can ask for a screening appointment. Screening is carried out in mobile screening units. The units visit over 100 sites in Wales so that women can be screened close to home, and are accessible to women using wheelchairs. For more information visit www.breasttestwales.wales.nhs.uk, or telephone NHS Direct Wales on 0845 46 47

Bowel screening is currently offered to men and women in Wales aged between 60 and 74 years old. You will be invited to take part every two years. When you are due for screening a test kit will be sent through the post. You will be able to carry out the test at home and in private.

For further information or if you have any concerns about the test contact the NHS Helpline on 0800 294 3370.

Abdominal aortic aneurysm (AAA) screening. An AAA is a swelling of the aorta, the main blood vessel that supplies blood to the body. Sometimes the wall of the aorta in the abdomen can become weak and stretch to form an aneurysm. When this happens there is a risk that the aorta may split or tear (rupture).

Men aged 65 are invited for a one-off ultrasound screening test. Women are not invited for screening as they are far less likely to have an AAA. There is a high risk of dying from a ruptured AAA so finding an aneurysm early gives the best chance of treatment and survival.

AAA screening is carried out in community clinics. For more information go to www.aaascreening.wales.nhs.uk or speak to your GP.

Skin

Regularly checking your own skin is important because finding skin cancer early saves lives. Most changes to your skin are not cancer, but if you find anything unusual on your skin that doesn't go away after four to six weeks, or a mole or patch of skin that is changing shape or getting bigger, you should get your doctor to look at them.

You can reduce your risk of skin cancer by:

- Avoiding sun as much as possible when it is strongest- between 11am-3pm
- Covering up your skin as much as possible in the sunshine

- Using a high factor sunscreen (always use factor 15 and above)

You can find further information and advice by completing the online assessment tool at www.cancerresearchuk.org/cancer-info/spotcancerearly. See also www.nhsdirect.wales.nhs.uk for the mole symptom checker if you are concerned about a mole on your skin.

If you are worried about cancer call the Tenovus cancer support line on 0808 808 1010, or the Cancer Research UK helpline on 0808 800 4040.

Stroke

A stroke is a brain attack. It happens when the blood supply to part of your brain is cut off. Blood carries essential nutrients and oxygen to your brain. Without blood, your brain cells can be damaged or destroyed and they won't be able to do their job.

Signs of a stroke are very sudden. Symptoms include:

- Numbness, weakness or paralysis on one side of your body (signs of this may be a drooping arm, leg or lower eyelid, or a dribbling mouth)
- Slurred speech or difficulty finding words or understanding speech
- Sudden blurred vision or loss of sight
- Confusion or unsteadiness
- Sudden, severe headache

If you suspect a stroke, thinking **FAST (Face, Arm, Speech, Time)** can help:

- **F**acial weakness – can the person smile? Has the mouth or eye drooped?
- **A**rm weakness – can the person raise both arms?
- **S**peech problems – can the person speak clearly and understand what you say?
- **T**ime – to call 999

Making some simple changes to your lifestyle can significantly reduce your risk of stroke in the future, like quitting smoking, drinking less alcohol, eating healthily, and staying active.

For more information:

Stroke Association Helpline: 03033033100 www.stroke.org.uk
NHS Direct Wales.

Heart

Heart disease is linked to things like high blood pressure, lack of physical activity, smoking, diabetes, high blood cholesterol, and poor diet.

You can reduce your risk of heart disease by making a few simple changes to your lifestyle, whatever your age. Taking exercise, eating a healthy diet, and being aware of dangers like smoking, drinking, high blood pressure and stress are all important

for your long term heart health. You should also make sure you take any medicines prescribed by your doctor.

If you think you could be at risk of heart disease, you can get a heart health assessment or cardiovascular risk assessment by your GP or practice nurse. This is available to anyone over 50. They can advise you how to keep your heart healthy, and consider treatment like medicine to protect your heart.

You can get more information from the **British Heart Foundation**. Tel: 0300 330 33 11.

Diabetes

Diabetes is a lifelong condition that causes a person's blood sugar level to become too high. There are two main types of diabetes, referred to as type 1 and type 2, with 90% of people who have diabetes having type 2. Type 2 diabetes usually affects people over the age of 40.

While the exact cause of type 2 diabetes is not fully understood, factors such as obesity and being overweight can contribute. Taking measures to achieve or maintain a healthy weight and lifestyle can help prevent the disease.

Contact the **Diabetes UK** helpline on 0845 120 2960 or visit www.diabetes.org.uk

Sexual Health

Research shows that people right up into their eighties are more sexually active these days, so reliable information and advice is essential. You can find out more about sexual health from the following information providers:

Age Cymru have released a Sexual Health guide for the over 50s which can be viewed online at www.ageuk.org.uk/cymru/health--wellbeing/sexual-health or get a booklet by calling 029 2043 1555

For more information:

NHS Direct Wales www.nhs.uk/Livewell/Sexualhealthtopics

FPA (Family Planning Association) www.fpa.org.uk

Mental Wellbeing

Good mental wellbeing is important for your physical health too. The NHS suggests there are five steps you can take to improve your mental wellbeing.

- **connect** – connect with people around you, and spend time developing relationships. See Chapter 2 for befriending services, and below for details of community health support groups. If you live far away from your family, video calling can be a way to keep in touch and maintain relationships. See Chapter 1 for getting help with I.T.

- **be active** – you don't just have to go to the gym. Take a walk, go swimming, there are even sitting exercises you can do. Find an activity that you enjoy and make it a part of your life. See Chapter 2 for walking groups, leisure centres and exercise referral information.
- **keep learning** – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning first aid, or creative writing? See Chapter 2 for lifelong learning, training and employment
- **give to others** – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering in your community can improve your mental wellbeing and help you build new social networks. See Chapter 2 for volunteering opportunities.
- **take notice** – be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this awareness "mindfulness", and it can positively change the way you feel about life and how you approach challenges.

We all feel a bit sad or fed up from time to time. But if you are experiencing ongoing feelings like sadness or helplessness, sleeplessness or low energy levels, you could have depression. Support and help is available. Talk to your GP, or find further information about depression or anxiety and how to access help at NHS Direct Wales.

Worries about money matters can also have a real impact on your health and wellbeing. See Chapter 8 for information on getting financial help.

Mental Health

There are a range of mental health services available provided by the Health Service, Adult Care and the voluntary sector.

Community Mental Health Teams (CMHTs)

Community Mental Health Teams (CMHTs) are run jointly by the Health Service and Adult Care to enable them to meet the health and social needs of people with mental health problems. The teams work to co-ordinate care whether the need is short or long term.

Individuals who require the input of the CMHT will be offered support provided under Care and Treatment Planning (CTP) and will be allocated a care co-ordinator who may be any qualified member of the team. This could be a community psychiatric nurse (CPN), a social worker, an occupational therapist or a consultant psychiatrist or psychologist.

A care co-ordinator works with the individual and, where appropriate their family and support networks, to draw up a 'care plan'. This plan looks at all aspects of someone's needs and aspirations to support their recovery. This will include medical

treatment, relapse prevention, social networks, risk, crisis planning, accommodation and employment needs and the needs of the family or friends who are looking after them.

If you get help from CMHT, you may be eligible to get direct payments so that you can, with help, choose and organise your own support services. For details of Direct Payments see Chapter 8.

CMHT can give you information on various services available to people with mental health problems. These include day services, vocational and training opportunities and specialist housing provision.

Getting help

To help get advice for yourself or someone else, contact your doctor who will either help you directly or refer you to CMHT.

Various organisations specialise in help and advice for people with mental health problems and for their families and friends. Listed below are both local and national organisations.

Pembrokeshire Mind, The Old Woolmarket, Quay Street, Haverfordwest, SA61 1BG Tel: 01437 769982 e-mail: pembsmind@aol.com

Hafal Tenby Resource Initiative, St Asaph, Trafalgar Road, Tenby, SA70 7DN
Tel: 01437 765961 or 01834 844177
Email: tri@hafal.org

Together – For Mental Wellbeing

Tel: 020 7780 7300 www.together-uk.org

Bipolar UK Tel: 020 7931 6480
www.bipolaruk.org.uk

Mental Health Foundation

Tel: 020 7803 1100
www.mentalhealth.org.uk

Mental Health Care

www.mentalhealthcare.org.uk

Contact PAVS on 01437 769422 for more details on local organisations.

Mental Health Emergencies

If you or someone you look after urgently needs help, don't hesitate.

Phone any of the contacts below for help

- Your doctor
- NHS Direct

- Your local CMHT
- Your Adult Care department
- The police
- Samaritans crisis line 08457 90 90 90
- C.A.L.L. Mental Health Helpline, 0800 132 737, Text 'help' to 81066
www.callhelpline.org.uk

Substance Misuse

Community Drug & Alcohol Teams (CDATs)

Community Drug & Alcohol Teams (CDATs) are run jointly by the Health Service and Adult Care to enable them to meet the health and social needs of people with substance misuse problems. The teams work to co-ordinate care whether the need is short or long term.

Individuals who require the input of the CDAT will be allocated a care co-ordinator or key worker. This could be a community nurse or social worker, or substance misuse worker.

A care co-ordinator or key worker works with the individual and, where appropriate their family and support networks, to draw up a 'care plan'. This plan looks at all aspects of someone's needs and aspirations to support their recovery. This will include medical treatment, relapse prevention, social networks, risk, crisis planning, accommodation and employment needs and the needs of the family or friends who are looking after them. Access to inpatient detox and residential rehabilitation is arranged by CDAT for those who require it.

If you get help from CDAT, you may be eligible to get direct payments so that you can, with help, choose and organise your own support services. For details of Direct Payments see Chapter 8.

CDAT can give you information on various services available to people with substance misuse problems. These include day services, vocational and training opportunities and specialist housing provision.

There are various locally and nationally run organisations which also offer help to people with substance misuse problems. Contact your doctor or PAVS on 01437 769422 for further information.

Dyfed Drug and Alcohol Service (DDAS) provide a single point of contact to substance misuse services in Pembrokeshire

Tel: 0330 363 9997, or 07967 846 490

Email: DDAS@drugaidcymru.com

Alcoholics Anonymous (AA)

Tel: 0845 7697 555 email: help@alcoholics-anonymous.org.uk

www.alcoholics-anonymous.org.uk

FRANK (formerly the National Drugs Helpline)

Tel: 0300 123 6600 SMS: 82111

www.talktofrank.com

Memory

Many of us notice that our memory gets worse as we get older. It can be difficult to tell whether this is a sign of an underlying condition like dementia.

The term 'dementia' describes a set of symptoms which includes loss of memory, mood changes and problems with communication and reasoning. These symptoms occur when the brain is damaged by certain diseases, including Alzheimer's disease and damage caused by a series of small strokes. Symptoms of dementia may include:

- Loss of memory. This particularly affects short-term memory, like forgetting what happened earlier in the day, not being able to recall conversations, being repetitive or forgetting the way home. Long-term memory is usually still quite good
- Mood changes. People with dementia may be withdrawn, sad, frightened or angry about what is happening to them
- Communication problems. These include difficulty in finding the right words for things, for example describing the function of an item instead of naming it

For advice and support:

Alzheimers Society, Suite 18 Cedar Court, Haven's Head Business Park, Milford Haven, SA73 3LS

Tel: 01646 692329 Helpline: 0300 222 11 22

Email: pembrokeshire@alzheimers.org.uk www.alzheimers.org.uk

See also **NHS Direct Wales**

Health Services

Hywel Dda University Health Board is responsible for all NHS healthcare services across Pembrokeshire, Carmarthenshire and Ceredigion.

Hywel Dda University Health Board (HDUHB) provides a range of primary, secondary, and community healthcare. This includes mental health, learning disability and substance misuse services, in hospitals, the community via community teams and commissioned GPs, pharmacy, dental and optician services.

HDUHB aims to provide the highest standards of healthcare, with the best patient outcomes delivered as close to the community as possible. For more information and how to find your nearest hospital or community services, please visit the website at www.hywelddahb.wales.nhs.uk

HDUHB Headquarters at Merlin's Court, Winch Lane, Haverfordwest, SA61 1SB.
Tel: 01437 771220 Monday – Friday 09.00am – 5.00pm.

The Pembrokeshire County Council website includes a search facility of services in your local area. Visit the home page - www.pembrokeshire.gov.uk - and type in your post code.

Self Care

Illnesses like coughs and colds and minor accidents can happen at any time, so it is a good idea to have a small supply of simple remedies in your home. For example:

- A selection of plasters, cotton wool, bandages and dressings.
- Paracetamol or ibuprofen for pain relief and control of high temperature.
- Paracetamol or ibuprofen syrup (preferably sugar free) for young people. (Never give aspirin to young people under 16 years of age)
- Something for stuffy noses e.g. nasal decongestant.
- Thermometer.
- Sachets of oral re-hydration solution to prevent dehydration which may arise from diarrhoea or vomiting.
- Antacids.
- Antiseptic solution.
- Anti-histamine - tablets or medicine.

Keep your medicines out of sight in a locked cabinet that is out of reach of children or anyone who might take anything by mistake. Keep medicines in their original labelled container and don't store medicines which are past their expiry date. Your local pharmacist can dispose of them safely. Prescribed medication should only be taken by the person for who they have been prescribed.

For advice on self care contact your GP practice, Pharmacist or NHS Direct. NHS Direct Wales can be contacted via phone: 0845 46 47 or their website address is: www.nhsdirect.wales.nhs.uk

Health Message in a Bottle

Message in a bottle encourages people living on their own to keep their basic personal and medical details in a small plastic bottle in their fridge. If the emergency services are called to your home, they can quickly find vital information about your health. Bottles are funded by local Lions Clubs and are free to users. Ask your local GP surgery, pharmacy or Lions Club for details. Call 0845 833 9502 to find your nearest Lions Club.

NHS Direct Wales

This is a 24 hour, seven day a week service which is staffed by trained nurses who provide confidential healthcare advice and information. NHS Direct Wales can also provide information about GPs, Dentists, Pharmacists and local health and well-

being services, including support groups. NHS Direct Wales can be contacted via phone: 0845 46 47 or their website address is: www.nhsdirect.wales.nhs.uk

Your Pharmacist

Pharmacists can give advice about minor illness and injury, and appropriate treatment and medication. Pharmacists may offer a range of other services for example: smoking cessation advice, weight management advice and blood pressure testing. They can assess your symptoms and help decide if you need to see a doctor. Pharmacists are extensively trained and may be available for advice on a drop-in basis during opening hours.

Some pharmacies will collect your prescriptions from your doctor's surgery for you, and some may deliver repeat prescriptions to your home. Ask your surgery for details of local chemists that offer this service.

Out of Hours Pharmacy

Patients should collect repeat prescriptions in advance of the holiday period and ensure they are stocked with common over the counter medicines to address symptoms such as colds, flu, indigestion and mild pain.

Check with your usual pharmacist before a holiday period, check your local newspaper or contact NHS Direct on 0845 46 47.

GP Practices

There are 15 GP practices in Pembrokeshire providing general primary and preventative care to patients. They are a patient's first point of contact, providing care for routine, urgent and chronic problems. GPs may refer patients onto hospital, specialist and community services.

Your GP practice provides care Monday – Friday, 08.00am - 6.30pm.

Your GP practice can also provide you with advice and contact details for a range of community support groups and voluntary organisations. If you help care for someone your GP can register you as a carer in their records through the Investors in Carers scheme, which aims to provide carers with the support they need from GP surgeries and Health Centres (see Chapter 11 for more information). Alternatively, contact the Carer's Information Service on 01437 764551.

Some GP practices now offer online services, such as repeat prescription ordering and appointment booking. Ask your surgery for information.

GP Out of Hours Service/ Doctors on Call

The Out of Hours service is available for **urgent** care only when your GP practice is closed. It must only be used for urgent health care problems that cannot wait until your GP practice re-opens.

The service operates Monday to Friday 6.30pm – 8.00am, and at weekends and bank holidays. Ring your local GP practice for instruction on how to access the out-of-hours service or call NHS Direct on 0845 46 47.

You should make appointments for routine matters, such as repeat prescriptions and minor ailments, prior to holiday periods

You should call 999 or visit the Accident and Emergency Department at their local hospitals only if you have a genuine emergency.

Emergency Care

Choose Well

To help you decide which service to use, if you are in any doubt contact **NHS Direct Wales** on 0845 46 47 www.nhsdirect.wales.nhs.uk

Please think carefully before going straight to the emergency department (A&E).

Choose well so that:

- You get the right treatment at the right place
- Busy emergency services can help those that need it most
- Essential treatment is given in the shortest time

Be prepared by having essential medicines at home in a child safe cupboard (see self care above)

Who to contact:

<p>EMERGENCIES e.g loss of consciousness, severe chest pain, serious bleeding, severe pain, cannot talk in sentences.....</p>	<p><i>Dial 999</i> and ask for the ambulance service for serious emergencies. If you are injured or seriously ill you should go or be taken to the Emergency Department (A&E). When you dial 999 you may not get an emergency ambulance response. The Welsh ambulance Service has a range of staff and volunteers that will come and treat you depending on the seriousness of the situation and how close they are to you.</p>	<p><i>When and why?</i> Emergency services are very busy. They should only be used in very serious or life threatening situations. Choosing well means that essential treatment is given as quickly as possible. Dialling 999 or using A&E when you don't need to could delay treatment for someone else.</p>
<p>URGENT CARE e.g. shortness of breath, persistently raised temperature,</p>	<p>If you need urgent health care for your physical and mental health, phone your <i>GP Surgery</i> or the <i>GP out of hours service</i>.</p>	<p><i>When and why?</i> You should avoid going to the Emergency Department unless it is a serious</p>

<p>abdominal pain, minor injuries.....</p>	<p>If you need treatment that cannot wait contact NHS Direct Wales on 0845 46 47. For urgent dental care phone NHS Direct Wales Dental Helpline on 0845 46 47. For urgent social care phone Social Services who do have an out of hours number 08708 509508.</p>	<p>emergency. If you do, you may have to wait a long time as priority is always given to emergencies. Choosing well means that you and your family will receive the best possible treatment when you need it.</p>
<p>ROUTINE CARE e.g. repeat prescriptions, blood test, illness, contraception.....</p>	<p>Your local <i>GP surgery</i> is the first place you should go for all health care. You can book an appointment to be seen within 2 days, further in advance or possibly the same day. Your GP will refer you to a hospital or other services if you need further care.</p>	<p><i>When and why?</i> Make an appointment with your local GP when you have an illness or injury that isn't an emergency. Choosing well means that you get the treatment you need at a convenient time and reduces the demand on emergency services.</p>
<p>COMMUNITY SUPPORT e.g. coughs, colds, stopping smoking, support group.....</p>	<p>Your local <i>Pharmacist</i> can give you expert advice and support on common illnesses and any medicine you may need without booking an appointment. <i>A local voluntary organisation</i> may be able to provide the help that you need such as a support group or extra care.</p>	<p><i>When and why?</i> Visit your local pharmacy for advice and treatment. You could contact a local voluntary organisation in your area. Choosing well means that you get the treatment or help you need as quickly as possible</p>
<p>ADVICE e.g. what should I do? Where shall I go to get the right help for my problem?.....</p>	<p><i>NHS Direct Wales</i> offers confidential health advice and information about services that are available 24 hours a day. You can phone the helpline on 0845 46 47 or visit the website www.nhsdirect.wales.nhs.uk</p>	<p><i>When and why?</i> Contact NHS Direct Wales if you are ill and have questions about your health, or the health of your family. They can help to find health services in your local area.</p>

<p>SELF CARE e.g. sore throat, cough, sprains, hangover...</p>	<p>Keep a <i>first aid kit</i> and <i>simple medicines</i> at home in case you or your family needs them. You can ask for further advice from NHS Direct Wales.</p>	<p><i>When and Why?</i> Self care is the best choice to treat very minor illnesses and injuries. Choosing well means that you and your family get the rest and recovery you need.</p>
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In emergencies always dial 999

Emergency Dental Treatment

Hywel Dda University Health Board has arranged emergency dental sessions for acute dental problems.

Treatment is by appointment only and patients should ring NHS Direct on 0845 46 47 or visit www.nhsdirect.wales.nhs.uk for information on how to access services. Patients who receive regular care from a dental practice are advised to contact their practice if they require emergency care on normal working days.

Minor Injuries

Minor Injuries care and advice on treatment is provided by your GP practice. This should be your first point of contact. For up to date information on minor injuries units please contact the Hywel Dda University Health Board. Tel: 01437 771220

Emergency Hospital Care

Withybush General Hospital Emergency Service (A&E) treats critically injured people and those with major illness or injury. Examples include loss of consciousness, fits, suspected strokes, severe breathing difficulties, suspected heart attacks and severe chest pain, uncontrolled severe bleeding of any cause, injuries and broken bones.

The emergency service is based at Withybush Hospital, Fishguard Road, Haverfordwest, Pembrokeshire, SA61 2PZ. Tel: 01437 764545

Emergency Ambulance Service

(Provided by Welsh Ambulance Trust Service)

In case of **emergency** dial 999. You will be put through to Ambulance control, your telephone number will be confirmed and the location of the incident will be confirmed. You will then be asked questions which you must answer while the ambulance is on its way. You may be given advice to help save a life.

If ambulance control finds that you have contacted them for a case which is not an emergency you will be referred to a service that can help you.

To help the ambulance service, make sure your house number is clearly visible and that someone is available to direct the ambulance.

Hospital Care

Admission

Whether you are admitted to hospital by appointment or following an accident or emergency, it can be a frightening experience but the clinical staff are there to ensure that you are well looked after and that you get the treatment you need.

The hospital staff must:

- show respect for your privacy, dignity and religious and cultural beliefs
- handle your treatment with complete confidentiality
- look after you in a clean and safe environment
- provide a named nurse in charge of your care.

A prolonged stay in hospital may affect the benefits you are entitled to. (See Chapter 8)

Butterfly Scheme

The butterfly scheme is for patients in hospital who have dementia, memory impairment or confusion. The scheme ensures staff follow a special response plan via a discreet Butterfly symbol placed by the patient's name. Carers will also be asked to fill in and return a carer sheet, so that they can share their insight into their loved-ones care needs with the staff taking over that care during a hospital stay. If you (as a patient or carer) wish to opt in to this scheme, speak to a member of staff in the hospital.

Discharge

When your treatment is complete, the hospital will discharge you. It is their responsibility to ensure you don't leave hospital unless adequate arrangements for any support you may need in the community have been made. This can be arranged by Adult Care working jointly with the hospital staff so your needs can be assessed and arrangements made for any necessary care.

Planning for Discharge

The hospital will discuss arrangements while you are in hospital. You can start to plan as soon as you have spoken to the doctor. You will need to consider how long you will be in hospital and if you will need support to continue to meet commitments at home such as looking after a pet. When you are discharged you can receive help with getting home and settling in. This can include making sure the equipment you need for your recovery is at home waiting for you and also that you have essential groceries such as bread and milk. The ward staff will help to make these arrangements with voluntary organisations and social services where appropriate. PAVS can also assist you to find voluntary services that can help. Tel: 01437 769422

Community Services

NHS Continuing Healthcare

NHS continuing healthcare is funded by the NHS for individuals who are not in hospital and have been assessed as having a "primary health need". People who have complex health and social care needs will have their needs assessed by health and social care professionals. The provision of CHC will require a multi-disciplinary decision in discussion with the person and their family/advocate. For more information contact **NHS Direct Wales** on 0845 46 47 or visit their website at www.nhsdirect.wales.nhs.uk

The Community Nursing Service is for patients who are unable to attend a surgery or clinic. District nurses work in partnership with patients, families and carers to provide skilled nursing care at home, promote and maintain patient independence and to give advice and support.

Acute Response Team (ART)

The Acute Response Team provides acute nursing care in the community as an alternative to hospital admission and helps facilitate earlier discharge from hospital by providing the required care in the home. The service is provided to patients over the age of 16 years who have been assessed as being medically stable to receive their nursing care in their own homes or an alternative community setting in Pembrokeshire. This is a 24 hour community service covering 7 days a week.

Chronic Condition Nurse Practitioners (CCNPs) work alongside District Nursing teams in Pembrokeshire to support and guide people with long term conditions, encouraging them to take ownership of their own health. They enable individuals to remain within their own environments for as long as possible thus reducing hospital admissions. People are referred to this service by their GP, a District Nurse, a hospital or a member of one of the Community Resource teams. Their working hours are from 9am to 5pm Monday to Friday.

Continence Advisors can give you specialist advice on how to manage incontinence. Loss of bladder or bowel control is brought about by a variety of conditions so you should always see your doctor to diagnose what is causing the problem. There is a range of aids and equipment which can make it far easier to cope with incontinence and with the help of a continence advisor the problem can be cured altogether in some cases. For more information contact your GP.

You can also get help from:

The Bladder and Bowel Foundation Tel: 0845 345 0165

www.bladderandbowelfoundation.org

Other Health Care Services

There are many community care services and social services that help people to live independently. Ask at your GP surgery if you need further information.

Dieticians can provide specialist advice on healthy eating, particularly to people who have illnesses that are affected by diet, such as irritable bowel syndrome or heart disease.

Occupational Therapists work with people of all ages who, due to illness, disability or ageing, are experiencing difficulties doing the things they need to, want to or are expected to do. Occupational Therapists help people gain or regain skills, confidence and independence with everyday tasks. This can include providing information and advice; practising alternative ways to do things; suggesting changes to the home environment, for example equipment or adaptations to resolve problems.

Optometrists/opticians carry out eye tests and prescribe lenses for glasses or contact lenses where necessary. They can help diagnose cataracts and identify other conditions which may affect vision in the longer term. People who are over 60 are eligible for free eye tests and some others are entitled to an NHS voucher to help pay for the cost of glasses and contact lenses.

Audiologists carry out various tests to find out whether someone can hear within the normal range. If they cannot, audiologists can find out which portions of hearing (high, middle, or low frequencies) are affected and to what degree. If they find out that there is a hearing loss or something wrong with somebody's balance, they can recommend different options to the patient as to what is available, such as a digital hearing aid or a referral to an ENT (Ear Nose and Throat) consultant.

Physiotherapists provide guidance on exercises and equipment that will loosen stiff joints and muscles and help alleviate pain.

Podiatrists provide foot care, treating bunions, corns and in-growing toenails. You may be entitled to chiropody treatment on the NHS. Ask your doctor for details.

Speech and language therapists can help people having communication difficulties (for example after a stroke). They also help people who are having difficulties eating and swallowing.

End of Life Care

Your GP will be able to provide you with details of end of life care (often called 'palliative care') schemes for people who have a terminal illness or a life threatening condition.

National Council for Palliative Care (NCPC)

Telephone 0207 697 1520

www.ncpc.org.uk

Hospice UK

Tel: 0207 520 8200 email: info@hospiceuk.org

www.hospiceuk.org includes an online search facility for local hospice or palliative care.

Paul Sartori Foundation offer specialised and supportive care and advice for those living with a life threatening illness. Care can be provided directly into the patient's homes. They also help the relatives and immediate carers close to the patient during the illness and through the bereavement period.

The Hospice at Home service is available 365 days of the year and operates a 24/7 on-call service. The team is able to offer more people the choice to stay at home during the final stages of a terminal illness

Paul Sartori Foundation, 31 Haven Road, Haverfordwest, SA61 1UD

Tel: 01437 763223. The answerphone message on this number includes a 24 hour mobile phone number for urgent queries about the home nursing service.

Email: enquiries@paulsartori.org

Macmillan Cancer Support offer advice and support if you've been diagnosed with cancer. The website includes a search facility for local support groups, and a Macmillan Cancer Information and Support Service is based in Withybush Hospital.

Tel: 01437 773859 email: Anthony.Lorton@wales.nhs.uk

www.macmillan.org.uk

Health-Related Support Groups

There are a number of health-related support groups in Pembrokeshire. PAVS may also have details of other groups in your area- contact 01437 769422.

Arthritis Care Haverfordwest

Run by volunteers, Arthritis Care Haverfordwest provides services including:

- A social network.
- Support through shared experiences.
- Information about Arthritis Care publications, website, Facebook and guest speakers.
- Ways of managing arthritis including exercise classes and hydrotherapy.

Tel: 02920 444 155 Email: wales@arthritiscare.org.uk

www.arthritiscare.org.uk

Breathe Easy Haverfordwest

Breathe Easy Haverfordwest is a support group open to anyone who has a lung condition, their family, friends, and carers. The group is supported by the British Lung Foundation and is open to people with any type or severity of lung disease, condition or breathing problem.

They offer a chance for people to come together and support each other, learn about different methods for managing lung conditions, hear from guest speakers, socialise and share experiences.

Tel: 01437 741296 Email: enquiries@blf.org.uk
www.blf.org.uk/BreatheEasy/Detail/Haverfordwest

Cruse Bereavement Care

Bereavement support and counselling in one-to-one meetings with trained volunteers in mutually agreed places at mutually agreed times. Meeting places are vetted for suitability. Support workers are trained by Cruse to nationally recognised standards. There may be waiting lists in place to see a counsellor.

Tel: 01437 891006 Email: westwales@cruse.org.uk
www.cruse.org.uk

The Stroke Association – Pembrokeshire

Sociable and friendly group for stroke survivors to practice speech, to help build confidence and share information with 1:1 support from experienced volunteers. They also provide a home visit service for stroke survivors with communication difficulties who are unable to access the group. After contacting, a Co-ordinator will arrange a home visit to discuss services/provide information.

Tel: 01646 651643 or 07799436025
Email: gillian.reason-jones@stroke.org.uk or info@stroke.org.uk
www.stroke.org.uk

Headway Pembrokeshire

Headway is a charity that aims to improve life after brain injury through a range of services and support. They hold a monthly social meeting in Haverfordwest. For more information about the branch:

Tel: 01646 622977 or 01446 740130 Email: headwaypembrokeshire@hotmail.co.uk
Headway helpline: 0808 800 2244 helpline@headway.org.uk

Parkinson's UK

The Pembrokeshire branch of Parkinson's UK offers information, friendship and support to local people with Parkinson's, their families and carers. They organise regular events and social activities to meet other local people affected by Parkinson's.

Treatment meetings are held every week, including physiotherapy, alternative therapies, aromatherapy, reflexology and podiatry.

Tel: 01646 684336 Email: normangray70@yahoo.co.uk

Chapter 5

Living with a disability

Sight problems

Help from the health service

If you are having problems with your sight, go to your GP or optician as soon as possible. If necessary, they may refer you to an eye clinic or a consultant ophthalmologist.

Your doctor or optician will also be able to provide details of Low Vision Clinics where you can borrow special magnifiers or glasses.

Clinics will also be able to give you details of organisations that can offer you emotional support or advice concerning particular conditions.

Help from Adult Care

Pembrokeshire County Council has a specialist visual impairment team. The team carries out assessments and provides support and services to help people find practical solutions to the everyday problems that arise from sight loss. Tel: 01437 764551.

Audio, Braille and large print documents

If you wish to get audio versions (tape or CD), Braille or large print versions of any documents you receive (e.g. from your bank, building society etc), speak to the organisation and ask for the document to be provided. Transcriptions can be provided by the Royal National Institute for the Blind (RNIB). Tel: 0845 702 3153

Specialist Organisations

Pembrokeshire Blind Society supports registered blind of all ages across the county, aiming to improve quality of life and promote independence. Services and support includes:

- Providing specialist aids and equipment
- Providing grants where appropriate.
- Supporting local social groups for visually impaired people. (VIP Groups)
- Providing a monthly audio magazine.
- Supporting a local talking newspaper

Tel: 01437 781419

RNIB (Royal National Institute of Blind People)

RNIB Cymru, Jones Court, Womanby Street, Cardiff, CF10 1BR

Tel: 029 2082 8500 or email: cymru@rnib.org.uk

Helpline 0303 123 9999 (Monday to Friday 8.45am to 6pm; Saturday 9 – 4pm)
www.rnib.org.uk

Macular Society

PO Box 1870, Andover, SP10 9AD
Helpline: 0300 3030 111
www.macularsociety.org

Partially Sighted Society

1 Bennetthorpe, Doncaster, DN2 6AA
Tel: 0844 477 4966
www.partsight.org.uk

Action for Blind People

53 Sandgate Street, London, SE15 1LE
Tel: 020 7635 4800
www.actionforblindpeople.org.uk

Guide Dogs for the Blind Association

Tel: 0118 983 5555
www.guidedogs.org.uk

Deafblind UK

Deafblind UK Head Office, National Centre for Deafblindness, John & Lucille van Geest Place, Cygnet Road, Hampton, Peterborough, PE7 8FD
Tel: 01733 358100
Email: info@deafblind.org.uk
www.deafblind.org.uk

Pembrokeshire Library and Information Service

(For full details see Chapter 2)

Anyone with a disability can:

- Borrow Audio Books - (on Cassette and CD) for free
- Borrow DVDs - for £1.00 per item
- Return books late without any overdue charges

Friends or Family

If disability or a health problem prevents you from using a library in person, you can nominate someone (a friend or family member) to select and take out books on your behalf. Simply complete a Friends or Family Form and ask the nominated person to return it to the library they intend to use.

There are no charges for overdue items.

Computers

Free access to the internet is available for up to one hour per day at all our libraries.

Dolphin Supernova software which enables the partially sighted to access the screen is installed on a PC at each of our libraries.

Books on Prescription

This is a national scheme, funded by the Welsh Government. The aim of the scheme is to help patients that have mild to moderate mental health problems. Doctors are able to prescribe a book from a list of self help titles which are available in public libraries.

Just take your prescription to a local library and collect the book that has been prescribed. If a copy is not immediately available, library staff will reserve a copy and let you know when the book becomes available.

Children and Family Books Bibliotherapy

This is a national scheme, which enables a child who has an emotional or psychological problem to get a 'book recommendation' from someone who works directly with families, such as a GP or Health Visitor.

The scheme operates in the same way as the Books on Prescription scheme above.

With all the above services, there are no charges for overdue items. However it is appreciated by other users if items are returned on time. Haverfordwest Reference Library also has the following equipment available for use by the public.

- Canon ReadEasy Document Reading System - converts scanned texts into speech
- Bierley Big Reader - scroll the mouse across the text or image and it will be magnified on to the screen
- Big Mouse and Keyboard(with large letters) which can be used on our computers

Audio books and newspapers

Local Newspapers

The following weekly local newspapers produce a taped version of the weekly newspapers:-

- 1) Western Telegraph**
- 2) Tenby Observer**
- 3) Milford Mercury**

The tapes are delivered free of charge in a plastic wallet with free return postage. Membership can be arranged via the Rehabilitation Officers based within Adult Care.

National Talking Newspapers and Magazines

Tel: 0303 123 9999

www.tnauk.org.uk

Calibre Audio Library

01296 432339

www.calibre.org.uk

RNIB Talking Book Service

Tel: 0303 123 9999

www.rnib.org.uk

Royal Mail Articles for the Blind

Royal Mail operate a scheme called Articles for the Blind that allows blind and partially sighted people to send and receive specialist items in the post free of charge. Tel: 0345 607 6140

Hearing problems

Help from your doctor

If you are having problems with your hearing, go to your doctor as soon as possible. Your doctor may:

- Give you treatment particularly if there is a blockage or an infection
- Refer you to a specialist for a more detailed examination – perhaps to the audiology department or to an ear, nose and throat consultant
- Refer you to a hearing therapist who can give advice about living with hearing loss and making the most of your remaining hearing.

Hearing aids

Your doctor can arrange for you to go to the hospital audiology department to be tested and fitted with a hearing aid free of charge.

Alternatively, you can be tested and buy a hearing aid from a private company at a commercial rate. If you buy privately, check whether the company is registered under the Hearing Aid Council Act.

Help from Adult Care

The Council has specialists who can give help and advice to those with hearing problems. This includes practical ideas and information about specialist organisations, classes and clubs that can offer you support.

Specialist organisations

DeafPLUS

National Office, First Floor, Trinity Centre, Key Close, Whitechapel, London. E1 4HG

Tel: 020 7790 6147

Fax: 020 7790 6147

www.deafplus.org

Hearing Dogs for Deaf People

The Grange, Wycombe Road. Saunderton, Princess Risborough, Buckinghamshire,

HP27 9NS

Tel: 01844 348 100 (voice and minicom)

Fax: 01844 348 101

email: info@hearingdogs.org.uk

www.hearingdogs.org.uk

Action on Hearing Loss

19 – 23 Featherstone Street, London EC1Y 8SL

Tel: 0808 808 0123

Textphone: 0808 808 9000

www.actiononhearingloss.org.uk

The **Action on Hearing Loss** catalogue offers special equipment. You can request a catalogue, download an online version from the website, or shop online.

Tel: 03330 144 525

Textphone: 0330 144 530

Email: solutions@hearingloss.org.uk

www.actiononhearingloss.org.uk/shop

Deafblind people

People who have dual sensory loss or who are deafblind can contact Pembrokeshire County Council on 01437 764551 to get help, a specialist assessment and information about equipment.

Deafblind UK

Deafblind UK Head Office, National Centre for Deafblindness, John & Lucille van Geest Place, Cygnet Road, Hampton, Peterborough, PE7 8FD

Tel: 01733 358100

Email: info@deafblind.org.uk

www.deafblind.org.uk

Sense Cymru

Tŷ Penderyn, 26 High St, Merthyr Tydfil, CF47 8DP

Tel: 0300 330 9282 Textphone: 0300 330 9282

email: cymruenquiries@sense.org.uk

www.sense.org.uk

A- Z to Deafblindness

www.deafblind.com

Physical disabilities

Whether you are registered as disabled, or you are just finding it harder to get about or do things for yourself there are many kinds of support available to help you live as independently as possible. You may be eligible to receive this support through the

Adult Care. Adult Care can work with you to provide information and help you to access a range of services that meet your needs.

You can ask Adult Care for an assessment of the help you might need. If you qualify for help you may want to consider using the 'Direct payments scheme' which gives you money to spend on arranging your own care.

For a Disabled Persons Parking Permit (Blue Badge) see Chapter 2)

Help with meals See Chapter 3

Shopping See Chapter 3

www.gov.uk

The government website at www.gov.uk has disability information about employment, health and education. There is also advice for disabled people on independent living, leisure, financial support and rights and access to on-line services.

Scope provides support, information and advice to more than a quarter of a million disabled people and their families every year and raise awareness of disability issues. Telephone Tel: 0808 800 3333

email: helpline@scope.org.uk

www.scope.org.uk

Department of Health

The Department of Health offers a wide range of information for people with physical disabilities www.dh.gov.uk

Disability Rights UK

Disability Rights UK provides information, products and services developed by and for disabled people. They have published a guide for newly disabled people and their families called "If I had only known that a year ago", available from online and chain book stores.

Ground Floor, CAN Mezzanine, 49-51 East Rd, London. N1 6AH

Tel: 020 7250 8181

Independent Living Helpline: 0300 555 1525

www.disabilityrightsuk.org

Youreable

An online community providing information, news and lively online debates with other disabled and non-disabled people, parents, carers, nurses and occupation therapists.

www.youreable.com

Learning disabilities

There are many kinds of support available to people with learning disabilities to help them live as independently as possible and play a part in their local community. There is help with learning new skills, finding a place to live, getting a job and speaking up for themselves.

For those who are eligible for help, Adult Care can arrange services which might include:

- Day Opportunities – Social Activity Centres and services in the community
- Short breaks and respite
- Supported employment
- Adult placement

Independent information, advice and help

Some people will need the kind of support that can only be given by organisations who have special skills or knowledge. The following are some helpful contacts:

Mencap

Mencap operate the Wales Learning Disability Helpline which can offer advice, information and support on any issue to do with learning disability.

Helpline and information: 0808 808 1111

Mencap Cymru, 31 Lambourne Crescent, Cardiff Business Park, Llanishen Cardiff, CF14 5GF

www.mencap.org.uk

Downs Syndrome Association Langdon Down Centre, 2a Langdon Park, Teddington

Middlesex, TW11 9PS

Tel: 0333 1212 300 www.downs-syndrome.org.uk

The National Autistic Society Cymru, 6/7 Village Way, Greenmeadow Springs Business Park, Tongwynlais, Cardiff. CF15 7NE

Tel: 02920 629 312 Fax: 02920 629 317

email: wales@nas.org.uk www.nas.org.uk

Foundation for People with Learning Disabilities

9th Floor, Sea Containers House

20 Upper Ground

London SE1 9QB

Tel: 020 7083 1100 www.learningdisabilities.org.uk

British Institute of Learning Disabilities (BILD)

Tel: 01562 723 010

www.bild.org.uk

Chapter 6

Choosing care services, what you need to know about home care services.

What particular services are you looking for?

There are exceptions, but most organisations offer 'packages' of care rather than separate care services. You may find the Yellow Pages or the small ads in the local paper useful for specific services such as cleaning services, gardening services, transport or meals.

Who can provide help in your home?

Help from privately-run and voluntary organisations

There are many care service providers in Pembrokeshire that you can buy care from.

The Contact Centre can provide you with a list of care providers. Tel: 01437 764551

You can also contact **CSSIW** for a list of registered providers.
Tel: 0300 7900 126

For details of voluntary organisations that may be able to help, contact **PAVS**.
Tel: 01437 769422

Help from Adult Care

Adult Care will work with people, who qualify for their help, to identify which resources and support can be put into place to enable them where possible, to retain or maintain their independence.

Help at home will only be arranged for people who need a great deal of support; for example, people who need help with their personal care and people who have just come out of hospital.

Reablement

Reablement is short-term support, tailored to meet individual needs and to help restore independence after a period of illness in the community following discharge from hospital or loss of self confidence, or to prevent unnecessary hospital admission. The aim is to ensure you have the skills and confidence needed to live safely in your own home, without the need for long term care. Reablement support may also include the use of equipment and aids that enable and support you to do things for yourself.

Initial help may come from Adult Care, with ongoing long term care being provided by other service providers.

Tel: 01437 764551 e-mail: enquiries@pembrokeshire.gov.uk

Direct Payments

(see Chapter 7)

Types of Care

Personal care is help with such things as getting up, going to bed, dressing, undressing, washing, bathing, personal hygiene, eating and drinking, using the toilet, managing incontinence, tooth and denture care. It also includes help with health related tasks that are done under the guidance of a doctor or community nurse. All organisations offering personal care have to register with the CSSIW.

Nursing care is given by qualified nurses, and can include tasks such as changing dressings or giving injections as well as general nursing care. All organisations offering nursing care have to be registered with CSSIW.

Night care. Organisations can provide both sleeping or waking night care. When you contact an organisation you should make clear what kind of care you need. If it involves any personal or nursing care, then the organisation needs to be registered with the CSSIW.

Live in help can be anything from a few days help in an emergency to long term help. If personal or nursing care is included, organisations offering live-in help need to be registered with CSSIW.

Other Services

If you do not need either personal or nursing care, you may wish to contact organisations that offer other home care services. At present these services do not have to be registered or inspected. They include domestic help, shopping, transport / drivers, befriending, socialisation, sitting services, gardening and meals. When you contact any organisation you should check exactly what they can offer and whether they can provide it in your home area. Some organisations offer these services as part of a care package, however you can also access services individually – see Chapter 3 for more details.

Standards of care

Who sets the standards for organisations which provide care at home?

All organisations that provide personal or nursing care services to people in their own homes have to be registered and inspected to ensure they meet national care standards.

The Care and Social Service Inspectorate Wales (CSSIW) is responsible for the registration and inspection of Domiciliary Care Agencies (which offer personal care) and Nurse Agencies (which offer care from qualified nurses). After they are registered agencies are inspected at least once a year to check that they are complying with National Minimum Standards as set by the government. You can read inspection reports on the CSSIW website www.cssiw.org.uk

Employers' associations

Some home care organisations belong to local or national associations. For details about their standards / codes of practice contact:

Care Council for Wales, South Gate House, Wood Street, Cardiff CF10 1EW
Tel: 0300 30 33 444 Email: info@ccwales.org.uk
www.ccwales.org.uk

Choosing a home care service

When you contact an organisation providing care at home you want to be sure that it offers a high quality service, with trained staff who can provide the care you need. You should be specific about the kind of help you want, and do not hesitate to ask questions.

It is important that you know exactly what to expect, how much and what you will be paying for, and have confidence that those visiting your home are capable of providing what you need.

If you have a sight or hearing impairment ask whether home care staff have had training in caring for people with a sensory impairment.

If the organisation does not need to be registered you might ask the manager for references from satisfied clients.

Ask to see the organisation's brochure and a copy of any code of conduct that they have for their staff. You may find that help from more than one organisation may be necessary to provide everything you need.

All staff giving personal or nursing care need to be checked by the Disclosure and Barring Service and against the Protection of Vulnerable Adults (POVA) register (or POCA where working with children is involved).

Questions to ask when choosing a home care service

First discussions

- Will you visit me in my own home to discuss what help I need?
- What happens if the care I need changes?

Employees

- Have all your carers been properly screened, interviewed and their references checked?
- Do all your carers have the appropriate training and qualifications?
- Will nursing care always be given by a qualified nurse?
- Have all staff giving personal or nursing care had police checks?

Supervision

- How do you supervise your carers to check they are doing what has been agreed?

Emergencies

- What help can you provide in an emergency?
- Who do I contact in an emergency?

Confidentiality

- Who will have details about me and my care?
- What personal information do I have to provide?

Handling money

- What records do you ask your carers to keep if they are handling my money (for example, if he or she is doing shopping for me)?

Charges

- What are your charges for daily, evening, weekend and 24 hour care?
- Is anything charged as an extra?
- Will I get written confirmation of the cost of my care before it starts?
- Will I be notified in advance about any changes in charges?
- How do I pay you (for example, do you bill me each week)?

Insurance

- Do you have insurance that covers public and employer liability and losses arising from dishonesty?
- Can I see confirmation in writing of your insurance cover?
- What household insurance do I need (in case a worker injures him or herself, or household items get broken)?

Equipment

- Do I have to provide any equipment?
- What equipment do your carers provide?

Complaints

- What can I do if I don't get on with my carer or need to complain?
- What is your complaints procedure?

Changes / cancellations

- How much notice do I have to give if I need to cancel a session or the service altogether?
- Is there a charge if I have to cancel the service at short notice?
- Will you tell me in advance if my carer cannot come at the usual time?
- Will you tell me in advance if a different carer will be coming?
- Will you tell me in advance if you have to cancel my service at any time?

Other questions

- Can I give my carers presents, for example, at Christmas?
- Are your carers allowed to sign wills?

Chapter 7

Paying for your care and support

Frequently asked questions

Which care services do you pay for?

Most NHS care is free but many people have to pay for some things. All people registered with a Welsh GP, who get their prescriptions from a Welsh pharmacist, are entitled to free prescriptions.

You may be entitled to benefits like Attendance Allowance or Disability Living Allowance to help meet the cost of care at home (see Chapter 8).

In most circumstances people are expected to contribute towards the cost of their care. Free services include information, advice and assessments of what help people and their carers need.

Who qualifies for financial help?

The rules for deciding who qualifies for financial help include 'allowances' (capital threshold and 'personal expenses'). These allowances are reviewed annually with changes taking effect from April each year. The value of your home is not taken into account for non-residential care, however second homes or other property will be taken into account.

You can decide not to receive any financial support from the Council, in which case there is no need for you to have a financial assessment. Details of guidance for completing the financial assessment form can be found at www.pembrokeshire.gov.uk

If the Adult Care department are paying some or all of the costs of care you can still have a say in which care providers or service you have.

Adult Care will encourage you to source and arrange your own care services. You can choose to receive 'Direct Payments', which means that you are given money to buy your own care. This allows you to tailor your care package to suit you. (See Chapter 8)

Age Cymru publish a factsheet 'Paying for Care and support at home in Wales' . See www.ageuk.org.uk/cymru/publications -or contact Age Cymru Pembrokeshire on: 01437 769972

The Care Fees Agency service, can give you help and advice on paying care fees.
www.carefeesadvice.com Tel: 0800 078 7430

How much do care services cost?

If you are assessed as by Adult Care as needing care and support, you will be asked to complete a financial assessment to see if you will be expected to contribute towards the cost of your care, or whether it will be funded by Adult Care.

Different kinds of care cost different amounts – for example, weekday domestic help will cost less than nursing care at night. There may also be premiums for very specialist care, for weekend care, and for travel if you live in a remote part of the County. Some agencies will not provide less than two hours of some kinds of help.

If help is provided by Adult Care, and you have been assessed as needing to contribute towards the cost of your care, there is a set hourly charge which you will be advised of. There is a maximum charge per week that is applied to some non-residential services. These include personal care.

The cost of domestic help and personal care varies depending on the service received with a higher weekend rate in some areas. Rates can vary widely around the county according to local circumstances and you should always check the full costs when you discuss buying care or support services from any organisation.

The Welsh Government has determined that a limit be set on the weekly charge that can be applied to non-residential care services provided by, or under contract to local authorities. The weekly maximum changes every year and your contribution to this charge will be determined as part of your means assessment. For full details please contact Pembrokeshire County Council and ask for the 'Factsheet on Non-Residential Care Services'

If you do not agree with the amount you must pay, you can ask for a review of charges. Requests for a review should be made to the Adult Care Planning Officer by calling 01437 775619.

Financial help and advice

For information about benefits, allowances and general financial advice and support see Chapter 8.

Taking Control of Your Own Care (Direct Payments)

What are direct payments?

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. Direct payments can be made to:

- disabled people aged 16 or over (with short or long-term needs)
- disabled parents for children's services

- carers aged 16 or over (including people with parental responsibility for a disabled child)
- elderly people who need community care services

Who can receive direct payments?

You may be eligible to receive money through the direct payments scheme from social services to purchase your own care privately.

To receive direct payments you must be:

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

Who can I employ?

With direct payments you can pay an agency to provide the support you want or employ your own staff. A support service will be provided by Diverse Cymru. They can help with the recruitment of staff, and their 'management', if you need it.

Will direct payments affect my benefits?

A direct payment is not a benefit and does not affect your benefits.

You may also be able to use direct payments for short periods of respite care. You do not need to have direct payments for all of your services; you can have them for part of your support.

Tel: 01437 764551 E-mail enquiries@pembrokeshire.gov.uk

www.pembrokeshire.gov.uk

Chapter 8

Financial help and advice

This chapter tells you about some of the benefits you may be eligible for and how to apply for them, as well as where to go for financial advice and support. It is important that everyone claims the benefits they are entitled to and this will vary from person to person.

Please note any new benefits you may claim may affect the benefits you or your cared-for already receive. Always seek advice before claiming a new benefit.

Benefits and allowances

This section gives a summary of some of the benefits and financial support. You can get details of these and other benefits from your local Benefits Office or Jobcentre plus office, see the Phone book for details under 'Jobcentres', or from the government's public service website www.direct.gov.uk. You can also get booklets about benefits from many post offices.

Getting advice on your individual circumstances is essential and advice can be obtained from Pembrokeshire County Council's Benefits Adviser. Tel: 01437 764551.

If you have an illness or disability:

Attendance Allowance (AA)

If you are over 65 and you need help looking after yourself, you may qualify for Attendance Allowance. There are two rates, higher and lower, depending on the care you need. AA is not means tested and is tax free.

Disability Living Allowance (DLA)

New Claims

You can only make a new claim for Disability Living Allowance (DLA) if you're claiming for a child under 16 - this is known as DLA for children.

Anyone aged 16-64 must apply for Personal Independence Payment (PIP) instead of DLA.

Existing Claims

PIP is gradually replacing DLA for people aged 16 to 64, even for those with an indefinite or lifetime DLA award. If you were 65 or over on 8 April 2013 you can continue to get DLA if you're eligible.

Your DLA probably won't be affected until 2015 or later but there are exceptions- see www.gov.uk for more info.

Personal Independence Payment (PIP)

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill-health or a disability if you're aged 16 to 64.

You can get PIP whether or not you work. PIP has two components:

A daily living component – for help participating in everyday life;

A mobility component – for help with getting around.

You can be paid either the daily living component or the mobility component on its own, or both components at the same time.

Each component is paid at two different levels: a 'standard rate' and an 'enhanced rate'. The rate you are paid depends on whether your ability to carry out daily living or mobility activities is 'limited' or 'severely limited'. This is tested under the PIP assessment

You can check how Personal Independence Payment (PIP) affects you using the PIP checker at www.gov.uk/pip-checker

If you have any queries about AA, DLA or PIP and the rate at which they are paid, then phone the following helplines:

Disability Living Allowance (DLA) Tel: 0345 712 3456

Attendance Allowance (AA) Tel: 0345 605 6055

Personal Independence Payment (PIP) Tel: 0345 850 3322

email: enquiries@dwp.gsi.gov.uk

Employment Support Allowance

If you're ill or disabled and under State Pension age, Employment and Support Allowance (ESA) offers you financial support if you're unable to work, and personalised help so that you can work if you're able to. You can apply for ESA if you're employed, self-employed or unemployed, or a student on Disability Living Allowance or Personal Independence Payment.

You might be transferred to ESA if you've been claiming other benefits like Income Support or Incapacity Benefit. You must go to a Work Capability Assessment while your ESA claim is being assessed. This is to see to what extent your illness or disability affects your ability to work.

You'll then be placed in 1 of 2 groups if you're entitled to ESA:

- work-related activity group, where you'll have regular interviews with an adviser
- Or support group, where you don't have interviews.

How much ESA you get depends on your circumstances and the type of ESA you qualify for. You won't be eligible for income-related ESA if you get Universal Credit.

You can make a claim to ESA by filling in and print out the (ESA1) form available at www.direct.gov and taking it to your local Jobcentre Plus office, or over the phone:

Tel: 0800 055 6688

Textphone: 0800 023 4888

If you are caring for someone

Carer's Allowance is paid to people who look after someone who is disabled. You do not have to be related to, or live with, the person you care for.

You may qualify for Carer's Allowance if you meet the following criteria:

- You are aged 16 or over and;
- You spend at least 35 hours a week looking after someone who receives a qualifying benefit (Attendance Allowance, middle or higher rate Disability Living Allowance, Personal Independence Payment (PIP) daily living component, Constant Attendance Allowance at/above the normal maximum rate with an Industrial Injuries Disablement Benefit, or basic (full day) rate with a War Disablement Pension, Armed Forces Independence Payment (AFIP) and;
- You are not in full-time education (21 hours a week or more) and;
- You are not earning more than £110 a week if you have a part time job

Payment of Carer's Allowance may reduce other benefits that are paid to you or the person you look after. If you receive certain other benefits you may not receive payment of Carer's Allowance but may have what is called an 'underlying entitlement' and a premium added to other benefits. Always seek advice before claiming.

For more information or to make a claim contact the Carer's Allowance Unit.

Tel: 0345 608 4321

Textphone: 0345 604 5312

cau.customer-services@dwp.gsi.gov.uk

You can also claim Carer's Allowance online at www.gov.uk/apply-carers-allowance.

This service can be used on a smartphone or tablet, is available 24 hours a day, 7 days a week, and may help you make your claim more quickly. The time to complete the claim online is around 24 minutes and has significantly less questions than the paper form. Once submitted, your claim will arrive immediately at the Carer's Unit. Helpline numbers are provided if you need help.

A Carers Allowance leaflet – 'Everything you need to know about Carer's Allowance' is available at www.gov.uk

If you are on low income

Working Tax Credit

Working Tax Credit is a payment to top up the earnings of low paid working people.

You could get Working Tax Credit if either of the following applies:

- you're aged from 16 to 24 and have a child or a qualifying disability
- you're 25 or over, with or without children and you work
 - work a certain number of hours a week
 - get paid for the work you do (or expect to)
 - have an income below a certain level

You can find out more from the HMRC Tax Credits helpline.

Tel: 0345 300 3900

Textphone: 0345 300 3909

Written enquiries: HM Revenue and Customs - Tax Credit Office Preston PR1 4AT.

Income Support

Income Support is an income related benefit for people aged between 16 years and Pension Credit qualifying age and:

- a carer, pregnant, a lone parent with a child under 5 or, in some cases, unable to work because you're sick or disabled
- have no income or a low income (your partner's income and savings will be taken into account)
- working less than 16 hours a week (and your partner works less than 24 hours a week)

The amount of Income Support due may be affected by other income into the household. Savings over a certain amount usually mean you cannot get Income Support (this figure normally changes annually so you should check the current amount).

You don't need a permanent address, e.g. you can still claim if you sleep rough or live in a hostel or care home. You can also qualify up until the age of 21 if you're one of the above, are orphaned or estranged from your parents and enrolled in education.

To apply:

Tel: 0800 055 6688

Textphone: 0800 023 4888

Or print a claim form, available at www.gov.uk, and take in to your nearest JobCentre Plus

Pension Credit

Pension Credit is a benefit paid to people who have reached the qualifying age and have a low income.

Pension Credit is not the same as the state retirement pension, which is based on your National Insurance contributions during your working life. Pension Credit can be paid on top of retirement and other pensions.

Pension Credit is income related and made up of two parts:

Guarantee Credit- which tops up your income if it is below a certain amount

Savings Credit- is an extra payment for people who have saved some money toward their retirement e.g. through a pension. However if you reach State Pension age on or after 6 April 2016, you may not be eligible for this.

Pension Credit age is gradually going up to 65 in line with State Pension age (65 for women and 66 for men). To find out when you will qualify for Pension Credit or State Pension use the State Pension Calculator at www.gov.uk or contact the helpline.

You may still be able to get Pension Credit if your weekly income is more than the minimum, for example if you or your partner are a severely disabled person or a carer. You may also be eligible for Support for Mortgage Interest if you are paying interest on mortgage payments, which is paid direct to your lender.

Contact the **Pension Service helpline** for more information or to apply for Pension Credits. Have your National Insurance number handy.

Tel: 0345 606 0265

Textphone 0800 169 0133

www.direct.gov.uk

The Pension Service may be able to visit you in your own home.

You could also contact **The Pensions Advisory Service (TPAS)**

Tel: 0300 123 1047

NHS Low Income Scheme

If you are on a low income and find it difficult to pay for health costs, you may be entitled to help through the NHS Low Income Scheme. You may be entitled to help toward the cost of:

- NHS dental treatment
- Glasses and contact lenses, or
- Travel to receive NHS treatment if referred by a doctor (GP or hospital doctor) or dentist

To claim, you will need to fill out a HC1 form. You can get this from your local Jobcentre, NHS Hospital, or by calling the NHS Publication Order Line on 0345 603 1108. Some dentists and opticians may also provide them.

Housing Benefit and Council Tax Benefit

Eligibility for these benefits depends on your income and family circumstances.

Even if you cannot get Council Tax Benefit you may be able to get your bill reduced (for example, if you live alone or your home has been adapted to meet the needs of

a disable person). These benefits are paid by Pembrokeshire County Council. Tel: 01437 764551

Help for one-off expenses- the Social Fund

The Social Fund provides lump sum payments, grants and loans, which are discretionary and not for a standard amount. It is administered by Jobcentre Plus and includes budgeting loans, funeral payments, cold weather payments and winter fuel payments.

Budgeting Loans

You can apply for a Budgeting Loan to help pay for essential things like rent, furniture, clothes or hire purchase debts. How much you can get depends on whether you are single, part of a couple or have children, and if you:

- can pay the loan back
- have any savings over £1,000 (or £2,000 if you or your partner are over 62)
- already owe money to the Social Fund

Budgeting Loans are interest-free so you only pay back what you borrow. You normally have to repay the loan within 104 weeks. You can apply for a loan if you've been getting income-related benefits for at least 26 weeks. You must still be getting income-related benefits when your application is assessed. Budgeting Loans won't affect your other benefits.

You can download a form (SF500) to apply for this loan from www.direct.gov.uk or contact Jobcentre Plus on 0345 603 6967

Funeral Payments

A Funeral Payment helps people on a low income with the essential costs of a funeral. You may be able to claim a Funeral Payment if you or your partner receive Universal Credit, Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance (income-related), Pension Credit, Working Tax Credit where a disability or severe disability element is included in the award, Child Tax Credit at a rate higher than the family element, or Housing Benefit.

Savings do not affect Funeral Payments, and other benefits will not be affected by claiming a Funeral Payment.

You can download a form (SF200) to apply for this grant from www.direct.gov.uk or contact the DWP Bereavement Service Helpline:

Tel: 0345 606 0265

Welsh language: 0345 606 0275

Textphone: 0345 606 0285

Cold Weather Payment

Cold Weather Payments help towards extra heating costs during very cold weather.

A payment of £25.00 is paid automatically for each 7 day period of very cold weather between 1 November to 31 March.

You can get this payment if you also get Income Support, Employment and Support Allowance (income-related), Income-based Jobseeker's Allowance, Pension Credit or Universal Credit. If you get Income Support, Universal Credit, Employment and Support Allowance (income-related) income-based Jobseeker's Allowance, you must also receive a pensioner or disability premium or have a child who is disabled or under the age of 5.

Cold Weather Payments are not affected by savings, nor do they affect any other benefits you receive. These payments are made automatically in the same way as your other benefits.

Winter Fuel Payments

If you were born on or before 5 July 1952, you may be able to get payments to help with heating bills, known as Winter Fuel Payments. You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). Payments are made automatically between November and December.

If you qualify but don't get paid automatically you can make a claim to the Winter Fuel Payment Centre:

Tel: 08459 15 15 15

Textphone: 0845 606 0285

Or download a form at www.gov.uk and send to Winter Fuel Payment Centre, Mail Handling Site A, Wolverhampton, WV98 1LR.

Other payments and schemes

You may be able to get National Insurance credits if you're not paying National Insurance, e.g. when you're claiming benefits because you're ill or unemployed.

National Insurance

Credits can help to fill gaps in your National Insurance record, to make sure you qualify for certain benefits including the State Pension. You can contact HMRC on 0300 200 3500 (textphone: 0300 200 3519) to find out if you have any gaps in your National Insurance record and to find out if you are eligible.

Green Deal

Green Deal helps you make energy-saving improvements to your home and find the best way to pay for them. You may be able to claim back money from the government if you make energy-saving home improvements through the Green Deal Home Improvement Fund. You can contact the Energy Saving Advice Service for more information on this or other energy saving matters on 0300 123 1234

Equity release

Equity release schemes offer older homeowners the chance to get cash for some of the value of their home. Sometimes this is a lump sum or as regular payments. Before you participate in an Equity release scheme you must seek independent financial and legal advice to ensure that this is the best way to make your money work for you.

Financial support for disabled students

Disabled Students Allowances (DSAs) help with costs incurred in attending recognised courses at university, as a direct result of disabilities. DSAs are available to full time and part time students with disabilities although part time students must be studying 50% of a full-time course. DSAs are available to both undergraduates and postgraduates. See www.gov.uk

Advice and help applying for benefits.

Pembrokeshire Citizens Advice Bureau and Age Cymru Pembrokeshire have staff that can give expert advice and help if you are applying for benefits.

You can get full details of what is available, who is eligible and how to claim from your local benefits office. You can also get leaflets and claim forms by visiting www.gov.uk.

Pembrokeshire Citizens Advice Bureau

Advice Line 03444 77 20 20 (Mon – Fri, 10am- 4pm)

24hour pre-recorded information is available on 0845 120 2939

Email: www.pembrokeshirecab.org.uk

www.pembrokeshirecab.org.uk or www.adviceguide.org.uk

Pembrokeshire CAB also have drop-in sessions at their main offices in Haverfordwest and Pembroke Dock – see their website, email or telephone the advice line for details.

Age Cymru Pembrokeshire

Help and advice on a range of topics, including benefits and tax for older people.

Tel: 01437 769207.

www.acpembs.org.uk/

Online help

www.gov.uk suggests the following free, anonymous online calculators to help find out which benefits and tax credits you and your family might be entitled to.

Turn2Us benefits calculator www.benefits-calculator.turn2us.org.uk

'entitled to' calculator www.entitledto.com

Changes to benefits

Some benefits are affected if you go abroad, move into residential or nursing home

or if you go into hospital. For example Attendance Allowance and Disability Allowance will be affected after 4 weeks in hospital either in one stay or sometimes when added together. Other benefits can be affected too.

If your circumstances change, or you want more information about how benefits are affected, contact your local Jobcentre Plus office or Benefits office.

Could you claim tax back on your savings?

Banks and building societies are required by law to deduct income tax at 20% from interest before they pay it to you. They pay this to HM Revenue & Customs. If you are not due to pay any tax you can register your bank and building society account to receive your interest without tax taken off. You do this by completing form R85 and giving it to your bank or building society.

If you are due to pay a small amount of tax (you fall within the 10% tax bracket) you may be able to claim back some of the tax taken off. Please contact your local tax office.

If you need more help please ring HM Revenue and Customs (HMRC) on 0845 980 0645 www.hmrc.gov.uk/taxback.

Concessions

Don't forget – you may be entitled to other concessions, such as free NHS prescriptions, dental treatment and eye tests, free or reduced bus and rail travel or free TV licences. The criteria for receiving such concessions is usually based on age, disability or the benefits you receive.

Help with managing your finances in the future

You may wish to prepare for a time when you can no longer manage all your paperwork and bills yourself. (see Powers of Attorney, chapter 9)

IndependentAge

IndependentAge offer free advice over the phone to older people, their families and their carers on issues that may affect them such as benefits and social care. They also offer face to face befriending and free telephone discussion groups, signposting and downloadable guides and factsheets on their website.

Advice line tel: 0800 319689

www.independentage.org.uk

Debt

If you are worried about debts, the following organisations may be able to help:

National Debt Line

Helpline offering information and advice on debt. They also provide self help information packs and a range of fact sheets.

Tel: 0808 8084000

Money Advice Service

Free & impartial money advice set up by government, including money management and debt advice

Tel: 0300 500 5000

www.moneyadviceservice.org.uk

The British Gas Energy Trust sometimes offers financial help to people living in poverty or distress who are struggling to pay their utility debts. Visit www.britishgasenergytrust.org.uk for more information.

Financial abuse

People with mental incapacity are often highly vulnerable. Without the right protection, they can be at risk of financial abuse and could face losing their home or their savings. If you suspect that someone is being financially abused, contact Pembrokeshire County Council Adult Care, or if you think a criminal offence has been committed, contact the police straight away (see Chapter 10)

Chapter 9

Help in Making Decisions

Chapter 9

Help in Making Decisions

The Mental Capacity Act (2005)

If you or the person you care for has a disability or illness that makes it difficult to make decisions about medical treatment, care needs, finances and other aspects of everyday life, the Mental Capacity Act can help you. It clarifies the circumstances in which other people can act on behalf of someone who lacks capacity to make decisions and sets out the limitations and safeguards that now exist.

The aim of the Act is to put individuals at the centre of any decisions made regarding their care giving them the support and advice they need to make decisions for themselves where possible. The determination of capacity is made on a specific issue and at a specific time, and concluding that someone is not able to decide something today, does not mean that they will lack capacity about something else or at a different time.

The Act also created a new criminal offence of the ill-treatment or wilful neglect of someone who lacks mental capacity.

Independent Mental Capacity Advocate (IMCA)

The Independent Mental Capacity Advocate (IMCA) service is central to the working of the Act. IMCAs work with people who lack capacity to make certain important decisions and have no one else who can be consulted to try and establish their wishes. The IMCA service for West Wales is co-ordinated across the counties of Pembrokeshire, Ceredigion and Carmarthenshire by **Mental Health Matters Wales**.

An IMCA **MUST** be instructed, and then consulted, for people lacking capacity who have no-one else to support them (other than paid staff), whenever:

- an NHS body is proposing to provide serious medical treatment, or
- an NHS body or Local Authority is proposing to arrange accommodation (or a change of accommodation) in hospital or a care home, and the person will stay in hospital longer than 28 days, or they will stay in the care home for more than 8 weeks.

An IMCA **MAY** be instructed to support someone who lacks capacity to make decisions concerning

- Care reviews relating to accommodation where no-one is available to be consulted for people aged 16 or over
- Adult Protection cases, whether or not family, friends or others are involved and are aged 18 or over

Referrals can be made by an authorised person and should be made in writing by completing a referral form and sending it by fax, email or post.

Where a verbal referral is made the referral form should be completed within 24 hours.

To find out more about the IMCA service contact:

IMCA Wales (part of Mental Health Matters Wales), Union Offices, Quarella Road, Bridgend. CF31 1JW

Tel: 01656 649557 or 01656 651450

Email: imca@imcawales.org or imca@mhmwales.org

EIRIOL, Mental Health Advocacy in Carmarthenshire, 1st Floor, 59 King Street, Carmarthen. SA31 1BA

Tel: 01267 231122

Independent Mental Health Advocacy (IMHA)

An Independent Mental Health Advocate (IMHA) is specially trained to work within the framework of the Mental Health Act 1983. They support people to understand their rights under the Act and participate in decisions about their care and treatment.

There is a legal duty to provide IMHAs for all eligible people. You can receive the support of an IMHA if you are:

- An inpatient in hospital and being assessed or receiving treatment for a mental health problem whilst you are in there
- Detained in hospital under the Mental Health Act
- Detained on a short term section
- An informal patient
- Being considered for neurosurgery for mental disorder or ECT for under eighteen years
- Subject to a Community Treatment Order
- Conditionally discharged or subject to guardianship

To find out more about IMHA services contact:

Advocacy West Wales

Tel: 01437 762935 or 01267 223197

www.mapadvocacy.org.uk

Useful websites

www.publicguardian.gov.uk

www.elderabuse.org.uk

Advocacy

Advocacy means to speak up for someone. It is about making sure that people's

voices are heard and listened to, and helping people to make their own choices in life. It provides people with the chance to be as independent as they want to be.

You can receive support from an advocate with:

- Making a complaint
- Challenging a decision made about a service you receive
- Making a decision about a service you may need

General advocacy (or generic advocacy) supports people who feel that they can't express their views or feel that they are not being listened to.

Dewis Centre for Independent Living provides several types of general advocacy. Dewis CIL, Suite 3B Cedar Court, Havens Head Business Park, Milford Haven, Pembrokeshire, SA73 3LS.

Tel: 01646 629 123 email: advocacy@dewiscil.org.uk

You can also contact them through the head office number on 01443 827 930.

Pembrokeshire Advocacy provides an advocacy service that represents the individual interests of people with learning disabilities. For more information contact: 12 Victoria Place, Haverfordwest, SA61 2LP.

Tel: 01437 769135 email: pembsadvocacy@yahoo.co.uk

www.pembrokeshire-advocacy.org.uk

Pembrokeshire Access Group is an independent charity which aims to promote improved access to services and facilities for disabled people. The group is often consulted by the Council on policy and is used as a sounding board for issues relating to disability. If you need advice or information on any matters concerning the Disability Discrimination Act, the Social Model of disability or Inclusive Environments, or if you would like to join the group, please contact:

Alan Hunt, County Hall, Haverfordwest. SA73 1TP. Tel: 01437 775148

e-mail: alan.hunt@pembrokeshire.gov.uk

Making future decisions

You may wish to prepare for a time when you can no longer manage the running of your day-to-day affairs or deal with your paperwork yourself.

Powers of Attorney

You can apply for a Lasting Power of Attorney (LPA) and can choose one or more people you trust to deal with all or some of your property, finance or personal welfare affairs when, and if, it becomes a problem for you. You must apply for a LPA while you have capacity to do so.

People often appoint more than one 'attorney' to act for them, as a safeguard against abuse of the wide powers over property and finance that the Power of Attorney gives and because people may have different skills relating to property, finance or personal welfare. Attorneys may act 'jointly' (where they must all sign transactions)

or 'jointly and severally' where only one person needs to sign. If you change your mind later about the person or people you have chosen, you can revoke the document.

An LPA must be registered with the Court of Protection before it can be used. The finance and property LPA can take effect immediately or when you lose capacity and this can be specified – the health and welfare LPA can only be used when you lose capacity.

You can use a solicitor to set up an LPA or alternatively fill in form online on the Office of the Public Guardian website: www.publicguardian.gov.uk.

Public Guardian Helpline 0300 456 0300

If you have already made an 'Enduring Power of Attorney (EPA)' or are acting on behalf of someone under an EPA, it will still be valid under the new legislation unless the person who made it decides to destroy it and replaces it with an LPA. An EPA must be registered when the person loses capacity if it is to be used.

The Mental Capacity Act allows you to make an 'advance decision to refuse treatment' if there is a particular medical treatment you would not want in the future. This could include life-sustaining treatment.

In the future you may not be able to tell people what treatments you don't want – perhaps because you can't communicate or because you don't have the mental capacity. Your family may know your wishes, but what if they aren't there?

You should write down your advance decision and give a copy to key people – your family and your GP for example, if you can't write, then tell them your advance decision.

The Court of Protection

The Court of Protection can make decisions about the finances and welfare of people who cannot make decisions for themselves. If someone only has income from benefits and no capital then their affairs can be managed by an Appointee – through the Department for Work and Pension. If they have capital, i.e. savings, then a court appointed deputy will be required.

If your friend or relative:

- Is mentally incapable of managing their own financial or welfare affairs
- Has not made an Enduring or Lasting Power of Attorney and is now mentally incapable of doing so
- Has assets that need to be used for his or her benefit or administered in some way; or
- Has complex welfare decisions that cannot be resolved in any other way

Then you can apply to the Court of Protection. The court will either make a one-off decision or they will appoint a Deputy to manage and administer the person's property and financial affairs.

For forms and booklets about LPA or the Court of Protection call the Office of the Public Guardian customer services:

Tel: 0300 456 0300 – phone lines are open Monday – Friday 9am – 5pm (except Wednesday 10am – 5pm)

Chapter 10

Protecting People from Abuse

What is Abuse?

Abuse is something that is done to another person, without their full understanding or consent that harms them in some way. It may consist of a single act or repeated acts.

Abuse can include one or more of the following:

Physical abuse includes hitting, pinching, deliberately giving too much medication or physically restraining someone in an inappropriate way. For example being locked in or force-fed.

Financial abuse includes taking another person's money or possessions. For example having money or property stolen, being pressured into giving people money or changing a will, misuse of benefits, not being allowed access to money.

Sexual abuse includes any sexual act to which the vulnerable adult has not consented or may not understand. For example being touched or kissed when it is not wanted, being made to touch or kiss someone else, being raped, being made to listen to sexual comments or forced to look at sexual acts or materials.

Psychological abuse can happen when someone is isolated, verbally abused or threatened.

Discriminating abuse includes any type of abuse aimed at vulnerable adult because of their colour, religion, appearance or sexuality. For example, ignoring spiritual or religious beliefs, comments or jokes about a person's disability, age, race, sexual orientation, or gender/ gender identity, ignoring cultural needs, for example diet or clothing.

Institutional Abuse is abuse occurring in a social or health care establishment that may range from poor practice to ill treatment and gross misconduct. For example lack of individual care, no flexibility of betimes, or waking, deprived environment and lack of stimulation.

Domestic abuse refers to any incident(s) of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality

Who might carry out abuse?

People who need care and support need to trust and depend upon a wide range of people who offer them help in many forms. But unfortunately we know that abuse can happen anywhere and can be carried out by anyone such as:

- family, friends neighbours
- paid staff, carers, volunteers
- other service users or tenants
- strangers

What to do if you think someone is being abused or if someone is abusing you

If you think someone is being abused, don't assume that someone else is doing something about it. Make your concerns known to a person in authority that you feel comfortable speaking to, for example:

- Telephone 01437 764551 / Out of Hours 08708 509508 and ask for the Adult Safeguarding team
- If someone is injured dial 999
- The Care and Social Services Inspection Agency Wales (CSSIW) – 0300 7900 126 / cssiw@wales.gsi.gov.uk / www.cssiw.org.uk
- If you believe a crime has been committed, contact your local police on 101
- The owner or manager of the domiciliary or nursing care agency

What will happen if I report abuse?

If you contact Adult Care because you suspect that a vulnerable adult is being abused or you are being abused yourself:

- Your report of abuse will be taken seriously
- Your report will be looked into fully and fairly
- You can get help and support

Adult Care will work closely with other organisations and the person affected to find out as much as possible about what has happened. We will do a number of things which might include:

- Talking to you and other people involved to find out what has happened
- Planning what to do to safeguard the person being abused
- Supporting the person and their carers through the process
- Being available to offer support in the future

Useful Numbers

If appropriate you can also contact the following organisations for support:

For older people:

Action on Elder Abuse Helpline 0808 808 8141 www.elderabuse.org.uk

Age UK Tel: 0800 169 6565 www.ageuk.org.uk

For vulnerable adults and disabled children:

Ann Craft Trust Tel: 0115 9515400 www.anncrafttrust.org

Respond Helpline 0808 808 0700 www.respond.org.uk

For victims of any abuse or crime:

Victim Support Tel: 0808 1689 111 www.victimsupport.org.uk

Domestic Abuse

The Police have a text system for victims of domestic abuse who may be unable to make a call but could slip away to text. To register, go to a new text message and input "999" into the recipient box, enter 'register' in the text box. You will receive an immediate response asking if you want to register- reply 'yes'. You are then registered for the future.

The **Domestic Abuse One Stop Shop** based in Haverfordwest houses a number of services for victims of Domestic Abuse such as a drop in service run by Hafan Cymru and Gwalia, counselling sessions and the Freedom programme. The Respect programme for men will run from June 2015. Tel: 01437 768671

Jenny Hart, Domestic Abuse Co-ordinator , Pembrokeshire County Council.

Tel: 01437 769669 (in office hours) or alternatively 07766 584895.

Email: jenny.hart@pembrokeshire.gov.uk

Hafan Cymru

Hafan Cymru 3 Corner House, Haverfordwest. SA61 1BW

Tel: 01437 769 564 (24 hours) email: enquiries@hafancymru.co.uk

www.hafancymru.co.uk

Gwalia

The Bridge, St Lawrence Hill, Hakin, Milford Haven. SA73 3LE

Tel: 01646 698 820 Fax: 01646 690 518

e-mail: sharon.court@gwalia.com

Live fear free (Domestic Abuse) helpline Tel: 0808 80 10 800.

Chapter 11

Advice and support for carers, family and friends

This Guide not only offers information to people who wish to go on living independently in their own homes, it also addresses their carers, family and friends.

You may not recognise yourself officially as a 'carer' but if there is someone for whom you provide practical and emotional support on an ongoing basis in order to help them live independently, that's exactly what you are. This chapter gives you information about organisations and services which can provide both of you with the help you need.

Support from Adult Care

Assessments

You can ask for an assessment of needs for yourself, a family member or friend or the person you are looking after. This assessment should take all circumstances into account, including your contribution to the person's care and the help you need to go on caring.

You may also find it useful to ask their advice on how to help the person you are caring for to become less dependent on you. In many cases, with a little support and guidance, someone who has had a set-back can re-learn skills. Adult Care staff are expert in identifying what support is needed to help people regain their independence.

Carer's Assessment

All carers are entitled to an assessment of their needs if they want one. This is called a 'carer's assessment'. If you were already getting help from Adult Care before you became a carer, don't forget to mention to your care manager that you are now looking after someone.

If you have already asked Adult Care for help for the person you look after, you can either talk to the same care manager or you can ask to speak to someone different. Everything you say will be confidential and will not be passed on to the person you are caring for, so you should feel free to explain exactly how you feel and what problems there are.

Information for Carers

An information pack is available for carers giving details of carers support groups, services available for carers and organisations providing benefit information support

and advice. Please contact Pembrokeshire County Council on 01437 764551 or e-mail enquiries@pembrokeshire.gov.uk for a copy.

Direct Payments

If Adult Care assesses that the person you are caring for is eligible for financial assistance to help with the cost of meeting their care needs, they may wish to use the direct payments scheme. This would enable you to organise and purchase the help that you need for them directly instead of it being arranged through Adult Care.

If you are a carer who has had a carer's assessment and who is eligible for support from your Adult Care department, you can request direct payments in respect of your own needs. This will be independent of services provided to the person you care for. If you are unsure whether you are eligible for support please contact Adult Care on 01437 764551.

Services from the Health Service

Your doctor can give you general information about the illness or disability affecting the person you are looking after, and how it might develop. Your doctor can only give you specific information about the person you care for if that person agrees that you should have it. It is important that you talk this through before you approach the doctor. He or she can also put you in touch with specialist organisations that can give you information and support.

It is often very stressful caring for someone else and it can make you susceptible to injury and illness. The doctor can give you help and advice if your own health is suffering because you are looking after someone else. You can get advice about lifting and relevant training from your surgery. Independently, you can hire a night care service so that you can get some uninterrupted sleep.

Investors in Carers

Investors in Carers is a scheme which aims to provide carers with the support they need from their GP surgery or Health Centre. If you tell your doctor that you are a carer, they can register you as a carer in their records. This may help co-ordinate services for you and the person you care for and can help you access local support services. To register as a carer with your GP, see a member of staff at the surgery.

Looking after your back

Backcare, the charity for healthier backs, provides information about the causes, treatment and management of back pain. They publish a 'carers guide to safer moving and handling of patients'.

Backcare 16 Elmtree Road, Teddington, Middlesex, TW11 8ST.
Tel 0845 130 2704 www.backcare.org.uk

Hearing or sight impairment

If you have hearing or sight problems, you may already use special equipment to

help you deal with everyday tasks. There is also equipment that can help you in your role as a carer (for example, if you are deaf, you might find a vibrating pager useful to let you know when the person you look after needs help). Adult Care can give advice about equipment that can help you as a carer.

Getting a break

It is important that you have regular breaks from caring and have time to yourself. You can ask Adult Care staff for advice and information about local respite services, and whether they can arrange help for you, or you can approach other organisations yourself. Carers must have had a carers assessment to be eligible for assistance from Adult Care.

If you make your own arrangements, make sure that the people you talk to understand that you are looking for help that will allow you to have time to yourself, even if it is just for an hour or so.

Services that can help:

- There are various day opportunities which provide activities and company for the person you look after giving them a valuable opportunity to get out and about.
- Pembrokeshire County Council run an 'Adult Placement' scheme which offers day care and are mainly for people with learning disabilities but also offer help for others.
- 'Sitting services' provide someone who comes to your home while you have time to yourself.
- Many care homes offer informal day care, where someone can regularly spend a day with the residents. Some also offer short stay, either as a one-off or on a regular basis.
- You can get live-in help for a short period to allow you to take a break
- If the person you look after needs special care that would make an ordinary holiday difficult, you can get information from specialist holiday organisations.

Crossroads Mid and West Wales

Crossroads Mid and West Wales offers practical support to carers, giving them a vital break away from their caring responsibilities. They can supply trained carer support workers, usually in the home, to relieve the carer for periods of time. Once they arrive, the carer is free to do as they wish - see friends, keep appointments, shop, study, work, or simply get some well-earned rest.

Almost all their services are offered free of charge and are adapted to suit each situation according to need and personal preference.

For further information:

Tel: 01437 764639 Email: mid.westwales@crossroads.org.uk
www.crossroads.org.uk

Support for Carers

There may be times when you want to talk to someone who understands the pressures of being a carer or you may want practical advice and support to help you cope. There are help lines for carers that can provide a listening ear, useful advice and practical help in an emergency.

There are numerous carers support groups in Pembrokeshire which are informal, occasionally organise social events and welcome new members. They offer the opportunity for carers to chance to share their knowledge and experience with other people in similar situations.

If you would like further information on support groups available, a copy of the carers newsletter and information on carers events please contact the Carers Support Officer on 01437 764551.

Young carers

Are you a young carer?

If you do one or more of the following you may be a young carer:

- Help a family member who is sick, has a disability, a mental illness or has problems with drugs or alcohol
- Help look after your brothers or sisters
- Cannot always do what your friends do because you help someone
- Have to do extra chores to help out around the house because no one else can do
- them
- Find that helping at home is sometimes more important than homework or school
- Are really tired all the time because of all the help you have to give
- Worry about the person you help when you are not there

For more information on young carers, or if you think you are a young carer, please visit the Pembrokeshire County Council website www.pembrokeshire.gov.uk or telephone 01437 764551. You will be able to find out details of the organisations that support young carers in Pembrokeshire.

Looking after someone with dementia

It can be exhausting and lonely looking after someone who has a form of dementia such as Alzheimer's. There are services that can help both the people suffering from dementia and their carers.

Alzheimer's Society 4 Temeraire House, Nelson Quay, Milford Haven, Pembrokeshire. SA73 3BN

Tel: 01646 699258 Email: pembrokeshire@alzheimers.org.uk

Providing befriending service for people with dementia (including Alzheimer's) who have carers.

See Chapter 4 for details on the **Butterfly Scheme**

Chapter 12

List of organisations in Guide

Name	Contact details	Services
Action for Blind People	0800 915 4666 www.actionforblindpeople.org.uk	Information service
Action on Elder Abuse	Helpline 0808 808 8141	Information on elder abuse
Action on Hearing Loss	0808 808 0123 Textphone: 0808 808 9000 SMS: 0780 0000 360 informationline@hearingloss.org.uk www.actiononhearingloss.org.uk	Information service
Action on Hearing Loss Catalogue / shop	03330 144525 Textphone: 03330 144530 solutions@hearingloss.org.uk	Special equipment
Adult Care, Pembrokeshire County Council	01437 764551	
Adult Placement Scheme	01267 224200 www.westwaps.org.uk	Flexible accommodation support
Advocacy West Wales	Tel: 01437 762935 or 01267 223197 www.mapadvocacy.org.uk	Advocacy
Age Cymru Pembrokeshire	01437 769972 office@acpembs.org.uk	Provide a range of services for older people
Age Cymru	www.ageuk.org.uk/cymru 02920 2043155	Information and advice to older people and their families on a wide range of issues
Age UK	0800 169 6565 www.ageuk.org.uk	Information and advice to older people and their families

Guide to Better Care and Support

Name	Contact details	Services
Age UK Aid Call	0800 77 22 66 alarms@ageuk.co.uk www.aidcall.co.uk/personalcare	Emergency call system
Alcoholics Anonymous (AA)	0845 7697 555 help@alcoholics-anonymous.org.uk www.alcoholics-anonymous.org.uk	Information service
Alzheimer's Society	Tel: 01646 692329 pembroke@alzheimers.org.uk	Information and services for people with Alzheimers
Ann Craft Trust	0115 9515400 www.anncrafttrust.org	Information about abuse for people with a learning disability
Arriva Trains Wales	www.arrivatrainswales.co.uk	Local rail information
Arthritis Care Haverfordwest	02920 444 155 wales@arthritiscare.org.uk www.arthritiscare.org.uk	Support group and services for people with Arthritis
Attendance Allowance Helpline	0345 605 6055	Helpline
Backcare	Tel 0845 130 2704 www.backcare.org.uk	Information on moving and handling and back care
Benefits Enquiry Line (BEL)	0800 88 22 00 Textphone: 0800 24 33 55 BEL Customer-Services@dwp.gsi.gov.uk	General benefits advice relating to disabilities
Bipolar UK	Tel: 020 7931 6480 www.bipolaruk.org.uk	Information, support and advice for people with Bipolar

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Name	Contact details	Services
Breathe Easy Haverfordwest	enquiries@blf.org.uk www.blf.org.uk/BreatheEasy/Detail/Haverfordwest	Support group for people with any type or severity of lung disease, condition or breathing problem
British Dental Health Foundation	01788 539780 www.dentalhealth.org	Dental Health information
British Dietetic Association	0121 200 8080 www.bda.uk.com	Dietary information and advice
British Gas Home Energy Care	0800 072 8625 Textphone 18001 0845 955 5202	Priority service register
British Gas Energy Trust	www.britishgasenergytrust.org.uk	Financial help
British Heart Foundation	0870 600 6566 www.bhf.org.uk	Healthy eating guide and heart health advice
British Institute of Learning Disabilities (BILD)	01562 723 010 www.bild.org.uk	Information service
British Red Cross	01554 749374	Short-term loans of mobility aids
British Telecom (BT) Advice Line	0800 800 150	BT advice line
C.A.L.L. Mental Health Helpline	0800 132 737 Text 'help' to 81066 www.callhelpline.org.uk	Mental health helpline
Calibre Audio Library	01296 432339 www.calibre.org.uk	Audio library
Cancer Research UK	Helpline 0808 800 4040 www.cancerresearchuk.org	Information and advice on cancer
Cantre Mobility	0808 100 1133 01545 571390 01267 222201	Disability equipment supplier

Name	Contact details	Services
Cantref Older People Support Service	01239 712000 annah@cantref.co.uk	Housing related support for older people
Care and Social Services Inspectorate Wales (CSSIW)	0300 7900 126 cssiw.southwest@wales.gsi.gov.uk www.cssiw.org.uk	Registration, information and reports on care services
Care Council for Wales	0300 30 33 444 ifno@ccwales.org.uk www.ccwales.org.uk	Social care workforce regulator
Careers Wales	0800 028 4844 Textphone: 0800 0029 489 www.careerswales.com	Information and advice on jobs, careers, learning and training
Carers Allowance Unit	0345 608 4321 Textphone: 0345 604 5312 cau.customer-services@dwp.gsi.gov.uk	Information about Carer's Allowance
Carers Information Service	01437 764551	Information on carers services
Cars for Carers	01646 685952	Transport for carers
Change 4 Life Wales	change4life@wales.gsi.gov.uk www.change4lifewales.org.uk	Healthy living advice and tools
Cinnamon Trust	01736 757900 www.cinnamon.org.uk	Help finding foster carers for pets
Citizens Advice Bureau (CAB)	0344 477 20 20 advice@pembcab.org.uk www.citizensadvice.org.uk	Free impartial advice and information on rights and benefits and debts
Citizens Advice Consumer Helpline	03454 04 05 06 Welsh line 03454 04 05 05	Advice on consumer issues
Community Visitor Scheme	01437 764551	Housing related support to vulnerable adults

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Name	Contact details	Services
Contact the Elderly - South Wales	01792 862702 Marion.Lowther@contact-the-elderly.org.uk www.contact-the-elderly.org	Social group for older people over 75 and usually housebound and living alone
Cosy Homes Advisor	01437 773300 ben.williams@royalvoluntaryservice.org.uk	Help for people at risk of fuel poverty
Crossroads Mid and West Wales	01437 764639 www.crossroads.org.uk mid.westwales@crossroads.org.uk	Services for carers
Cruse Bereavement Care	01437 891006 westwales@cruse.org.uk	Bereavement support and counselling
Day Opportunities Forum	Tel: 01437 763650 Email: dayopsforum@pembrokeshire.gov.uk	Forum of service providers
Deafblind UK	Helpline (voice or text) 0800 123320 Tel/text phone: 01733 358100 Email: helpline@deafblind.org.uk www.deafblind.org.uk	Information service
DeafPLUS	020 7790 6147 (main number) 020 7790 6147 (fax) www.deafplus.org	Information service
Department of Health	www.dh.gov.uk	A wide range of information for people with physical disabilities
DEWIS Centre for Independent Living	01443 827930 info@dewiscil.org.uk	Information, advice and advocacy
Diabetes UK	Helpline 0845 120 2960 www.diabetes.org.uk	Information, help and support for people with diabetes
Disability Living Allowance helpline	0845 733 4433 enquiries@dwp.gsi.gov.uk	Helpline

Name	Contact details	Services
Disabled Living and Mobility	01646 279352 www.disabled-living.co.uk	Disabled equipment supplier
Disabled Living Foundation and Living Made Easy	02072 896111 Helpline 0300 9990004 www.dlf.org.uk www.livingmadeeasy.org.uk	Independent advice on products and suppliers
Disability Rights UK	020 7250 8181 Independent Living Helpline: 0300 555 1525 www.disabilityrightsuk.org	Information, products and services for disabled people
Domestic Abuse One Stop Shop	01437 768671	Services for victims of domestic abuse
Downs Syndrome Association	Helpline 0845 230 0372 www.downs-syndrome.org.uk	Information service
Dyfed Drug and Alcohol Service (DDAS)	Tel: 0330 363 9997, or 07967 846 490 Email: DDAS@drugaidcymru.com	Drug and Alcohol Service
EIROL	01267 231122	Mental Health Advocacy in Carmarthenshire
Energy Saving Advice Service	0300 123 1234	Advice on energy saving
Entitled to	www.entitledto.com	Benefits calculator
Family Planning Association (FPA)	www.fpa.org.uk	Information and support on sexual health
FLOODLINE	0345 988 1188 (24 hour service) or Type talk 0845 602 6340	Flood information
Forum of Mobility Centres.	Tel: 0800 559 3636 www.mobility-centres.org.uk/	Motability forum

Name	Contact details	Services
Foundation for People with Learning Disabilities	020 7083 1100 www.learningdisabilities.org.uk	Information Service
FRAME	01437 779442 www.pembrokeshire-frame.org.uk	Furniture redistribution /learning & employment opportunities for disabled people
FRAME Mobility Hire	01348 873034 info@frameld.co.uk vicstokes@frameld.co.uk www.pembrokeshire-frame.org.uk/wheel-chair-hire	Wheelchair and other equipment hire service, for people either living or visiting Pembrokeshire
FRANK (formerly the National Drugs Helpline)	0300 123 6600 SMS: 82111 www.talktofrank.com	Information service on substance misuse
Gas Emergencies	0800 111 999	Gas Emergency Contact Number
Good Neighbour Schemes	01437 764551	Community schemes
Gov	www.gov.uk	Government website with information on a range of subjects
Guide Dogs for the Blind Association	0118 983 5555 www.guidedogs.org.uk	Information on guide dogs
Gwalia	01646 698 820 sharon.court@gwalia.com	Housing, care, and domestic abuse support services
Hafal	01437 765961 01834 844177 tri@hafal.org	Mental health services
Hafan Cymru	01437 769 564 enquiries@hafancymru.co.uk www.hafancymru.co.uk	Support for people escaping domestic abuse

Name	Contact details	Services
Harbour Mobility	07970 943948 www.harbourmobility.co.uk	Disability equipment supplier
Headway Pembrokeshire	01646 622977 or 01446 740130 Helpline 0808 800 2244 headwaypembrokeshire@hotmail.co.uk	Charity that aims to improve life after brain injury
Hearing Dogs for Deaf People	01844 348 100 (voice and minicom) Fax: 01844 348 101 info@hearingdogs.org.uk www.hearingdogs.org.uk	Hearing dogs
Hospice UK	0207 520 8200 info@hospiceuk.org www.hospiceuk.org	Information on hospices
HMRC	0300 200 3500 Textphone: 0300 200 3519 0845 980 0645 www.hmrc.gov.uk/taxback	National Insurance record Reclaiming tax
HMRC Tax Credits Helpline	0345 300 3900 Textphone: 0345 300 3909	Helpline
Home Heat Helpline	0800 336 699	Advice re heating costs
Hywel Dda Community Health Council	01646 697610 Fax: 01646 697256 pembrokeshire@chcwales.org.uk	Information and advice for complaints about health services
Hywel Dda University Health Board	01437 771220 www.hywelddahb.wales.nhs.uk	Headquarters of the Health Board
IMCA Wales	01656 649557 or 01656 651450 Email: imca@imcawales.org or imca@mhmwales.org	Independent Mental Capacity Advocate (IMCA) service
Independent Age	020 7605 4200. Advice line: 0800 319689 www.independentage.org.uk	Information and advice

Name	Contact details	Services
Info Engine	www.powys.info-engine.org.uk	Online directory of services
Jenny Hart	01437 769669 or 07766 584895	Domestic Abuse Co-ordinator
Jobcentre Plus	0800 055 6688 (textphone 0800 023 4888)	Information and advice
Keep Warm Keep Well Booklet	0870 155 5455	Information on keeping warm and well
Learning Pembrokeshire	01834 861712	Information on community learning
Luncheon Clubs	01437 764551	Community scheme
Macmillan Cancer Support	Tel: 01437 773859 www.macmillan.org.uk	Advice and support services for people diagnosed with cancer
Macular Society	01264 350551 Helpline: 0845 241 2041 www.macularsociety.org	Information service
Mailing Preference Service	0845 703 4599	To stop junk mail
Meals on Wheels	01437 764551	Hot meal delivery
MENCAP	0808 808 1111 www.mencap.org.uk	Wales Learning Disability Helpline
Mental Health Care	www.mentalhealthcare.org.uk	Mental health services
Mental Health Foundation	Tel: 020 7803 1100 www.mentalhealth.org.uk	Mental health services
Mid & West Wales Fire Service	0800 169 1234 or www.mawwfire.gov.uk	Fire Safety Advice
Money Advice Service	0300 500 5000 www.moneyadviceservice.org.uk	Money and debt advice

Name	Contact details	Services
Motability Operations	0845 456 4566 Textphone: 0845 675 0009 www.motability.co.uk	Information on motability schemes
National Autistic Society	02920 629 312 Fax: 02920 629 317 wales@nas.org.uk www.nas.org.uk	Information service
National Council for Palliative Care (NCPC)	0207 697 1520 www.ncpc.org.uk	Information on palliative care
National Debt Line	0808 8084000	Debt advice
National Rail Enquiries	08457 48 49 50 (24 hrs) 0845 60 40 500 (Welsh) 0845 60 50 600 (Textphone) www.nationalrail.co.uk	National rail information
National Talking Newspapers and Magazines	01435 866102 www.tnauk.org.uk	Talking newspapers
NEST	0808 808 22 44 www.nestwales.org.uk	Government energy saving scheme
NHS	www.nhs.uk	Health information and advice
NHS Direct	0845 46 47 www.nhs.uk/nhs-direct	Information on health and medical advice
NHS Publication Order Line	0345 603 1108	To request HC1 and other forms
Norman Industries	01437 763650 karen.davies@pembrokeshire.gov.uk	Supported enterprise employing people with disabilities
OFCOM	020 7981 3040	Telephone regulator
Ofgem	www.ofgem.gov.uk	Advice on utility suppliers and switching energy

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Name	Contact details	Services
PACTO (Pembrokeshire Association of Community Transport Organisations)	0800 783 1584	Information on community transport services
Parkinson's UK	01646 684336 normangray70@yahoo.co.uk	Pembrokeshire branch of Parkinson's UK
Partially Sighted Society	0844 477 4966	Information service
Paul Sartori Foundation	01437 763223 enquiries@paulsartori.org www.care.paulsartori.org	Information and support for people in the later stages of life limiting illness
PBI	01646 689222	Business and self-employment support and advice
Pembrokeshire Access Group	01437 775148 alan.hunt@pembrokeshire.gov.uk	Charity promoting access to services and facilities for disabled people
Pembrokeshire Action for The Homeless (PATH)	01437 765335 or 0800 783 5001 Fax: 01437 769478 path@pembrokeshirecaresociety.org.uk	Advice and support for homeless people/ people at risk of homelessness
Pembrokeshire Advocacy	01437 769135 pembsadvocacy@yahoo.co.uk	Advocacy Service for people with learning disabilities
Pembrokeshire Association of Voluntary services (PAVS)	01437 769422 enquiries@pavs.org.uk www.pavs.org.uk	Information on local organisations and groups.
Pembrokeshire Blind Society	01437 781419	Support for blind people
Pembrokeshire Citizen's Advice Bureau	Advice Line 03444 772020 advice@pembscab.org.uk	Advice on benefits, consumer issues and more

Name	Contact details	Services
Pembrokeshire Coast National Park	0845 345 7275 www.pembrokeshirecoast.org.uk	All National Park services
Pembrokeshire College	01437 753 139 www.step.pembrokeshire.ac.uk	Adult learning
Pembrokeshire County Council	01437 764551 www.pembrokeshire.gov.uk enquiries@pembrokeshire.gov.uk	All council services
Pembrokeshire County Council Social Services Emergencies	08708 509 508	Out of hours contact for social service emergencies
Pembrokeshire County Council Library Service	01437 775244 haverfordwestlibrary@pembrokeshire.gov.uk	Information on library services
Pembrokeshire County Council Out of hours emergencies	0845 6015522	Out of hours emergency number
Pembrokeshire County Council Emergency Planning Unit	01437 775586	Emergency Planning
Pembrokeshire Leisure sites	<u>Haverfordwest</u> : 01437 776676 <u>Crymych</u> 01437 776690 <u>Fishguard</u> 01437 775504 <u>Milford Haven</u> 01646 694011 <u>Narberth</u> Swimming Pool 01834 860940 <u>Pembroke</u> 01437 776660 <u>Tenby</u> 01834 843575	Leisure services
Pembrokeshire Mind	01437 769982 pembsmind@aol.com	Mental Health Services
Pension credit	0845 731 32 33 textphone 0800 169 0133	Information on pension credit

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Name	Contact details	Services
Pension Information line / Pension Service	0845 60 60 265 textphone 0845 60 60 285 www.direct.gov.uk	Pension information
Pensions Advisory Service (TPAS)	0845 601 2923	Pension advisory service
Personal Independence Payment Helpline	0345 850 3322	Helpline
Police	Non emergency number 101 Emergency 999	
Public Guardian	0300 456 0300 www.gov.uk/government/organisations/office-of-the-public-guardian	For forms and booklets about Lasting Power of Attorney or the Court of Protection
Renewable Energy Centre	www.therenewableenergycentre.co.uk	Advice on energy saving
Respond Helpline	0808 808 0700 www.respond.org.uk	Information about abuse for people with a learning disability
RICA	02074 272460 mail@rica.org.uk www.rica.org.uk	Consumer research for older and disabled people
RNIB (Royal National Institute of Blind People)	Helpline 0303 123 9999 www.rnib.org.uk	Helpline
RNIB Talking Book Service	0845 762 6843 www.rnib.org.uk	Talking books
Road Safety	01437 775144 road.safety@pembrokeshire.gov.uk	Free driver refresher courses for 65+
Royal Mail Articles for the Blind	0345 6076140 Text phone: 0845 600 0606	Articles sent for free for blind people
RVS volunteering	01437 807336 or 0845 608 0122	Volunteering with RVS
Samaritans crisis line	08457 90 90 90	Assistance in a crisis

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Name	Contact details	Services
Scope	0808 800 3333 helpline@scope.org.uk www.scope.org.uk	Support, information and advice for disabled people
Sense Cymru	0845 127 0090 Text: 0845 127 0092 Fax: 0845 127 0091 email: cymruenquiries@sense.org.uk www.sense.org.uk	Information for deaf blind
Snowdrop Independent Living	01437 768383 or 0333 200 1337	Disability equipment supplier
South and West Wales - Western Power Distribution	0800 052 0400	Electricity Emergencies
South Wales Mobility and Driving Assessment Service	029205 55130 Fax: 029205 55130 www.wmdas.co.uk	Driver assessment centre
SPPOT	01437 767648	Pet services
SSAFA (Soldiers, sailors, Airman and Families Association)	0845 266 8662 dyfed@ssafa.org.uk	Help and support for armed forces or ex service people and families
Steps2Health	01239 612356 enquiries@steps2healthwalkingclub.org.uk www.steps2healthwalkingclub.org.uk	Walking club
Stop Smoking Wales	Tel: 0800 085 2219 www.stopsmokingwales.com	Help to quit smoking
Supporting People	01437 774551 supporting.people@pembrokeshire.gov.uk www.pembrokeshire.gov.uk/supportingpeople	Housing related support services
SWALEC Careline	0800 622 838 Textphone: 0800 622 839	Electricity careline
Telephone Preference Service	0845 070 0707	To stop unwanted telesales calls

Name	Contact details	Services
The Bladder and Bowel Foundation	Tel: 0845 345 0165 www.bladderandbowelfoundation.org	Continence advice
The Care Fees Agency service	www.carefeesadvice.com Tel: 0800 078 7430	Help and advice on paying care fees
The Cinnamon Trust	01736 757900 www.cinnamon.org.uk	Help with pets
The Stroke Association – Pembrokeshire	01646 651643 or 07799436025 gillian.reason-jones@stroke.org.uk info@stroke.org.uk www.stroke.org.uk	Support group and services for stroke survivors
Thrive	0118 988 5688 www.carryongardening.org.uk	Gardening information
Together – For Mental Wellbeing	020 7780 7300 www.together-uk.org	Mental health services
Traveline Cymru	0871 200 22 33 www.traveline-cymru.org.uk	Public transport information
Tunstall Response Ltd	01302 333304 enquiries@tunstall.co.uk www.tunstall.co.uk	Emergency call system
Turn2Us	www.benefits-calculator.turn2us.org.uk	Benefits calculator
U3A	01437 741391 JMG58@hotmail.co.uk	University of the Third Age
uSwitch	0800 051 5493 or 0333 321 6808 customerservices@uswitch.com www.uswitch.com	Utility comparison and switching service
Victim Support	0808 1689 111 www.victimsupport.org.uk	Support for victims of crime
Volunteering Matters	01437 769422	Volunteering, friendship groups, befriending network

Name	Contact details	Services
Wales Eye Care Service	01267 248793 www.eyecare.wales.nhs.uk	Information and advice on eye care
Water Emergency line	0800 052 0130	Information on water services and emergencies
Welsh Ambulance Service	0844 8700888	Assistance / information on Hospital transport
West Wales Care & Repair	01437 766717: http://www.pembs-cr.co.uk	Information and advice on home safety and adaptations
Winter Fuel Payments	0845 915 1515	
Withybush General Hospital	01437 764545	District General Hospital
Yellow Pages directory ordering line	0800 671444	Order a copy of the Yellow Pages
Youreable	www.youreable.com	Information relating to disabilities