

# The Carer



Issue 104 Winter 2022-23

GWASANAETH CYNNAL GOFALWYR  
CARERS OUTREACH SERVICE



## Spotlight on Carers Rights

### As a carer you have a right to:

- Time off from caring to support your own health and wellbeing
- A carers assessment from Social Services to look at your needs as a carer
- Find out about benefits such as carers allowance and council tax reduction
- Information about claiming grants for essential items
- Information about useful aids and adaptations for the home
- Information about respite services such as day care and sitting services
- Ask your employer about flexible working

Turn the page to  
find out about the  
New  
Carers Support  
Fund Wales

Each person's caring journey is as unique as a snowflake



Give as you Live™



Translated into Welsh by  
Angharad Edwards

# Update from Carers Outreach

**\*\*Our offices and phonedlines will close on Thursday 22 December and re-open on Tuesday 3 January 2023. We wish you a peaceful holiday period.\*\***



Welcome to the Winter issue of The Carer. The last issue featured the various payments being made by the government to ease cost-of-living pressures and the ongoing impact of the pandemic. We are delighted to announce new funding to support unpaid carers at this difficult time.

**The Carers Support Fund Wales** is there to help carers who are most affected by the cost-of-living crisis and who are experiencing financial difficulties.

It is important to note that this is not an entitlement but rather a discretionary fund that will be awarded to carers following assessment of needs by the grants panel.

This fund is open to any carer who is experiencing hardship, even if they are employed.

## **Carers Wellbeing Funds**

Gwynedd carers and Anglesey parent carers can contact us to request a payment towards an item that would enhance their or their families wellbeing. Items requested previously include:

- a short break away, or days out.
- education course fees, books or equipment.
- gym membership, exercise classes, swimming sessions etc.

- buying items for an activity/ hobby or a tablet to keep in touch with family and friends.

**The Discretionary Fund for Anglesey Carers** is available for a limited time only to assist carers who live in Anglesey and who are struggling due to the cost-of-living crisis.

Contact Carers Outreach for more information about any of the above. We especially want to hear from you if you have not yet accessed any of our funds, or if you are experiencing financial hardship. Our contact details are on page 4.

## **Carers caravan**

"Hi, it's Hannah here, I've enjoyed taking the bookings for our carers caravans this year. Thank you for your feedback; it helps us to know what is working well and where we need to improve.

The season is now at an end and we will not be taking any more bookings. However we will start taking bookings for the 2023 season from 9 January. I look forward to your call!"

**Happy holidays!**



# Life tips

## App corner



allows young carers to be acknowledged

when undertaking caring tasks in public settings. It also allows them to notify their school if they are running late, not able to attend or need additional help with any curricular activities.

### Contact Action for Children

☎ 01248 364614 or visit

🌐 [www.aidi.cymru/en/rhieni](http://www.aidi.cymru/en/rhieni)

**Warm Wales** is tackling fuel poverty.

They can provide advice around affordable energy, money maximation and home safety.

☎ 01352 711 751

✉ [nwsreferrals@warmwales.org.uk](mailto:nwsreferrals@warmwales.org.uk)

🌐 [www.warmwales.org.uk](http://www.warmwales.org.uk)



**WARM WALES**

## Struggling to put your bins out?

You may be able to request a smaller wheelie bin from your local council.

You may also be eligible to have an assisted collection, contact your local Carers Outreach hub for more information.



## Blue Badge online



If you already have a Blue Badge and it's nearly expired, or if you want to check if you are eligible, you can apply or re-apply online.

It is important to note that Blue Badges are not renewed automatically and your eligibility will be checked again.

🌐 **GOV.UK**

Not online? Contact Carers Outreach for more information.



## Out of Hours



Below are some phone numbers which may be useful during the holiday period.

### Social Services Out of Hours

#### Emergency Contact

☎ 01248 353551 Anglesey & Gwynedd

☎ 0300 123 3079 Conwy

### NHS Direct (Medical and dental)

☎ 111



Contact us for a referral to your local foodbank.



If you're worried about how to pay your winter fuel bills contact us to see what help is available.

The information in this newsletter is, as far as we are aware, accurate at the time of going to press. Carers Outreach Service can accept no liability for errors or omissions or for the quality of information provided by other organisations, nor can we recommend products or services.

# Living with dementia

Carers Outreach Service now has Dementia Navigators based in Ysbyty Gwynedd and Ysbyty Glan Clwyd. They are Catherine Jones and Colleen Turner.

Working closely with the Alzheimer's Society and the Carers Trust Dementia Centres, they can provide support for unpaid carers of patients with dementia both at the pre and post diagnosis stage.

For example, pre diagnosis may include someone who may be starting to experience memory problems -

providing this is not a symptom of another condition.

They can refer unpaid carers and patients to the Memory Support Pathway team so that they can access pre and post diagnosis support.

In addition to this the Dementia Navigator can offer emotional support and low-level advocacy, access to other useful services and offer information and support around hospital discharge.

You can contact our Dementia Navigators via our contact details below.



## Dementia Busy Boxes

We still have some busy boxes to give away. They are filled with everyday objects to assist people living with dementia to interact and communicate. So far the boxes have been a great success with carers and their dependants.

"It's good to have fresh ideas to stimulate and occupy Mum, it's a lovely selection of items..."



Contact us to request a box

## Ways to stay in touch



Phone our hubs

**Bangor and Llangefni: 01248 370797**  
**Colwyn Bay: 01492 533714**



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



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



Join in our activities



Follow us

**A life well lived, is a life well loved.**

# Living with dementia

## Dementia Actif Gwynedd

All of us benefit from activity for our physical health, mood, and through socialising with other people.

Dementia Actif Gwynedd is a local service in North Wales that provides a range of activities for people affected by dementia and their carers.

For more information contact Emma.

☎ 07768 988095

✉ [emmajaynequaeck@gwynedd.llyw.cymru](mailto:emmajaynequaeck@gwynedd.llyw.cymru)



## Useful resources

**The Dementia Toolkit** is an online guide for people living with dementia. It was produced by Exeter University.

🔗 <https://livingwithdementiatoolkit.org.uk/>



**Dementia UK** has produced a video aimed at children and young people to help them to understand what having dementia means.

🔗 <https://youtu.be/lJdLf7gQWJs>

There are also other videos that may be of interest on their website

🔗 <https://www.dementiauk.org/get-support/resources/advice-videos/>

We have a few copies of **Bangor University's** booklet 'Knowledge is Power', full of helpful tips for daily life with dementia, provided by people living with dementia. To request a copy phone our Bangor hub (contact details on page 4).

Or for more information contact Dr Catrin Hedd Jones at Bangor University.

☎ 01248 388 872

✉ [c.h.jones@bangor.ac.uk](mailto:c.h.jones@bangor.ac.uk)

## Cruse pre-bereavement support service

Established to enable people with all forms of dementia, and their carers to cope better with anticipatory grief (a feeling of loss before someone dies).

Cruse offers up to 6 support sessions with a trained Cruse volunteer.

✉ [lossanddementia@cruse.org.uk](mailto:lossanddementia@cruse.org.uk)

☎ 0808 808 1677 (Cruse Helpline)

🔗 <https://www.cruse.org.uk/understanding-grief/effects-of-grief/anticipatory-grief/>

Contact Carers Outreach for information and support



# Solution slot

## Flexible Working

**Q:** I care for my young daughter and I also work. Sometimes she has appointments that clash with my working hours. Am I entitled to ask my employer for flexible working?

**A:** According to the Carers (Equal Opportunities) Act 2010 (England and Wales), unpaid carers have the right to have a request for flexible working considered. However, it is dependant on the capacity of the employer to grant your request. Ultimately, it is up to the employer whether or not they agree to your request.


Requests must follow a specific procedure; they must be submitted to the employer in writing and the employer then has a set window of time in which to reply. If the request is refused, the employer must provide a valid reason for doing so.

Juggling work and care can be a challenge for carers. Caring is often unpredictable and care arrangements can be complex. Always check your

workplace policy for full guidance on how to request flexible working. Speak to your employer about your concerns and commitments. Think about how your employer could best help you. They may be able to offer other forms of support such as unpaid leave or telephone access to the person you care for during your working hours.

There are many different ways of working flexibly. Depending on your type of work you could work from home or have flexible starting or finishing times.

Other working arrangements to consider include:

- Compressed working hours (where you work your normal number of hours in a shorter time - typically fitting five days working time into four days)
- Working only during school term time
- Job sharing
- Part-time working
- Flexible holidays to fit in with alternative care arrangements. 

## 30 seconds of mindfulness

### Switch Sense

Your **sight** is your dominant sense. Switch to a difference sense e.g. **listening**, noticing sounds around you for up to 30 seconds.

or

### Taking in the Good

Notice things in the environment that are pleasant. Savour the positive experience and sustain it for up to 30 seconds.

