

The Carer



Issue 107 Winter 2023-24

bywyd

GWASANAETH CYNNAL GOFALWYR
CARERS OUTREACH SERVICE

LIFE

Diversity is a fact, **Inclusion** is an act

Dear Carer
Carers Outreach Service
would like to hear from
You!

We understand that every caring role is different and we want to know how we can improve your caring experience.
Turn the page for more details.

☎ 01248 370 797 ✉ help@carersoutreach.org.uk 🌐 www.carersoutreach.org.uk



CARERS TRUST
WALES

Translated into Welsh by
Angharad Edwards



Update from Carers Outreach

£

Welcome to our Winter issue.

Grants

If you are new to our service you may be unaware that we have some in-house funds to help carers.

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

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.

Carers Wellbeing Funds

Gwynedd carers and Anglesey parent carers can contact us to request a payment towards an item or funding towards a break that would enhance their or their families wellbeing.

Brêc Bach

Short breaks for carers in Conwy, Gwynedd and Anglesey is funded by the Welsh Government to provide short breaks for carers. The breaks can be for a day or overnight and we can fund trips to the cinema, manicures, spa, social events - whatever would give you, as a carer, a meaningful break.

£

Payments

The Government announced the following payments to support people in the financial year 2023-24.

Cost of Living Payments of up to £900 for households on **eligible means-tested benefits**, made in three instalments, for those in receipt of eligible means-tested benefits during the qualifying periods.

- £301 paid during spring 2023
- £300 paid during autumn 2023
- £299 paid during spring 2024

The Disability Cost of Living Payment is a £150 payment for individuals being paid **disability benefits including AA, DLA and PIP** on the qualifying date.

The Pensioner Cost of Living Payment of up to £300 will be paid as an increase to Winter Fuel Payment for winter 2023 to 2024.

For further information visit [Cost of Living Payments 2023 to 2024 - GOV.UK \(www.gov.uk\)](#)

Or phone our offices and speak to one of our Carers Support Officers.

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£

£

£

Contact our offices for more details



Carers' concerns

At Carers Outreach Service we know how important it is that unpaid carers like you are valued and supported. The first vital step is surely to listen to you and gain an understanding of what works for you and what doesn't. It is our mission to ensure that your caring concerns are heard by decision-makers and where possible, acted upon.

Back in 2016, following engagement with carers we set about changing the way that respite was delivered to our unpaid carers. This resulted in us being able to offer one-off payments to provide individual unpaid carers with flexible respite at a time and place to suit them. Since then thousands of carers in Anglesey, Gwynedd and Conwy have benefited from this provision.

Please take a few minutes to consider the questions in the next column. Your answers will help us to continue to campaign for the rights of carers to be met in keeping with their needs and wishes.

You can send us your answers by writing to us at:

Carers Outreach Service, Unit G1, Intec,
Parc Menai, Bangor, LL57 4FG

Or send an email to us at
help@carersoutreach.org.uk

Or phone
01248 370797

We look forward to hearing your views

Current services

1. **What works for you as a carer?** Is there a service that you receive that is working well for you? Telling us about good practice helps us to ensure these services can continue.
2. **What doesn't work for you as a carer?** Tell us the reasons why some services might not work for you so that we can feed back to service providers.
3. **What is important to you as a carer?** Tell us what matters to you in your daily life, for you as a carer and for the person you care for.
4. **Are your needs as a carer being met?** What are you missing? What service/support is not provided?

Future services from Carers Outreach

Carers Outreach provides a listening ear, help to access grants and entitlements, including in-house funds to help with the cost of living, short breaks, carers' wellbeing, support groups, drop-in sessions, information days, annual review calls, signposting and referrals to other agencies.

1. Is there a different service that you would like Carers Outreach to provide in the future?
2. Which of our services would you like to see continue?

Thank you!

Good feedback is the key to improvement



Lasting Power of Attorney

It's important that people have someone they can trust to make decisions about their health and finances if they are no longer able to make these decisions for themselves. The Older People's Commissioner for Wales, in partnership with the Office of the Public Guardian has developed an easy guide to setting up **Lasting Powers of Attorney (LPA)**.

The guide is intended to help people to realise the importance of having an LPA to manage their finances, health and welfare. Putting these arrangements in place can help to provide peace of mind and allow people to stay in control of the decisions that matter to them. The guide also provides answers to frequently asked questions about an LPA.

To download a copy visit <https://olderpeople.wales/resource/an-easy-guide-to-lasting-powers-of-attorney/>

☎ 03442 640 670 to request a paper copy of the booklet.

Becoming an appointee

As an appointee you are authorised to deal with benefit affairs on another person's behalf (usually due to their mental incapacity).

To become an appointee you should make a request to the Department of Work and Pensions (DWP).

The phone number to ring will vary depending on which benefits the customer is receiving. For example, if it is Attendance Allowance, you need to ring the Attendance Allowance helpline.

It is important to note that an appointee has no role beyond welfare benefits.

Some useful phone numbers

Attendance Allowance	0800 731 0122
Disability Living Allowance	0800 121 4600
Pension Service	0800 731 0469
Carers Allowance	0800 731 0297
PIP New claims	0800 917 2222
PIP General line	0800 121 4433



Stay in touch



By phone:

Bangor and Llangefni: 01248 370797

Colwyn Bay: 01492 533714

Email: help@carersoutreach.org.uk

www.carersoutreach.org.uk

Join in our activities



Scams - a new number to call

If you think you are being targeted by scammers over the phone the advice is to **Stop, hang up call 159.**

This will connect you directly to your bank.

159 works in the same way as 101 for the police or 111 for the NHS. It's the number you can trust to get you through to your bank safely and securely, every time. So if you think someone is trying to trick you into handing over money or personal details - stop, hang up and call 159 to speak directly to your bank.

For more information google 'Scams 159'

What is Pension Credit?

Extra money to help with living costs for people who are over State Pension age and on a low income.

It can also provide access to a range of other benefits such as help with housing costs, council tax, heating bills and, for those aged 75 or over, a free TV licence.

If you think you may be entitled to Pension Credit you can request a benefits check from the following agencies.

Conwy Welfare Rights Team

 01492 576605

Age Cymru Gwynedd a Môn

 01286 677711

Welsh Water Priority list

If you have

- difficulties with your eyesight or hearing.
- mobility challenges that would make it difficult to pop to the shop for bottled water if your water supply was ever interrupted.
- a medical condition that means you rely heavily on your water supply.
- Or are a parent with young children at home

Visit the website below to join the priority list.

<https://www.dwrcymru.com/en/help-advice/priority-services>

Remember

One tree can start a forest

One smile can begin a friendship

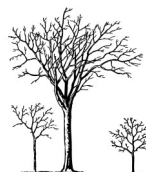
One hand can lift a soul

One word can frame the goal

One candle can wipe out darkness

One laugh can conquer gloom

One touch can show you care.





Living life: Carers' stories

I care for both my parents who are elderly and frail. Along with various health conditions, both have poor mobility and Mum is also partially sighted and hard of hearing. I feel that a family bereavement several years ago had a profound impact on them both causing their health to deteriorate significantly. Earlier this year it reached a point where I had to take the difficult decision to give up my paid employment and return to the family farm to help to care for my parents and keep the farm ticking over.

Both have home carers who come in to help with personal care and heating up meals but everything else is my responsibility. My daily tasks include washing clothes, arranging health appointments, overseeing paperwork, and doing the shopping. It may not sound like a lot but this can be stressful at times, especially as Mum often phones me whilst I am at the shops demanding that I come home immediately. I rush back home fearing the worst only to find that it is a false alarm.

I was surprised by how much work is involved in looking after family members. For example,

when Dad goes to respite care for a week, all his clothes need to be laundered and labelled, the care facility has to be booked and transport has to be arranged for him. I have to oversee the payment of their home care and ensure that they are being charged at the correct rate depending on their individual pensions etc.

Also, due to my caring responsibilities and the demands of the farm I can't really go out anywhere, meaning that I am quite isolated. It's been good to speak to the staff from Carers Outreach who have listened to me and provided information about benefits and entitlements.

I now feel that I understand how hard it is to be an unpaid carer, whether you are caring for an adult or a child it is important to realise that we are not alone going through this. We are a silent army but a strong one!

~ Dylan, Anglesey carer

Sadly, Dylan's mother passed away in early October. Our thoughts are with Dylan and his family at this sad time.

If you are a parent who worries about how your child feels about having a sibling with a physical or learning disability, please remember this:

She/he doesn't see a diagnosis but she/he does see:

A friend to laugh with, a student to teach.

A hand to hold, and a sibling to protect and cheer on.

A dance partner, a friend to hug, a buddy to read to and someone to love.

If only the rest of the world could see them

as their sibling does, it would be a much kinder and more understanding place.

My brother is 4 years younger than me, and he was never anything but 'normal' to my friends and me.

Some kids would ask me why he made silly noises or why I had to help him cross the road, but that didn't make any difference. My brother is now 23 and I am 27 and the words above still resonate with me, he is not seen to me as a diagnosis but as a beloved sibling and best friend.

~ Jasmine, Conwy carer



Carers are superheroes in plain clothes

