

Services for Carers in Flintshire

November 2019

This list is compiled by NEWCIS and Flintshire County Council Social Services. It shows some of the help available for unpaid carers. A carer is anyone looking after a family member or friend, who because of a long term illness, disability, mental health problem or addiction cannot manage without this support. Contact NEWCIS on 01352 752525 for more information.

NEWCIS – Carers Information Service

NEWCIS delivers a wide range of information and support to adults caring for a person in Flintshire for free and in confidence. The NEWCIS carers' newsletter produced quarterly helps to keep carers up to date on both local and national news, services, training, events and carers issues.

NEWCIS runs a training programme for carers in four key areas: practical skills, emotional support, leisure/hobby activities and employment support. Courses include moving and positioning, first aid, stress management, painting and IT.

NEWCIS facilitates a weekly drop in at Mold Carers Centre and monthly support groups. Holistic therapy and counselling appointments are available with NEWCIS and can be booked free of charge on 01352 752525.

NEWCIS provides a voice for carers representing the views of carers in planning and developing carers services, both locally and nationally, with partners in statutory and voluntary organisations. They organise events throughout the year to inform carers about their rights and services available to them. This includes Carers Week and Carers Rights Day.

NEWCIS has a grant scheme to assist carers with practical needs such as gardening, home maintenance, a holiday or piece of equipment.

NEWCIS coordinates the Bridging the Gap Respite Scheme, offering carers a flexible break scheme both planned and emergency. NEWCIS can provide respite day care on a Saturday for those suffering from dementia.

NEWCIS has services available for those who care for people with dementia in the community. These services include exercise scheme for carers and cared for with dementia, dementia friendly gardening sessions, counselling for carers of people with dementia. We also have access to small grants for communities to become dementia friendly, access to reminiscence packs and pods in the community through a partnership with Flintshire County Council.

Carer Wellbeing Project is a new Big lottery funded work stream that will support carers to improve their own wellbeing and those of the people they care for. The Project offers one to one support, Advocacy, Welfare Rights Advice, breaks and respite and activities and events.

For further details contact NEWCIS on 01352 752525 or www.newcis.org.uk
twitter & facebook @NEWCISCC

Carers Trust Crossroads Care

Carers Trust North Wales Crossroads Care Services (formerly Crossroads Care North Wales) provides respite care services for carers caring for people of all ages including children. We employ generic support workers who are trained and experienced in a wide range of illnesses and disabilities including mental health, dementia, stroke, Parkinson's, MS, autism. Care is provided in either the carer's own home or out in the local community and respite can be provided at any time of the day including evenings and weekends. Referrals are accepted following a carer's assessment and carers can contact us directly for any information and advice.

In partnership with Betsi Cadwaladr University Health Board we can also provide short term respite for carers who have a health need to enable them to continue in their caring role. Referrals to this service must be via NHS staff.

For further details contact 01492 542212 or visit www.nwcrossroads.org.uk

British Red Cross - Carers Emergency Support Service

Carers Emergency Card:

What would happen to the person you care for if you were admitted to hospital in an emergency? If you have this card in an emergency the hospital will call the 24/7 emergency hotline to put in place your choice of planned emergency support for the person you care for. Giving you piece of mind in emergencies. Please note the card must be kept on you at all times for it to be effective.

Carers Emergency Home Assistance:

If you are a carer and think you could do with some practical support such as shopping, collecting a prescription or assistance paying bills etc to help you through a difficult period one of our trained volunteers will be able to visit you and help through the difficult time.

Carers Sitting Service:

The British Red Cross can support you to attend brief one off essential appointments such as; Hospital, GP and Optician visits. One of our trained volunteers can sit and provide company for the person you care for up to 1.5 hours whilst you attend your appointment. Please note this is a sitting service only, we do not provide any care for the person whilst with them.

For further details contact the British Red Cross on 01352 718374

Neuro Therapy Centre (formerly the MS Support Centre)

The Neuro Therapy Centre in Saltney supports people with a range of neurological conditions and their carers. The Centre covers a wide region from North Wales and Cheshire through to Shropshire and the Wirral. It is a base for the provision of regular opportunities for quality carer relief time, access to information, counselling services, and individual and group advice sessions.

Carer involvement in activities arranged by the centre include social events, carer groups, tailored workshops/group sessions on relaxation, mental health awareness, manual handling and Pilates and support networks. For further details contact the Neuro Therapy Centre 01244 678619 or www.neurotherapycentre.org

Carer Services for Parent Carers

Daffodils

Daffodils are a self-help group for disabled children and young people aged 0-25 years old and their immediate families. By the provision of recreation or other leisure-time occupations for children, their families and carers with a view to integrating them into society and improving their conditions of life, they offer support to families to access leisure activities and events.

Daffodils provides over 175 events and activities each year which include weekly Youth Clubs, Sports centre activities, Soft play, themed workshops and school holiday excursions. All activities are supervised by Daffodils staff and volunteers which allow parents / carers to mingle, chat and learn from each other too. (Parents must attend with their child/young person at all events.) For details please contact Daffodils on 01352 250147.

Support Services for Carers of People with Mental Ill Health or Dementia

Hafal

Hafal supports carers who care for people with serious mental illness. They provide a range of flexible short breaks to support carers in their caring role, which complement existing mental health services in Flintshire.

In addition Hafal provides one to one support, group support, advice, information and signposting as well as a monthly calendar. Hafal provides more intensive support to carers and families at times of crisis, including information on carers rights, guidance on managing their caring role, mental health conditions, medication and side effects and many other subjects relevant to carers. Hafal work in conjunction with statutory partners to support carers in addressing any challenges in their caring role.

For further details contact Hafal on 01244 834942 or www.hafal.org

Alzheimer's Society

Dementia Support Workers are available to sensitively inform and empower people with dementia, carers and families, providing information, emotional support and practical advice.

Advocacy: Voice and Choice Advocacy Service is a free individual specialist dementia advocacy service to support people with a dementia.

Befriending: Side by Side Befriending Service includes Carers telephone befriending, one to one befriending for people with dementia and group befriending.

Other services are **Memory Cafés** and **Carers Support Groups**.

For more information contact the Alzheimer's Society on 01352 700462.

Advocacy

Advocacy Services North East Wales – Carers Advocacy

A free, friendly and independent service, for those with a caring role, who live in Flintshire, Wrexham or Denbighshire.

A Carers advocate can help you to:

- Think through choices you have.
- Talk through any courses of action you may wish to follow and any possible consequences.
- Speak up for yourself or, if you'd prefer, they can speak up on your behalf.
- Represent your views when you ask them to.
- Refer you to other appropriate agencies and to accompany you if necessary and where practicable.
- Challenge discrimination.
- Promote independence.
- Take control of your life

Contact us:

Phone: 01352 759332 Fax: 01352 219269

E-mail: Carers@ASNEW.org.uk www.ASNEW.org.uk

Young Carers

Young carers are children who help look after a member of the family (can include siblings) who is sick, disabled or has mental health problem, or is misusing drugs or alcohol.

Their day to day responsibilities often include: cooking, cleaning, shopping, providing nursing and personal care and giving emotional support.

With so many adult responsibilities, young carers often miss out on opportunities that other children have to play and learn. Many struggle educationally and are often bullied for being 'different'. They can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood. They are often afraid to ask for help as they fear letting the family down or being taken into care. So it's really important they know we can support them.

Young Carers are entitled to Young Carers Assessments. This means that Barnardo's or Social Services will want to meet with the family and try to understand the caring role the child is undertaking, how this might be affecting them and what support we could help them and the family with. The assessment must involve speaking with the child, their parents and any other person that the child requests to be part of the assessment.

The assessment itself must look at whether or not the young carer wishes to continue caring, and whether it is appropriate for them to continue caring. When completing an assessment we will look at any education, training, work or recreational activities the young carer is or wishes to participate in.

Where a young carer's eligible needs are identified as requiring support we can provide the following services through Barnardo's:

- 1.1 support and counselling
- Training and activities
- Peer support
- Linking young people with local clubs and groups
- Advice and Information
- Support to meet the outcomes the young carer wants to achieve.

If you are under 18 and looking after someone, we are keen to make sure that your family gets the support they need. Contact **Barnardo's** on **01352 755422** or **Social Services for Children** on **01352 701000**.

For Social Services help for carers call 03000 858 858
www.flintshire.gov.uk/carers

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch â 03000 858 858 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 03000 858 858 for a Welsh version.

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