



## **Reaching out to carers in the Vale of Glamorgan and Cardiff**

**Do you look after someone?**

**Find out more from this Directory about support, advice and information for carers in the Vale of Glamorgan and Cardiff**

**Updated Dec 2017**

## Useful contacts:

### **Cardiff and Vale University Health Board (UHB)**

Works with local authorities and voluntary organisations to provide carers with better support and information. For any carer-related enquiries telephone 029 2074 5307, or email [cardiffandvale.carers@wales.nhs.uk](mailto:cardiffandvale.carers@wales.nhs.uk)

### **Cardiff Third Sector Council (C3SC)**

Provides specialist advice, support, training and information to local third sector organisations in Cardiff on issues that affect them including funding, governance, engagement and volunteering.

Telephone 029 2048 5722, email [enquiries@c3sc.org.uk](mailto:enquiries@c3sc.org.uk) or visit [www.c3sc.org.uk](http://www.c3sc.org.uk)

### **Dewis Cymru**

Dewis Cymru is a website that aims to help people with their well-being. It's THE place to go for people who want information or advice about well-being. It also contains a directory of local services that offer support for you, your family and friends. [www.dewis.wales](http://www.dewis.wales) / [www.dewis.cymru](http://www.dewis.cymru)

### **Glamorgan Voluntary Services (GVS)**

Promotes, develops and supports voluntary action, volunteering and community development in the Vale of Glamorgan and surrounding area.

Telephone 01446 741706, email [enquiries@gvs.wales](mailto:enquiries@gvs.wales) or visit [www.gvs.wales](http://www.gvs.wales)

### **Local Authority:**

#### **Vale of Glamorgan Council - Contact OneVale (C1V)**

Telephone 01446 700111, email [c1v@valeofglamorgan.gov.uk](mailto:c1v@valeofglamorgan.gov.uk) or visit [www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk)

#### **Cardiff Council - Connect 2 Cardiff (C2C)**

Telephone 029 2087 2087, email [c2c@cardiff.gov.uk](mailto:c2c@cardiff.gov.uk) or visit [www.cardiff.gov.uk](http://www.cardiff.gov.uk)

### **NHS Direct Wales**

A health advice and information service available 24 hours a day, every day of the year. You can call 0845 46 47 if you are feeling ill and are unsure of what to do, or for health information on a wide range of conditions, treatments and local health services. Visit [www.nhsdirect.wales.nhs.uk/](http://www.nhsdirect.wales.nhs.uk/)

**For information on benefits, allowances and grants please refer to the Carers' Handbook.** A copy is available by contacting your Local Authority - contact details above.

## **Do you look after someone who is ill, frail or disabled?**

Many carers do not recognise themselves as carers because they see their role as being a spouse, partner, sibling, parent, child, friend or neighbour. They are doing what comes naturally - caring for someone who needs them.

It is important to identify yourself as a Carer because the status gives you additional legal rights and entitlements and will help you get the support you need.

Each caring situation, carer and cared for person is unique; there is no such thing as a typical carer. Carers can live in the same house as the person they care for or live nearby or a distance away. Carers are not paid a wage to provide support and are sometimes referred to as unpaid or informal carers.

Caring can be rewarding but it can also affect your home life, work life, free time and your relationship with the person you care for.

There are a number of services available in the Vale of Glamorgan and Cardiff to support you in your role as a carer, as well as maintaining your own health and wellbeing. The organisations listed in this booklet offer information, advice and support to carers in a range of situations.

Carers should not worry about asking for help. They may need information or advice about where to go to get help; they do not have to manage on their own. Anything that helps to make caring easier will help carers continue to look after their relative or friend.

If you are a carer you are entitled to a **'Carer's Assessment'** from the Local Authority to find out if you are able and willing to continue with your caring role and what support you need. This is a way of gathering relevant information about you and your circumstances, to be able to consider whether or not your caring role affects your health or prevents you from achieving the things that are important to you and living the life you choose. A Carer's Assessment is your opportunity to discuss your caring role with someone from social care services.

**Local Authority contact details can be found on the previous page**

## Who can help you in the Vale and Cardiff?

### **4Winds**

Provides a user-led, mental health resource centre. Open seven days a week, provides opportunities for social contact, peer support, emotional support, vocational support and information on mental health issues.

Telephone 029 2038 8144 or email [contact@4winds.org.uk](mailto:contact@4winds.org.uk)

### **Action on Elder Abuse (AEA) Cymru**

AEA is a specialist charity committed to preventing abuse against older people.

Their work includes: a freephone specialist helpline for older people or anyone who is concerned that abuse may be taking place, providing guidance and support; a portfolio of information materials providing advice on how to spot abuse, appropriate action to take and useful contacts. Telephone 080 8808 8141

### **Action on Hearing Loss Cymru**

Provides a wide range of services for deaf and hard of hearing people. These include care and support, information on assistive equipment, employment, support for older Veterans, information on all aspects of hearing loss and tinnitus and online services and to enhance people's daily lives. Telephone 029 2033 3034, email

[wales@hearingloss.org.uk](mailto:wales@hearingloss.org.uk) or visit [www.actiononhearingloss.org.uk/wales](http://www.actiononhearingloss.org.uk/wales)

### **Adult and Community Learning (Vale of Glamorgan)**

Provides a range of Adult and Community Learning Courses at centres across the Vale of Glamorgan. Get Back on Track FREE Courses help build skills and confidence. Telephone 01446 733762, email

[Palmerstoncentre@valeofglamorgan.gov.uk](mailto:Palmerstoncentre@valeofglamorgan.gov.uk) or visit [www.gbotfree.org](http://www.gbotfree.org)

Vale Courses offer a variety of Leisure courses and one day workshops to promote skills and health and wellbeing. Telephone 01446 773831, email

[valecourses@valeofglamorgan.gov.uk](mailto:valecourses@valeofglamorgan.gov.uk) or visit [www.valecourses.org](http://www.valecourses.org)

The Vale Learning Centre, based within Barry Library, offers Essential Skills; English and Maths at all levels, also provides a programme of E.S.O.L. (English for Speakers of Other Languages). Telephone 01446 736466 or email

[Vlc@valeofglamorgan.gov.uk](mailto:Vlc@valeofglamorgan.gov.uk)

### **Adult Community Learning (Cardiff)**

The Learning For Work programme is aimed at developing skills for use in the work place and helping people to improve confidence and communication skills. The courses are free to individuals who are in receipt of benefits and delivered in lots of community venues across the City. The Learning for Life programme offers courses in arts, crafts, cookery, languages. Fees apply to these courses.

Telephone 029 2087 2030, email [adultlearningquery@cardiff.gov.uk](mailto:adultlearningquery@cardiff.gov.uk) or visit

[www.cardiff.gov.uk/learn](http://www.cardiff.gov.uk/learn)

### **Advocacy Matters (Wales)**

Provides advocacy services for adults with a learning disability and/or Autism Spectrum Conditions. We also provide advocacy services for parents with learning disabilities involved in child protection and child care procedures as well as our

Victim Assist Project for adults with a learning disability who have been the victim of a crime. Telephone 029 2023 3733, email [info@advocacymatterswales.co.uk](mailto:info@advocacymatterswales.co.uk) or visit [www.advocacymatterswales.co.uk](http://www.advocacymatterswales.co.uk)

### **Advocacy Support Cymru (ASC)**

Delivers professional independent mental health advocacy services across South Wales. Provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Community Mental Health Advocacy for those who are eligible.

Telephone 029 2054 0444, email [info@ascymru.org.uk](mailto:info@ascymru.org.uk) or visit [www.ascymru.org.uk](http://www.ascymru.org.uk)

### **Age Connects Cardiff & Vale**

Provides help, support and enables older people to maintain their independence and improve the quality of their lives. Provides a range of services including: Home First Support Service – provides short term support after a stay in hospital and includes a telephone support service for those who attend A & E but were not admitted; Discharge Support Officers (based in hospitals) to assist clients to choose a care home; Staff based in the Community Resource Teams across Cardiff and the Vale supporting clients to avoid hospital admissions; An Advocacy Service providing support to residents in Care homes and in the Vale they also provide help in the community; Emotional (befriending) and practical support (transport and shopping); A limited Welfare Rights Service providing help with benefits operating in the Vale; A Nail Cutting service providing a simple toenail and fingernail cutting service; An Ageing Well Programme which includes the delivery of social, exercise and learning opportunities in communities across Cardiff and the Vale.

Telephone 029 2068 3600 or visit [www.ageconnectscardiff.org.uk](http://www.ageconnectscardiff.org.uk)

### **Age Cymru Advice**

Provides free, confidential and expert information and advice to older people, their families, friends, carers and professionals throughout Wales. Offers a range of support for carers, including advice on welfare benefits, care provision, care needs and eligibility criteria. Telephone 08000 223 444 or email [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

### **Alzheimer's Society – Cardiff and The Vale**

Supports people with dementia, their families and carers. Both **Ty Hapus in Holton Road, Barry** (Telephone 01446 738024) and **Oldwell Court in Penylan, Cardiff** (Telephone 029 2043 4960) offers a specialist Day Care Service. Offers information and support, groups, dementia cafes, community support, training, designed to support people who are living with dementia.

Email [southeastwales@alzheimers.org.uk](mailto:southeastwales@alzheimers.org.uk) or visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### **Armed Forces Community Covenant**

For veterans, serving members of the Armed Forces and their families for concerns about mental health, health, housing and other welfare considerations.

For the **Vale** telephone 01446 700111 or visit

[http://www.valeofglamorgan.gov.uk/en/living/armed\\_forces/Armed%20Forces%20Covenant.aspx](http://www.valeofglamorgan.gov.uk/en/living/armed_forces/Armed%20Forces%20Covenant.aspx)

For **Cardiff** telephone 029 2087 2087 or visit

<https://www.cardiff.gov.uk/ENG/Your-Council/Armed-Forces-Covenant/Pages/default.aspx>

### **Arthritis Care**

Supporting individuals with arthritis and their families through our 'Living Well with Arthritis' programme and our 'Young People and Families' service. Telephone the free helpline 0808 800 4050 (open Monday - Friday), 029 2044 4155, email [wales@arthritiscare.org.uk](mailto:wales@arthritiscare.org.uk) or visit [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### **Ategi Shared Lives**

Arranges long term accommodation and support or short breaks in the homes of carefully chosen, assessed, trained and supported people called Shared Lives Carers. People who would rather live in an ordinary household are matched with Shared Lives Carers who provide consistent support and include individuals within their family lifestyle and activities.

Telephone 029 2081 4800, email [slswales@ategi.co.uk](mailto:slswales@ategi.co.uk) or visit [www.ategi.co.uk](http://www.ategi.co.uk)

### **Barnardo's Community Link Service**

Supports children and young people who have learning disabilities by providing short break services. Telephone 029 2057 1910, email [community.links@barnardos.org.uk](mailto:community.links@barnardos.org.uk) or visit [www.barnardos.org.uk](http://www.barnardos.org.uk)

### **Barnardo's Vale of Glamorgan School and Community Based Counselling Service**

Barnardo's provides a professional, independent counselling service for children and young people aged 10-19 living in the Vale of Glamorgan. Counselling is provided via 1:1 sessions to support children in respect of their health, emotional and social needs. School based counsellors are located in all high schools and delivery to year 6 pupils is provided within the community alongside a dedicated community slot for those able to access the service independently. Telephone 029 2057 7074, 07738 689262 or email [valecounsellingservice@barnardos.org.uk](mailto:valecounsellingservice@barnardos.org.uk)

### **Barry RAF Association**

Provides advice, support and friendship to the ex-RAF community and their dependants living within the Vale.

Telephone 01446 740522, email [geoff@horton.co.uk](mailto:geoff@horton.co.uk) or 029 2084 4893, email [jmjamesmason433@googlemail.com](mailto:jmjamesmason433@googlemail.com)

### **Bipolar UK**

Supports individuals affected by bipolar, those with a diagnosis, their families and carers. Services include a Support Line, Support Groups, Youth Groups, Employment Support and web-based online forum – the e-Community. Telephone 0333 323 3880 or visit [www.bipolaruk.org](http://www.bipolaruk.org)

### **Blind Veterans UK**

No One Alone campaign is reaching out to ex-Service men and women who are now battling severe sight loss and who could be eligible for support but do not realise it. Regardless of how a veteran lost their sight or when they served, Blind Veterans UK can help. If you are a vision impaired ex-Service man or woman, or care for someone who is, telephone 0800 389 7979 or visit [www.noonealone.org.uk](http://www.noonealone.org.uk)

### **Bobath Children's Therapy Centre Wales**

Provides specialist Bobath therapy to children throughout Wales who have cerebral palsy. Bobath therapists provide a trans-disciplinary approach combining physiotherapy, occupational therapy and speech and language therapy.

Telephone 029 2052 2600 or email [info@bobathwales.org](mailto:info@bobathwales.org)

### **Breast Cancer Care**

Offers a range of free services for anyone affected by breast cancer. They bring people together, provide information and support and campaign for improved standards of care.

Telephone 029 2023 4070 or email [cym@breastcancercare.org.uk](mailto:cym@breastcancercare.org.uk)

### **British Heart Foundation Cymru**

Plays a leading role in the fight against disease of the heart and circulation.

Telephone 029 2038 2368 or email [Wales@bhf.org.uk](mailto:Wales@bhf.org.uk)

### **British Legion Poppy Calls**

If you're having trouble with those small household repairs and minor adaptations around your home and you're eligible for our help, The Royal British Legion might be able to help you through our handy van service known as Poppy Calls.

Telephone (free) 0800 032 0306

### **British Lung Foundation**

Provides nurses, benefits advisers and also counselling via the BLF Helpline for anyone affected by a lung condition. Runs local Breathe Easy groups for people with lung conditions and their carers. Telephone the helpline 03000 030 555 or visit

[www.blf.org.uk/Page/Looking-after-someone-with-lung-disease](http://www.blf.org.uk/Page/Looking-after-someone-with-lung-disease)

### **British Polio Fellowship Cardiff & Vale**

Support group for polio affected people and their carers.

Email [coral.williams44@sky.com](mailto:coral.williams44@sky.com) or visit [www.britishpolio.org](http://www.britishpolio.org)

### **British Red Cross**

Provides a range of services in Cardiff and the Vale. The **Positive Steps** community support service is a partnership between the British Red Cross and the Royal Voluntary Service. It provides person-centred, time-limited support for people aged 50 and above to help them to maintain independence and to improve confidence using an individually tailored action plan.

Telephone 07921 404327 or email [positivestepsc&v@redcross.org.uk](mailto:positivestepsc&v@redcross.org.uk)

The **Mobility Aids Service** provides short term loans of medical equipment, such as wheelchairs, for people with a disability or illness. Telephone 0300 456 1914

### **Cardiff Advice (Citizens Advice Cardiff and Vale and The Speakeasy)**

Provides free, independent, confidential and impartial advice on all issues to include debt, housing and welfare benefits. Visit the offices at Central Library, The Hayes, Cardiff or at Broad Street, Barry. Telephone 03444 77 2020 for advice or visit [www.cacv.org.uk](http://www.cacv.org.uk) or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for times and locations of drop in services.



### **Cardiff and Vale Action for Mental Health**

Working to progress mental health services by service user, carer and third sector involvement. For information and involvement in older people's mental health services contact the Nexus Project. Nexus involves those who use older people's mental health services and their carers to have say in the way that those services are planned, run and developed. For further information, access to a Directory of Mental Health Services and **DIRECTIONS**, the carers' handbook about older people's mental health, telephone 029 2022 2200, email [mail@cavamh.org.uk](mailto:mail@cavamh.org.uk) or visit [www.cavamh.org.uk](http://www.cavamh.org.uk)

### **Cardiff and Vale of Glamorgan Community Health Council**

Independent Statutory NHS 'Patients' Watchdog' that represents the interests of local patients and public in the NHS. We visit NHS premises and ensure patients have a good experience, oversee any service change proposals and provide a free and independent Advocacy Services which offers support, advice and guidance when someone has any concerns regarding the treatment given by the NHS. Telephone 029 2075 0112, email [cavog.chiefofficer@waleschc.org.uk](mailto:cavog.chiefofficer@waleschc.org.uk) or visit [www.communityhealthcouncils.org.uk/cardiffandvale](http://www.communityhealthcouncils.org.uk/cardiffandvale)

### **Cardiff & the Vale Parents' Federation**

Supports parents, family carers and relatives of disabled children and adults with a learning disability. Produces learning disability specific information resources, offers an information signposting service, workshops, information days and events. Our 'Where You Stand' information guide is an invaluable reference guide for parents, carers, disabled children and adults with learning disabilities in Cardiff and the Vale. Hosts frequent social gatherings where carers can meet other carers in similar situations. An active online community including facebook, twitter and a website ensures that carers are kept informed, can share experiences and are less isolated. Telephone 029 2056 5917, email [admin@parentsfed.org](mailto:admin@parentsfed.org) visit [www.parentsfed.org](http://www.parentsfed.org) or [www.wherestand.org](http://www.wherestand.org)

### **Cardiff and Vale University Health Board**

Works with local authorities and voluntary organisations to provide carers with better support and information. For any carer-related enquiries telephone 029 2074 5307 or email [cardiffandvale.carers@wales.nhs.uk](mailto:cardiffandvale.carers@wales.nhs.uk)

### **Putting Things Right – raising a concern about the NHS**

If you are not happy with care or treatment provided by or for the NHS in Wales or have any other concerns you think the NHS should know about, contact the Cardiff and Vale University Health Board Concerns Team. For concerns, complaints or compliments telephone 029 2074 2202, or email [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

### **Seasonal flu vaccinations**

Seasonal flu vaccination is available FREE for all unpaid carers in Cardiff & the Vale, from your GP surgery or participating pharmacies. Flu vaccine is recommended annually to keep you and the person you look after well during the autumn and winter, and is available from October onwards each year.

### **Cardiff & Vale Integrated Autism Service**

This is a specialist service which aims to support adults with autism and their parents or carers. Some support can be provided to parents or carers of children with an autism diagnosis. Referrals for diagnostic assessments must be made via your



GP. If you already have a diagnosis, please contact the Integrated Autism Service on 029 2182 4240 or email [CAV.IAS@wales.nhs.uk](mailto:CAV.IAS@wales.nhs.uk)

### **Cardiff Food Bank**

Provides emergency food to help and support individuals in financial crisis and who are facing the reality of being unable to feed themselves or their families. To access the foodbank you must be referred by a partner organisation or professional and given a voucher. Telephone 029 2048 4120, email [info@cardiff.foodbank.org.uk](mailto:info@cardiff.foodbank.org.uk) or visit [www.cardiff.foodbank.org.uk](http://www.cardiff.foodbank.org.uk)

### **Cardiff City FC Foundation – Disability & Health**

Provides sporting opportunities for individuals with disabilities. Five separate impairment specific sessions run every week that cater for learning disability, Down's Syndrome, deaf and hearing impaired, physical disabilities and wheelchair users. Sessions are suited to all ability levels and are designed to utilise the physical, mental and social benefits sport has to offer. Telephone 07538 813049, email [josh.law@cardiffcityfc.org.uk](mailto:josh.law@cardiffcityfc.org.uk) or visit <http://cardiffcityfcfoundation.org.uk>

### **Cardiff Institute for the Blind**

Provides local services and lifelong support, so that blind and partially sighted people in South Wales can live independently and make the most of their lives. We work closely with RNIB Cymru to make every day better for people affected by sight loss. Telephone 029 2039 8900, email [michelle@cibi.co.uk](mailto:michelle@cibi.co.uk) or visit [www.cibi.co.uk](http://www.cibi.co.uk)

### **Cardiff Mind**

Promotes positive mental wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life. Telephone 029 2040 2040 or email [admin@cardiffmind.org](mailto:admin@cardiffmind.org)

### **Cardiff Older Persons Forum**

Improves the lives of older people and minority ethnic elders in Cardiff. Telephone 029 2087 2647 or email [alucas@cardiff.gov.uk](mailto:alucas@cardiff.gov.uk)

### **Cardiff People First**

Self-advocacy and community advocacy organisation, run by people with a learning disability. Telephone 029 2023 1555, email [cardiffpeople1st@btconnect.com](mailto:cardiffpeople1st@btconnect.com) or visit [www.cardiffpeoplefirst.org.uk](http://www.cardiffpeoplefirst.org.uk)

### **Cardiff Third Sector Council (C3SC)**

Provides specialist advice, support and information to local third sector organisations in Cardiff on issues that affect them, including funding, governance, engagement and volunteering.

Telephone 029 2048 5722, email [enquiries@c3sc.org.uk](mailto:enquiries@c3sc.org.uk) or visit [www.c3sc.org.uk](http://www.c3sc.org.uk)

### **Cardiff Young Carers**

Gofal I chi provides support for young people aged 5 – 18 who have caring responsibilities. Referrals can be made by schools, other agencies, counsellors or self-referrals with the carer/parent being made aware of and agreeing to the referral. We offer creative activities and group work such as identifying feelings, how to

express feelings, confidence, self-esteem, communication, coping strategies, support networks, resilience, risk.

Telephone 029 2036 0556 or email [steph.jones@actionforchildren.org.uk](mailto:steph.jones@actionforchildren.org.uk)

### **Care & Repair Cardiff and the Vale**

Provides expert advice, support and practical assistance to help older people and their carers to repair, adapt and maintain their homes. Offers a Handyperson Carers Service in the Vale which supports carers and the people they care for by undertaking small works in the home.

Telephone 029 2047 3337 or email [careandrepair@crcv.org.uk](mailto:careandrepair@crcv.org.uk)

### **Carers' Services (Local Authority contacts)**

Contact your local council for information and advice on services and training available within the Vale and Cardiff.

For the Vale telephone 01446 700111, email [c1v@valeofglamorgan.gov.uk](mailto:c1v@valeofglamorgan.gov.uk)

or visit [www.valeofglamorgan.gov.uk/carers](http://www.valeofglamorgan.gov.uk/carers)

For Cardiff telephone 029 2087 2087, email [c2c@cardiff.gov.uk](mailto:c2c@cardiff.gov.uk) or visit

[www.cardiff.gov.uk/carers](http://www.cardiff.gov.uk/carers)

### **Carers Trust Wales**

Information, advice and support for unpaid carers in Wales. Telephone 029 2009 0087, email [wales@carers.org](mailto:wales@carers.org) or visit [www.carers.org/wales](http://www.carers.org/wales)

### **Carers Wales**

Carers tell us that one of the most important things they need is expert advice and information. We provide this – over the phone, through leaflets, and on our website. Many carers do not seek support early enough in their caring journey, or don't know about the range of practical, financial and emotional support available. Telephone 029 2081 1370, email [info@carerswales.org](mailto:info@carerswales.org) or visit [www.carerswales.org](http://www.carerswales.org)

### **The Castleland Lunch Club (formerly Castaways)**

A social club for older people living independently in the Vale of Glamorgan. They meet every Friday 11-3 at Golau Caredig, Broad St, for lunch and bingo.

Telephone 01446 734387 for more information.

### **Cinnamon Trust**

Help with pets when the elderly and terminally ill are unable to look after them.

Telephone 01736 757900 or visit [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

### **Citizens Advice Cardiff and Vale**

Provides free, independent, confidential and impartial advice on all issues to include debt, housing and welfare benefits. Visit the offices at Central Library, The Hayes, Cardiff or at Broad Street, Barry. Telephone 03444 77 2020 for advice or visit [www.cacv.org.uk](http://www.cacv.org.uk) or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for times and locations of drop in services

### **City Hospice**

Major provider of free, consultant-led, specialist home based palliative care for those suffering from cancer and other terminal illnesses and their families in Cardiff. The multi-disciplinary team includes specialist doctors, nurses, occupational therapists,

physiotherapists, day centre activities, counselling, complementary therapies and welfare rights and social workers. Patients can be referred by general practitioners, hospital doctors, other healthcare professionals or self-referrals by patients and their families/carers. Telephone 029 2052 4150, email [info@cityhospice.org.uk](mailto:info@cityhospice.org.uk) or visit [www.cityhospice.org.uk](http://www.cityhospice.org.uk)

### **Community Advice and Listening Line (C.A.L.L.)**

C.A.L.L. provides a 24 hour Wales wide, mental health telephone helpline service. The helpline offers emotional support to people suffering mental distress as well as their friends, carers and relatives.

Freephone 0800 132 737 or visit [www.callhelpline.org.uk](http://www.callhelpline.org.uk)

### **Community Transport Services:**

**Dinas Powys Voluntary Concern** - Provides a transport service, in particular to the elderly and people with disabilities for residents in the Dinas Powys area only for shopping trips and lifts (mornings only) to the new Medical Centre in Dinas Powys.

Telephone 029 2051 3700 or email [dpvc@btinternet.com](mailto:dpvc@btinternet.com)

**East Vale Community Transport (EVCT)** - Offers transport for all in the area who may have difficulty accessing regular transport services. Volunteer drivers provide door to door transport in 12-seater wheelchair-adapted mini buses from their base in Penarth. Telephone 029 2070 5138 or email [enquiries@evct.org.uk](mailto:enquiries@evct.org.uk)

**Greenlinks** - Serving residents of the Vale for shopping trips, social visits, day trips or hospital visits.

Telephone 0800 294 1113 or email [greenlinks@valeofglamorgan.gov.uk](mailto:greenlinks@valeofglamorgan.gov.uk)

**Hospital Transport Service** - Service provides help to certain patients to get to their hospital or clinic appointment. Telephone 0800 32 82 332

**Voluntary Emergency Service Transport** - Provides a comprehensive transport service for those residents of Cardiff and the Vale of Glamorgan who because of age, illness or disability have difficulty using conventional public transport. Telephone 029 2049 0335, email [vest@talktalk.net](mailto:vest@talktalk.net) or visit [www.vestcommunitytransport.org](http://www.vestcommunitytransport.org)

### **Connected Carers**

Offers unpaid family carers, of people with a lifelong and / or life-limiting condition, the opportunity to meet carers in a similar situation, to help each other and have time for themselves. Funded by the Big Lottery, managed by Glamorgan Voluntary Services (GVS) and delivered to members and users of Cardiff & Vale Parents' Federation and Touch Trust.

Telephone 01446 741706 or email [connectedcarers@gvs.wales](mailto:connectedcarers@gvs.wales)

### **Contact the Elderly**

A national charity solely dedicated to tackling loneliness and social isolation among older people. Telephone 01792 862702 or email [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

### **Credit Union**

Cardiff & Vale Credit Union is a mutual savings and loans society that provides straightforward, affordable financial services for the people who live or work in Cardiff or the Vale of Glamorgan. Telephone 029 2087 2373, email

[info@cardiffcu.com](mailto:info@cardiffcu.com) or visit [www.cardiffcu.com](http://www.cardiffcu.com)

### **Crossroads in the Vale (EMI)**

Provides practical and emotional support for those with late-life dementia and depression, and their family carers. Support includes domiciliary care, social groups and day centre provision for those with care needs, and social and support groups and a free counselling service for carers. Telephone 029 2070 0057, email [business@crossroads-vale.org.uk](mailto:business@crossroads-vale.org.uk) or visit [www.crossroads-vale.org.uk](http://www.crossroads-vale.org.uk)

### **Cruse Bereavement Care**

Cruse exists to help and support all those affected by bereavement - including children. Cruse offers one to one support, counselling, group support. If you are a carer looking after someone with dementia who has been bereaved, Cruse can offer specialised support. Telephone 029 2022 6300 or email [cardiff@cruse.org.uk](mailto:cardiff@cruse.org.uk)

### **Deafblind Cymru**

Offers specialist services and human support to people with combined sight and hearing loss and their carers. We offer peer support groups and a befriending service across Wales. Telephone Andrew Tait on 07950 036559 or email [andrew.tait@deafblind.org.uk](mailto:andrew.tait@deafblind.org.uk)

### **Dewis Centre for Independent Living (C.I.L.)**

Provides a Direct Payment support service in Cardiff and the Vale of Glamorgan. Dewis CIL provide client account management, payroll support, employment advice and recruitment support for people in receipt of Direct Payments from their local authority. Telephone 01443 827930 or 029 2240 5060, email [info@dewiscil.org.uk](mailto:info@dewiscil.org.uk) or visit [www.dewiscil.org.uk](http://www.dewiscil.org.uk)

### **Dewis Cymru**

Dewis Cymru is a website that aims to help people with their well-being. It's THE place to go for people who want information or advice about well-being. It also contains a directory of local services that offer support for you, your family and friends. [www.dewis.wales](http://www.dewis.wales) / [www.dewis.cymru](http://www.dewis.cymru)

### **Diabetes UK**

Gives support to all diabetics, their carers, families and friends throughout Cardiff. Telephone 029 2073 4827 or email [stephensims241@btinternet.com](mailto:stephensims241@btinternet.com)

### **DIAL Project – Cardiff & the Vale of Glamorgan**

Supports people with dementia, particularly those with early-onset dementia. The project delivers a range of activities including cooking, sports and therapy to support people living with dementia and their carers in coping with the condition. There is no charge for this service.

Telephone 07887 945396, email [robmcmillan@gofal.org.uk](mailto:robmcmillan@gofal.org.uk) or visit [www.gofal.org.uk](http://www.gofal.org.uk)

### **DICE (Disability Inclusion in Community Education)**

Provides three separate discrete programmes of learning for adults with either an experience of mental health issues, a physical/sensory impairment or a learning difficulty. Recreational courses are also available in Cardiff and the Vale for adults with a learning disability. Telephone 029 2087 2030 or email [jithomas@cardiff.gov.uk](mailto:jithomas@cardiff.gov.uk)

### **Dimensions Cymru**

Provides personalised support to people who have a learning disability and/or autism, including outreach, transitional support and supported living.

Telephone 0300 303 9030, email [dimensionscymru@dimensions-uk.org](mailto:dimensionscymru@dimensions-uk.org) , [ceri.meloy@dimensions-uk.org](mailto:ceri.meloy@dimensions-uk.org) , [lisa.morgan@dimensions-uk.org](mailto:lisa.morgan@dimensions-uk.org) or visit [www.dimensions-uk.org](http://www.dimensions-uk.org)

### **Dinas Powys Voluntary Concern**

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Offers a memory café, community club and befriending services in Dinas Powys and Llandough. Telephone 029 2051 3700, email [dpvc@btinternet.com](mailto:dpvc@btinternet.com) or visit [www.dpvc.org.uk](http://www.dpvc.org.uk)

### **Disability Wales**

The national association of disabled people's organisations, striving to achieve the rights, equality and independence of disabled people in Wales. Telephone 029 2088 7325, email [info@disabilitywales.org](mailto:info@disabilitywales.org) or visit [www.disabilitywales.org](http://www.disabilitywales.org)

### **District Nurse Service (DNS)**

The DNS can be contacted via the Comms Hub, now known as the Customer Care Centre (CCC) on 029 2044 4501.

### **Diverse Cymru**

Our Advice Team offers free and impartial advice and advocacy to help people challenge discrimination, secure their rights and obtain services that they need. Telephone 029 2036 8888 or visit [www.diverseecymru.org.uk](http://www.diverseecymru.org.uk)

### **Down's Syndrome Association**

Provides information and counselling for people with Down's Syndrome, their families and carers. Telephone 0845 2300372 or visit [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

### **Easy Read Health Wales**

An accessible bilingual website designed to help people with a learning disability and their families find easy read information about health and wellbeing. Telephone 029 2068 1177 or visit [www.easyreadhealthwales.org.uk](http://www.easyreadhealthwales.org.uk)

### **NHS Education Programmes for Patients (EPP Cymru)**

Looking after your **own** physical and mental health while caring. Free NHS Workshops of 2 hours and/or 6 week courses of 2½ hours a week. Telephone 029 2033 5403, email [Epp.Info.cav@wales.nhs.uk](mailto:Epp.Info.cav@wales.nhs.uk) or visit [www.eppwales.org](http://www.eppwales.org)

### **Entry to Drug and Alcohol Services (EDAS)**

Single access point into substance misuse treatment and support including support for those affected by someone else's use of drugs or alcohol. Telephone 0300 300 7000

### **Epilepsy Wales**

Provides support, information and advice to people affected by and living with epilepsy. Support groups available in Penarth, Barry and Cardiff. Telephone 01978 312 325, freephone 0800 228 9016 or email [lesley@epilepsy.wales](mailto:lesley@epilepsy.wales)

### **FACT – Families Achieving Change Together (Vale)**

A service which supports families to overcome difficulties, make positive changes and signposts to a range of services. Telephone 01446 729640 or visit [http://www.valeofglamorgan.gov.uk/en/living/social\\_care/children\\_and\\_young\\_people/families\\_first/](http://www.valeofglamorgan.gov.uk/en/living/social_care/children_and_young_people/families_first/)

### **Families First Advice Line (Vale)**

Freephone Advice Line available to families with children aged 0-18 years old who require advice on how to meet family needs, need help to find an appropriate service and need support with any issues  
Telephone 0800 0327 322, Monday – Friday 9am - 12pm, 1pm - 4.30pm

### **The FAN Charity, Friends and Neighbours**

FAN Groups are hour long weekly meetings that bring people together from around the corner and around the world. If you enjoy meeting others, are feeling a little lonely or would like to practise English skills, you will be sure of finding a warm welcome. Telephone 07880 630553, email [fanofficer@ymail.com](mailto:fanofficer@ymail.com) or visit [www.thefancharity.org](http://www.thefancharity.org)

### **Fertility Network UK**

For anyone who has ever experienced fertility problems, offering free advice, support, information and understanding. Telephone Infoline 01424 762631 or email [info@fertilitynetworkuk.org](mailto:info@fertilitynetworkuk.org) and Supportline 0121 323 5025. For the Wales Co-ordinator, telephone 07779 587007 or email [CatherineD@fertilitynetworkuk.org](mailto:CatherineD@fertilitynetworkuk.org) or visit [www.fertilitynetworkuk.org](http://www.fertilitynetworkuk.org)

### **Flying Start**

Flying Start is a Welsh Government programme supporting families to give children a better start in life. To be eligible for Flying Start services you must live in the catchment area. Services on offer include Health Visiting and Midwifery, Childcare, Early Years Support and Parenting Support. Telephone 01446 732180.

### **Forget Me Not Chorus Dementia Support**

Supporting people with dementia and their families through the joy of song. The sessions are specially designed for people with dementia and their families. Every Thursday evening from 7pm - 9pm at St Cyres School, Sully Road. Telephone 029 2236 2064 or 07968 169424 or email [hello@forgetmenotchorus.com](mailto:hello@forgetmenotchorus.com)

### **Friendly Trust**

Provides advice and practical help to vulnerable people and their carers in the management of current assets and future inherited resources. Telephone 029 2022 5200, email [alison@friendlytrust.org.uk](mailto:alison@friendlytrust.org.uk) or visit [www.friendlytrust.org.uk](http://www.friendlytrust.org.uk)



### **Friends & Neighbours**

A senior citizen group for the over 50s based in the Vale which meet monthly at Beryl Road Pioneer Hall, Barry from 2pm to 4pm and have a varied programme of social activities throughout the year. Provides a meeting place for those who are lonely and isolated and just want to make friends and have social interaction. Telephone 01446 400044 or email [gayfield@ntlworld.com](mailto:gayfield@ntlworld.com)

### **Gambling Support Service**

The Service looks to reduce gambling related harm in local communities across South Wales. We can provide face to face support to anyone in Cardiff and the Vale who are affected by their or a loved one's excessive gambling. You can contact the service by calling 01633 222622 or by email [gamblingsupport@newportcab.org.uk](mailto:gamblingsupport@newportcab.org.uk)

### **Glamorgan Voluntary Services (GVS)**

Promotes, develops and supports voluntary action, volunteering and community development in the Vale of Glamorgan and surrounding area. Telephone 01446 741706, email [enquiries@gvs.wales](mailto:enquiries@gvs.wales) or visit [www.gvs.wales](http://www.gvs.wales)

### **Gofal's Journeys**

Supports people experiencing depression and anxiety by providing a low cost/free counselling service, training courses, peer support groups and information. Telephone 029 2069 2891, email [journeysinfo@gofal.org.uk](mailto:journeysinfo@gofal.org.uk) or visit [www.gofal.org.uk/journeys/](http://www.gofal.org.uk/journeys/)

### **Grandparents Raising Grandchildren (GRG)**

A Cardiff-based support group for grandparents and other kinship carers caring for a child full-time. GRG Cardiff is committed to improving the lives of grandchildren (and kinship carers) and the children they care for, through our support group, and as a secondary aim, by speaking up to the government on behalf of kinship carers. Telephone 07340 960969, email [grgcardiff@hotmail.com](mailto:grgcardiff@hotmail.com) or visit [www.grgcardiff.co.uk](http://www.grgcardiff.co.uk)

### **Group 617**

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD). Telephone 07871 936195

### **Hafal Family Support Service**

Carer and family support for anyone caring for someone with a serious and enduring mental illness. Includes practical and emotional support. One to one and Carer group support available. Telephone 01446 733331, 07580 792168 or email [julie.pickin@hafal.org](mailto:julie.pickin@hafal.org)

### **Headway Cardiff**

Provides support and services to people affected by Acquired Brain Injury (ABI). Services include a specialist day centre, monthly and weekly social groups, counselling, carers support, information and support. Telephone 029 2057 7707 email [info@headwaycardiff.org.uk](mailto:info@headwaycardiff.org.uk) or visit [www.headwaycardiff.org.uk](http://www.headwaycardiff.org.uk)



### **Help Me Quit**

Provides access to free NHS stop smoking services that meet your needs; offering a combination of stop smoking medication and weekly support sessions.

Telephone 0800 085 2219 or text HMQ to 80818 or visit [www.helpmequit.wales](http://www.helpmequit.wales)

### **The Henna Foundation**

The Henna Foundation (formally known as All Wales Saheli Association) is committed to strengthening families within the Muslim Community. Telephone 029 2049 6920 or email [info@hennafoundation.org](mailto:info@hennafoundation.org)

### **The Index for Children and Young People with Disabilities or Additional Needs**

Are you caring for someone 0 – 18 years with a disability or additional need?

Sign up to The Index to be kept up to date about services, support and activities across Cardiff and the Vale of Glamorgan.

**Cardiff:** 029 2035 1700 / [disabilityindex@cardiff.gov.uk](mailto:disabilityindex@cardiff.gov.uk)

**Vale:** 01446 704736 / [disabilityindex@valeofglamorgan.gov.uk](mailto:disabilityindex@valeofglamorgan.gov.uk)

### **Information and Support Centres, Cardiff and Vale University Health Board**

Health and wellbeing information is available in the Information and Support Centres in Cardiff and Vale University Health Board. This service supports anyone looking for health information and can give support by providing free access to information, signposting to services and offering time to talk in a confidential environment. You can get free information about all types of health conditions, including cancer and long-term health conditions; local services and organisations; access to financial advice and information on benefits; carers information; screening, health awareness and health promotion. Email [Cardiffandvale.patientinformation@wales.nhs.uk](mailto:Cardiffandvale.patientinformation@wales.nhs.uk)

Macmillan Information and Support Centre, **University Hospital of Wales**,  
Concourse, Heath Park, Cardiff, CF14 4XW. Tel: 029 2074 5655

Information and Support Centre, **University Hospital Llandough**, The Plaza,  
Penlan Road, Llandough, CF64 2XX. Tel: 029 2071 6311

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.  
Tel: 01446 704141

### **ISSA Wales**

ISSA Wales supports the social, emotional and spiritual wellbeing of BME and Muslim communities in Wales by using a culturally sensitive person centred approach that empowers our service users and challenges barriers and stigma that remain within society. Telephone 029 2034 5294 or email [info@issa-wales.org](mailto:info@issa-wales.org)

### **Learning Disability Wales**

A national charity representing the learning disability sector in Wales. We offer information, advice, training and support. Telephone 029 2068 1160, email [enquiries@ldw.org.uk](mailto:enquiries@ldw.org.uk) or visit [www.ldw.org.uk](http://www.ldw.org.uk)

### **Macmillan Cymru**

We provide a range of services including practical, medical and financial support and push for better cancer care. Telephone 0808 808 0000

**Marie Curie**

Provides care and support through terminal illness. Telephone 029 2042 6000, the National Helpline on 0800 090 2309, or visit [www.mariecurie.org.uk/help](http://www.mariecurie.org.uk/help)

**Marie Curie Helper Service**

Trained, dedicated volunteers who provide emotional and practical support to individuals and families living with a terminal illness. Volunteers can visit someone at their home, go out somewhere or talk over the phone.

Telephone 0800 304 7407 or email [southwaleshelper@mariecurie.org.uk](mailto:southwaleshelper@mariecurie.org.uk)

**Mencap WISE**

A free service that offers support, advice and information to people with a learning disability, their families and supporters, through a Freephone service, regional caseworkers, online and through the website. Telephone 0808 8000 300, email [information.Wales@mencap.org.uk](mailto:information.Wales@mencap.org.uk) or visit [www.mencap.org.uk/cymru](http://www.mencap.org.uk/cymru)

**ME Support in Glamorgan**

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers. Telephone 029 2076 2347, email [mesigwales@gmail.com](mailto:mesigwales@gmail.com) or visit [www.mesupportinglamorgan.co.uk](http://www.mesupportinglamorgan.co.uk)

**Mind in the Vale of Glamorgan**

Advice, information and support for carers of people experiencing mental ill health. Telephone 01446 730792 or visit [www.mindinthevale.org.uk](http://www.mindinthevale.org.uk)

**Motor Neurone Disease Association**

Provides support to local people with MND and their carers. Telephone 0808 802 6262

**Multiple Sclerosis Society Cymru**

Support for all people with or affected by MS including emotional support, small grants, information and local meetings and activities.

Telephone 029 2167 8926 or email [sian.tucker@mssociety.org.uk](mailto:sian.tucker@mssociety.org.uk)

My MS, My Rights, My Choices Project is an information and one to one support service for people with MS and their Carers across Wales, funded for 3 years. Offers support to complete benefit applications, employment issues, changes in health / treatment and information on a wide range of issues related to MS.

Telephone 0208 438 0715 or email [adele.gilmour@mssociety.org.uk](mailto:adele.gilmour@mssociety.org.uk)

**The National Autistic Society Cymru**

Offers support and services to people affected by autism.

Telephone 029 2062 9312, the National Helpline on 0808 800 4104, email

[Cymru@nas.org.uk](mailto:Cymru@nas.org.uk) or visit [www.autism.org.uk](http://www.autism.org.uk)

**National Deaf Children's Society**

Offers free information and support to families who have a child with any kind of hearing loss. Telephone 0808 800 8880 or visit [www.ndcs.org.uk](http://www.ndcs.org.uk)

### **Nest**

Nest is the Welsh Government's fuel poverty scheme, open to all householders in Wales. Nest provides advice on saving energy, money management, fuel tariffs and benefit entitlement. In addition to advice, if you own or privately rent your home and someone you live with receives a means tested benefit, you may also be eligible for free home improvements. Telephone 0808 808 2244 or visit [www.nestwales.org.uk](http://www.nestwales.org.uk)

### **New Horizons Day Opportunities Centre**

Provides social, educational, rehabilitation and recreational facilities for people with a physical disability.

Telephone 01446 731935 or email [LVPayne@valeofglamorgan.gov.uk](mailto:LVPayne@valeofglamorgan.gov.uk)

### **NHS Direct Wales**

A health advice and information service available 24 hours a day, every day of the year. You can call on 0845 46 47 if you are feeling ill and are unsure of what to do, or for health information on a wide range of conditions, treatments and local health services. Visit [www.nhsdirect.wales.nhs.uk/](http://www.nhsdirect.wales.nhs.uk/)

### **Parkinson's UK**

Provides support and information for anyone affected by Parkinson's. Telephone 0344 225 3784, Freephone confidential helpline 0808 800 0303 or email [wales@parkinsons.org.uk](mailto:wales@parkinsons.org.uk)

### **Pedal Power**

Accessible cycling and cycle hire. Have specially adapted bikes and will do an assessment for people with disabilities. Telephone 029 2039 0713, email [info@cardiffpedalpower.org](mailto:info@cardiffpedalpower.org) or visit [www.cardiffpedalpower.org](http://www.cardiffpedalpower.org)

### **Penarth Live at Home Scheme**

Offers a lunch club, befriending service, arranges day trips and provides an advocacy service for older people. Telephone 029 2071 2516 or email [Linda.brownhill@mha.org.uk](mailto:Linda.brownhill@mha.org.uk)

### **Primary Mental Health Support Service (PMHSS)**

Provides support to carers experiencing common mental health issues like stress, anxiety and low mood. Speak to your GP to be referred to the team for further support, although anyone can attend our open access courses without a referral. Visit [www.stepiau.org](http://www.stepiau.org)

### **Prostate Cymru**

<http://www.prostatecymru.com/>

### **Recovery Cymru**

A peer support and mutual aid organisation providing support to people who are in or seeking recovery from drug or alcohol problems. For the **Barry** Centre telephone 01446 734220, for the **Cardiff** Centre telephone 029 2022 7019, email [info@recoverycymru.org.uk](mailto:info@recoverycymru.org.uk) or visit [www.recoverycymru.org.uk](http://www.recoverycymru.org.uk)

### **Recovery Road**

Provides support to families and carers of people affected by sleeping pills, other

benzodiazepines and antidepressant dependency and withdrawal through our website. Visit [www.recovery-road.org](http://www.recovery-road.org)

### **Riverside Advice**

Provides a holistic welfare rights and debt advice service, from enquiries and signposting to specialist case work and representation. Telephone 029 2034 1577, email [barbara.kerridge@riverside-advice.co.uk](mailto:barbara.kerridge@riverside-advice.co.uk) or visit [www.riverside-advice.co.uk](http://www.riverside-advice.co.uk)

### **Royal Voluntary Service**

Our volunteers provide short term support to enable an older person to regain confidence and become independent again within their communities.

Telephone 029 2002 7855, email [cardiffvalehub@royalvoluntaryservice.org.uk](mailto:cardiffvalehub@royalvoluntaryservice.org.uk) or visit [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

### **RNIB Cymru**

Provides a wide range of services including help and information for employment issues, benefit checks and advice, help and support with technology and getting online, children and family support, education and transitions support, emotional support, accessible information, telephone support groups as well as campaigning to make every day better for blind and partially sighted people.

Telephone 029 2082 8500 or email [cymru@rnib.org.uk](mailto:cymru@rnib.org.uk)

### **RNIB Eye Clinic Liaison**

The RNIB has an Eye Clinic Liaison Officer who works directly with people with low vision, deteriorating vision, sight loss or impending sight loss, and their carers. The support is both practical and emotional and is offered at the University Hospital of Wales, Cardiff. Telephone 029 2074 6860 or email [ruth.rhydderch@cibi.co.uk](mailto:ruth.rhydderch@cibi.co.uk)

### **Samaritans**

Provides a safe, confidential and non-judgemental listening service 24 hours a day, 7 days a week to anyone who may be in distress. Telephone Freephone 116123, email [jo@samaritans.org](mailto:jo@samaritans.org) or call into the office at 2 Green Street, Bridgend.

### **School Nurses and Health Visitors for young carers**

Work with other professionals supporting young carers. Overall the aim is to reduce the chances of young carers being isolated, excluded and discriminated against by helping them overcome barriers to receiving health, education and other support services. Telephone 029 2093 2604

### **Scope**

Provides a range of support, information and advice services to disabled people and their families and carers. Telephone 0781 2082031, the national advice helpline on 0808 800 3333 or email [info.sully@scope.org.uk](mailto:info.sully@scope.org.uk)

### **SHINE**

Supports individuals and families as they face the challenges arising from spina bifida and hydrocephalus. Telephone 01656 864102, email [wales@shinecharity.org.uk](mailto:wales@shinecharity.org.uk) or visit [www.shinecharity.org.uk](http://www.shinecharity.org.uk)

**SNAP Cymru**

Works with families, young people and professionals on issues regarding additional learning needs and disabilities.

Telephone 0845 1203730 or visit [www.snapcymru.co.uk](http://www.snapcymru.co.uk)

**Solace**

Provides support to carers and those diagnosed with dementia, depression or severe later life mental illness, with the aim to help prevent admission to hospital and deterioration in relation to being in hospital. Telephone 029 2052 9848 (helpline)

**Soldiers, Sailors, Airmen and Families Association (SSAFA) - Forces Help**

Provides practical support and advice to military personnel that are currently serving, ex-serving and the families of both. Serving personnel and their families should contact 01446 797010. Ex-serving personnel and their families should contact 029 2038 3852

**South East Wales Down's Syndrome Support Group**

Offers support, advice, events and social activities and promotes awareness of Down's Syndrome. Visit [www.sewdssg.org.uk](http://www.sewdssg.org.uk)

**South Wales Fire and Rescue Service**

Do you or someone you care for have working smoke alarms at home? Can you hear the telephone or doorbell? Would you hear the smoke alarm? How would you or they get out if there was a fire? Keep your family safe! Call 0800 169 1234 or text 88365 to request a FREE Home Fire Safety Check.

**South Wales Myeloma Support Group**

Myeloma is a non-curable form of bone cancer. The support group for patients, partners, family and friends brings together people from all over South Wales. It takes the form of a speaker, a cup of tea, social events and a sharing of experiences.

Telephone 07597 040201, email [chairman.s.wales.myeloma@gmail.com](mailto:chairman.s.wales.myeloma@gmail.com) or 07863 284102, email [secretary.s.wales.myeloma@gmail.com](mailto:secretary.s.wales.myeloma@gmail.com)

**The Speakeasy**

Provides free legal advice and representation for people struggling with debt, welfare benefits, housing problems and fuel poverty. Telephone 029 2045 3111, email [info@speakeasy.cymru](mailto:info@speakeasy.cymru) or visit [www.speakeasy.cymru](http://www.speakeasy.cymru)

**The Stroke Association**

We are the UK's leading charity dedicated to conquering stroke. Our mission is to prevent strokes and achieve life after stroke through providing services, campaigning, education and research. Telephone 029 2052 4400, email [info.cymru@stroke.org.uk](mailto:info.cymru@stroke.org.uk) or visit [www.stroke.org.uk](http://www.stroke.org.uk)

**Substance Misuse Family Support Service**

Provides a range of structured support and interventions aimed at supporting whole families who are affected by substance misuse. Telephone 0300 300 7000

### **Sunshine Club**

Supports carers/parents of children and young people with special needs.  
Email [Kay.griffiths@live.co.uk](mailto:Kay.griffiths@live.co.uk)

### **Supporting People Team**

Supporting People is a service for the provision of housing related support. This is support that enables people to access and maintain their accommodation and includes help and advice to maximise benefits and budgeting, assistance with correspondence, signposting to other appropriate services and general counselling and emotional support. For the Vale telephone 01446 709793 or email [supportingpeople@valeofglamorgan.gov.uk](mailto:supportingpeople@valeofglamorgan.gov.uk)  
For Cardiff telephone 029 2053 7353 or email [supportingpeople@cardiff.gov.uk](mailto:supportingpeople@cardiff.gov.uk)

### **Tearing Your Hair Out**

A support group run by carers of drug and alcohol misusers to give support, help and advice to other carers. Email [help@tearingyourhairout.co.uk](mailto:help@tearingyourhairout.co.uk) or visit [www.tearingyourhairout.co.uk](http://www.tearingyourhairout.co.uk)

### **Telecare Services**

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways.

For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or email [c1v@valeofglamorgan.gov.uk](mailto:c1v@valeofglamorgan.gov.uk) More information is available at [www.valeofglamorgan.gov.uk/en/living/social\\_care/adult\\_services/Telecare](http://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare)  
For services in **Cardiff**, contact Telecare on 029 2053 7080 or email [telecare@cardiff.gov.uk](mailto:telecare@cardiff.gov.uk) More information is available at [www.telecarecardiff.co.uk](http://www.telecarecardiff.co.uk)

### **Tenovus Cancer Care**

Offers support, advice and treatment for anyone touched by cancer in the Vale of Glamorgan and across Wales. Telephone Freephone Support Line 0808 808 1010, email [post@tenovus.org.uk](mailto:post@tenovus.org.uk) or visit [www.tenovus.org.uk](http://www.tenovus.org.uk)

### **The Food Shed**

A meal delivery service offering freshly cooked, nutritious meals seven days a week, delivery is free of charge. Health promotion initiatives are integrated into the service to encourage healthy lifestyle choices. Our friendly and reliable delivery staff ensure they keep an active eye on customers' health and wellbeing, reporting any concerns to management to enable appropriate assistance to be offered. Telephone 01656 722506, email [info@thefoodshed.org.uk](mailto:info@thefoodshed.org.uk) or visit [www.thefoodshed.org.uk](http://www.thefoodshed.org.uk)

### **The Royal British Legion**

Provides practical care, advice and support to the Armed Forces family - service, ex-service and their dependents. Telephone 08457 725 725

### **The Royal British Legion Admiral Nurse service**

A dedicated team of Admiral Nurses who are looking to support carers of people living with dementia. The carer or person with dementia must have served in the



armed forces. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need. Telephone 0333 011 4497, the Contact Centre 0808 802 8080, email [mairjones@britishlegion.org.uk](mailto:mairjones@britishlegion.org.uk) or call into the Royal British Legion shop on 18/19 High Street, Cardiff, or visit [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### **Touch Trust**

Provides unique creative movement programmes for individuals with learning disabilities, those affected by autistic spectrum disorder (ASD), complex needs, behaviour which challenges, and other vulnerable groups in the community. Telephone 029 2063 5660 or email [Rebecca.iddon@touchtrust.co.uk](mailto:Rebecca.iddon@touchtrust.co.uk)

### **Tros Gynnal Plant**

Works with some of our country's most vulnerable and marginalised children and young people - these include children with disabilities, children with emotional health needs and children seeking asylum. Team Around the Family (TAF) in Cardiff aim to work with families to help them identify their strengths and needs and make their own family plans to guide them towards their goals. Telephone 029 2048 7816 or email [taf@trosgynnalplant.org.uk](mailto:taf@trosgynnalplant.org.uk)

### **Vale of Glamorgan Council – Grant Agency Service**

We provide a specialist Agency Service to administer Disabled Facilities Grants (DFG's) to enable eligible disabled people to adapt their homes to remain independent. This includes a full service in preparing plans, preparing and submitting the formal grant application, supervising works on site and certifying the works on completion. Adaptations include access to and from the dwelling, access around the dwelling and between floors, improving personal safety, facilitating access for bathing or showering, access to a lavatory, food preparation as assessed by an Occupational Therapist.

Where the work required to adapt a property is not reasonable and practical, clients may be offered assistance to move to a more suitable or more easily adapted property.

Please note adaptation grants are subject to a means test, however, for families applying for a disabled child up to the age of 18 or 19 and in full time education, the means test is not required.

You can apply for a Disabled Facilities Grant, if you or someone living in your property is disabled and:

- You, or the person on whose behalf you are applying, are either a private tenant or owner of the property.
- You can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their main residence throughout the grant period, currently 10 years for owner occupiers or 5 years as a tenant.

Telephone 01446 709127 or email [GrantsAssistance@valeofglamorgan.gov.uk](mailto:GrantsAssistance@valeofglamorgan.gov.uk)

Council Tenants are eligible to apply for Council House Adaptation Assistance delivered through the Council House Adaptation Team. Registered Social Landlords



are eligible to apply for a Physical Adaptations Grant (PAG) from the Welsh Assembly Government for their tenants.

### **Vale of Glamorgan Libraries – Home Library Service**

Do you know people who are housebound and could benefit from the Vale Libraries Home Library Service? This Service uses volunteers to deliver books to people in their homes. This free service is ideal for anyone who can no longer get to a library themselves because of disability, mobility or other issues. Every four weeks a volunteer will drop off a bag of books for the reader and collect the previous month's books.

The volunteer can bring books in a number of formats – ordinary print, large print or talking books on CD. All the reader has to do is give the volunteer an idea of the kind of books they like. For more information telephone Melanie on 01446 422419 or visit [www.valeofglamorgan.gov.uk/libraries](http://www.valeofglamorgan.gov.uk/libraries)

### **Vale Family Support Service and Contact centre**

Provides a range of family support services for families within the Vale of Glamorgan. The Contact centre provides supervised contact for children and their families. All referrals are via Children's Services. Telephone 01446 724070, email [sue.malins@actionforchildren.org.uk](mailto:sue.malins@actionforchildren.org.uk) or visit [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### **Vale 50+ Strategy Forum**

The forum ensures that the over fifties have a voice on any strategic plans, policies and service developments that affect them. Forum members volunteer to support a range of initiatives such as digital champions and promoting health and wellbeing agendas. Telephone 01446 709779 or email [jporter@valeofglamorgan.gov.uk](mailto:jporter@valeofglamorgan.gov.uk)

### **Vale Foodbank**

Helps to feed local people in crisis and will provide food packages for individuals and families that are struggling to put food on the table. Telephone 07879 562077, email [info@vale.foodbank.org.uk](mailto:info@vale.foodbank.org.uk) or visit [www.vale.foodbank.org.uk](http://www.vale.foodbank.org.uk)

### **Vale Insight**

Offers support and practical assistance to visually impaired people and their carers. Telephone 01446 795940

### **Vale People First**

A self-advocacy organisation for and led by people with a learning disability, that live, work or have a connection with the Vale of Glamorgan. Telephone 01446 724010, email [liz.davidson@learningdisabilitywales.org.uk](mailto:liz.davidson@learningdisabilitywales.org.uk) or visit [www.valepeoplefirst.org.uk](http://www.valepeoplefirst.org.uk)

### **The Vale Third Sector Broker**

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves,

their families and carers and from social services, health and other statutory and voluntary professionals. Telephone the Broker on 07964 974386 or email [Ana.Phillips@wales.nhs.uk](mailto:Ana.Phillips@wales.nhs.uk)

### **Vale Youth Service**

The Vale of Glamorgan Youth Service establishes partnerships with agencies to help young people achieve their potential as empowered individuals, through participation in initiatives that address issues affecting them.

Telephone 01446 709308, email [valeyouthservice@valeofglamorgan.gov.uk](mailto:valeyouthservice@valeofglamorgan.gov.uk) or visit [www.valeofglamorgan.gov.uk/en/living/youth\\_service/Youth-Service.aspx](http://www.valeofglamorgan.gov.uk/en/living/youth_service/Youth-Service.aspx)

### **ValePlus**

Provides a day service for adults with a learning disability in Barry and the wider Vale of Glamorgan. We also run the Nova training shop and Cafe No 5 in High Street, Barry. Telephone 01446 746691 or visit [www.valeplus.org.uk](http://www.valeplus.org.uk)

### **Valeways**

Improves and maintains access to the Vale of Glamorgan's countryside. Our Walk and Clear programme creates, maintains and promotes public footpaths across the county. Offers a wide range of volunteer-led walks. Telephone 01446 749000 or visit [www.valeways.org.uk](http://www.valeways.org.uk)

### **Velindre Cancer Centre**

Provides specialist cancer services and a range of information services for patients and carers including leaflets and access to support groups. Telephone 029 2061 5888 or visit [www.wales.nhs.uk/sites3/page.cfm?orgid=357&pid=4792](http://www.wales.nhs.uk/sites3/page.cfm?orgid=357&pid=4792)

### **Veterans Mental Health Support Group**

Support for veterans of the Armed Forces who have mental health problems. Telephone 029 2022 2200, email [matthew@cavmah.org.uk](mailto:matthew@cavmah.org.uk) or visit [www.cavmah.org.uk](http://www.cavmah.org.uk)

### **Wales Council for Deaf People**

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales. Telephone 01443 485687 or email [mail@wcdeaf.org.uk](mailto:mail@wcdeaf.org.uk)

### **Wales Council of the Blind**

Umbrella agency representing visual impairment within Wales, working to campaign, lobby and support the improvement of services for people with sight loss. Telephone 029 2047 3954, email [richard@wcb-ccd.org.uk](mailto:richard@wcb-ccd.org.uk) or visit [www.wcb-ccd.org.uk](http://www.wcb-ccd.org.uk)

### **Wales Dementia Helpline**

The free helpline offers emotional support to anyone, of any age, who is caring for someone with dementia as well as other family members or friends. The service will also help and support those who have been diagnosed with dementia.

Freephone 0808 808 2235 or visit [www.dementiahelpline.org.uk](http://www.dementiahelpline.org.uk)

### **WellChild**

There are thousands of children and young people in the UK living with a long-term or complex health condition. WellChild is the national charity working to ensure the

best possible care and support for all these children and their families wherever they are and whenever they need it. To find out more about the Cardiff branch visit [/www.wellchild.org.uk/supporting-you/connecting-families/](http://www.wellchild.org.uk/supporting-you/connecting-families/)

### **Welsh Association of ME and CFS Support (WAMES)**

WAMES helpline provides information about a wide range of topics which affect people living with ME and CFS and those who care for them or provide services for them. We also signpost to other organisations for further information and/or advice. Telephone 029 2051 5061, email [helpline@wames.org.uk](mailto:helpline@wames.org.uk) or visit [www.wames.org.uk](http://www.wames.org.uk)

### **Welsh Widows and Widowers**

Offers support for people who have experienced bereavement. Telephone 077495 42858 or email [friends@welshwidows.co.uk](mailto:friends@welshwidows.co.uk)

### **Wiltshire Farm Foods**

Home delivery of healthy dietician approved frozen meals. In addition to the standard range diets catered for include "free from", ethnic and pureed, soft and fork mashable meals for those with chewing and / or swallowing difficulties. Telephone 029 2034 2008, email [Cardiff@wiltshirefarmfoods.co.uk](mailto:Cardiff@wiltshirefarmfoods.co.uk) or visit [www.wiltshirefarmfoods.co.uk](http://www.wiltshirefarmfoods.co.uk)

### **With Music in Mind**

Provides singing and social networking groups for anyone over the age of 60. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes and hand massage. There is a cost per session which includes refreshments at the Duke of Wellington, Cowbridge from 10.30am – 12.30pm each Friday. Telephone 07500 776295 or email [info@withmusicinmind.co.uk](mailto:info@withmusicinmind.co.uk)

### **Young Adult Carers**

**YMCA 'Time 4 More'** Young Adult Carers Project supports young adult carers across Cardiff and the Vale. Young Adult Carers aged 18-25 years old can be referred onto the project by anybody and can access support with respite, further education and employment. We work both 1-2-1 and in group sessions. Telephone 029 2046 5250, 0780 708420 or email [Rebecca.frew@ymcardiff.wales](mailto:Rebecca.frew@ymcardiff.wales)

### **Young Carers**

**YMCA 'Time 4 Me'** supports young carers within the area of Cardiff and The Vale of Glamorgan. Young carers are children and young people aged from 7 – 18 years, who take responsibility for someone who is ill, disabled, elderly, experiencing mental distress or affected by substance misuse or has substantial responsibility for caring for a sibling. Office number 029 2046 5250.

For **East Cardiff**, telephone 07971 305833 or email [julie.griffiths@ymcardiff.wales](mailto:julie.griffiths@ymcardiff.wales)

For **West Cardiff**, telephone 07836 005255 or email

[laura.perriam@ymcacardiff.wales](mailto:laura.perriam@ymcacardiff.wales)

For the **Vale**, telephone 07966 834506 or email [emma.drew@ymcacardiff.wales](mailto:emma.drew@ymcacardiff.wales)