



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

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, 029 2074 5692 or email cardiffandvale.carers@wales.nhs.uk

Cardiff Third Sector Council (C3SC)

Provides specialist advice, support, training and information to local third sector organisations on issues including funding and governance.

Telephone 029 2048 5722, email enquiries@c3sc.org.uk or visit www.c3sc.org.uk

Glamorgan Voluntary Services (GVS)

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

Telephone 01446 741706, email enquiries@gvs.wales or visit www.gvs.wales

Local Authority:

Vale of Glamorgan Council - Contact OneVale (C1V)

Telephone 01446 700111, email c1v@valeofglamorgan.gov.uk

or visit www.valeofglamorgan.gov.uk

Cardiff Council - Connect 2 Cardiff (C2C)

Telephone 029 2087 2087, email c2c@cardiff.gov.uk or visit 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/

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.

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.

If your needs are more substantial and are likely to require input from social services, the way to access carers support is through a Carers' Assessment from your local council. If you are over the age of 18, this will look at your needs and the support that may be available, including a break from caring, access to training, access to carers' events and directing to relevant services.

Carers under 18 years of age can also have an assessment and may be directed to specific services which are funded to provide support for younger carers.

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

Action on Hearing Loss Cymru

Provides a wide range of services for deaf and hard of hearing people. These include care & support, employment, information on all aspects of hearing loss and tinnitus, hearing aid repair drop-ins, Hear to Meet social groups, on-line services and products to enhance people's daily lives. Telephone 029 2033 3034, email wales@hearingloss.org.uk or visit www.actiononhearingloss.org.uk

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 or visit 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.org or visit www.valecourses.org

Adult Autism Advice

A service specifically developed to provide low-level support, information and signposting to adults with High Functioning Autism or Asperger's Syndrome in Cardiff and the Vale who do not meet the criteria to access traditional support services. You do not need a diagnosis to contact Adult Autism Advice. Telephone 01446 725100, email adultautismadvice@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk/autism

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 or visit www.advocacymatterswales.co.uk

Advocacy Support Cymru

Delivers independent advocacy services in parts of South and Mid Wales. Provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Community Mental Health Advocacy.

Telephone 029 2054 0444 or email info@ascymru.org.uk

Age Connects Cardiff and the Vale

Provides a range of services for older people in Cardiff and the Vale. These include: Ageing Well programme, nail cutting, social activities, advocacy including advocacy for people affected by cancer, Good Neighbour Scheme, hospital discharge service,

safeguarding programmes, welfare rights, Money Wise service, volunteering and Advant-Age Products. Telephone 029 2068 3600 for general enquiries, 029 2240 0029 for social activities in Cardiff, 01446 795549 for the Good Neighbour Scheme in the Vale and 029 2068 3693 for the hospital discharge service.
Visit www.age-concern-cardiff.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

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. We also offer information and support, groups, dementia cafes, community support, training etc. designed to support people who are living with dementia.
Email southeastwales@alzheimers.org.uk or visit 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

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. We are the largest UK charity working with and for all people who have arthritis. Telephone the free helpline 0808 800 4050 (open Monday - Friday), 029 2044 4155, email wales@arthritiscare.org.uk or visit www.arthritiscare.org.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.co.uk or visit www.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 or 01446 790610, email sonja.booy@btinternet.com or 029 2084 4893, email imjamesmason433@googlemail.com

Bipolar UK

Supports individuals affected by bipolar, those with a diagnosis, their families and carers. Services include a Link Mentoring Service, Support Groups, Youth Groups and web-based discuss forum – e-Community. Telephone Information and support Line 0333 323 3880 / Link Mentoring 0333 323 4458, e-mail mentoring@bipolaruk.org or visit www.bipolar.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

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

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

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

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

British Polio Fellowship Cardiff & Vale

Support group for polio affected people and their carers. Email coral.williams44@sky.com or visit www.britishpolio.org

British Red Cross

Provides a range of services in Cardiff and the Vale.

The **Community Support Service** provides time-limited person centred 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 CardiffValeCSS@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 08444 122756

Cardiff Advice (Citizens Advice Cardiff and Vale, Diverse Cymru and Speakeasy Advice)

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.citizensadvicecardiffandvale.org.uk or 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. 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 or visit 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 02920 377407, email cavog.chiefficer@waleschc.org.uk or visit www.communityhealthcouncils.org.uk/cardiffandvale

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, 029 2074 5692 or email 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

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 Food Bank

Provides emergency food to help and support those suffering financial hardship 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 or visit 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 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.org.uk or visit 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

Cardiff Older Persons Forum

Improves the lives of older people and minority ethnic elders in Cardiff. Telephone 029 2087 2647, email alucas@cardiff.gov.uk or visit www.cardiffopstrategy.co.uk/

Cardiff People First

A self-advocacy and community advocacy organisation, run by people with a learning disability. Email cardiffpeople1st@btconnect.com or visit www.cardiffpeoplefirst.org.uk

Cardiff Third Sector Council (C3SC)

Provides specialist advice, support, training and information to local third sector organisations on issues including funding and governance. Telephone 029 2048 5722, email enquiries@c3sc.org.uk or visit 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 group work and creative activities. Some examples of the work we offer are around 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

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.

Telephone 029 2047 3337 or email 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

or visit www.valeofglamorgan.gov.uk/carers

For Cardiff telephone 029 2087 2087, email c2c@cardiff.gov.uk or visit

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 or visit <https://www.carers.org/wales>

The Castaways

A social club for older people living independently in the Vale of Glamorgan, meets Mondays and Fridays, 11am - 2.30pm at the Castleland Drop In Centre, Belvedere Crescent, Barry. Telephone 01446 734387

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

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.citizensadvicecardiffandvale.org.uk or www.citizensadvice.org.uk for times and locations of drop in services

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.

Telephone 029 2051 3700 or email dpvc@btinternet.com

East Vale Community Transport - Provides transport for local organisations, mainly the elderly and disabled in the East Vale area.

Telephone 029 2070 5138 or email eastvale.ct06@virgin.net

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

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 or visit www.vestcommunitytransport.org

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

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 or visit 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 or visit 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 and friendship groups. Telephone 029 2022 6166 or email 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 029 2060 1471 or email rhiannon.crocombe@deafblind.org.uk

Diabetes UK

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

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 2023 1652 or email 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, ceri.meloy@dimensions-uk.org, lisa.morgan@dimensions-uk.org or visit 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. Telephone 029 2051 3700, email dpvc@btinternet.com or visit 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 or visit 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, email advice@diverse.cymru or visit 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

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

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 carol.stingl@wales.nhs.uk or visit 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 and Barry. Telephone 01978 312 325, freephone 0800 228 9016 or email 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 www.valeofglamorgan.gov.uk/familiesfirst

FAN Friends and Neighbours

FAN Groups are hour long weekly meetings that bring people together in a spirit of friendship. If you enjoy meeting others or are feeling a little lonely you will be sure of finding a warm welcome. Telephone 07880 630553, email fanofficer@ymail.com or visit www.thefancharity.org

Friendly Trust

Provides advice and practical help to disabled people including people with learning disabilities and their carers in the management of current assets and future inherited resources. Telephone 029 2022 5200, email alison@friendlytrust.org.uk or visit 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. The group aims to provide a meeting place for those who are lonely and isolated and just want to make friends and have social interaction. Telephone 01446 400044

George Thomas Hospice Care

George Thomas Hospice Care (GTHC) is a charity and the 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@gthc.org.uk or visit www.gthc.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 or visit www.gvs.wales

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

Headway Cardiff

Provides support and services to people affected by Acquired Brain Injury (ABI) throughout south east Wales. 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 or visit www.headwaycardiff.org.uk

The Henna Foundation

The Henna Foundation (formally known as All Wales Saheli Association) is a third sector registered charity, committed to strengthening families within the Muslim Community. Telephone 029 2049 6920 or email info@hennafoundation.org

Index of Disabled Children and Young People

Providing information and advice to parent/carers of disabled children and young people aged 0 – 18 years in the Vale. Children can sign up to the 'Index' and they will then receive regular information on services, activities, groups and support for disabled children and their families in the Vale. The Index is part of the Family Information Service.

Telephone 01446 704704, email disabilityindex@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk/disabilityindex

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

Journeys (now part of Gofal)

Supports people suffering from depression by providing a free counselling service, courses, peer support groups and information. Telephone 029 2069 2891, email journeysinfo@gofal.org.uk or visit www.journeysonline.org.uk

Learning Disability Wales

A national charity representing the learning disability sector in Wales. We offer information, advice, training and support. Telephone 029 2068 11601, email enquiries@ldw.org.uk or visit 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

Macmillan Information and Support Centre, University Hospital of Wales, Health Park, Cardiff

Provides information on services such as counselling, self help and support and benefits advice. Open Monday to Friday 8.30am to 4.30pm.
Telephone 029 2074 5655

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

Marie Curie Caring for Carers Project

Supporting families and friends caring for someone living with a terminal illness. Telephone 029 2042 6023 or email Susan.Court@mariecurie.org.uk

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 0845 073 8596 or email southwaleshelper@mariecurie.org.uk

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 or visit 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

Motor Neurone Disease Association

Provides support to local people with MND and their carers. Telephone 08457 626 262

Multiple Sclerosis Society

Support for all people with or affected by MS including emotional support, small grants, information and local meetings and activities. Telephone 029 2167 8922 or email Katie.cooke@mssociety.org.uk

The National Autistic Society Cymru

Offers support and services to people affected by autism. Telephone 029 2062 9310, the National Helpline on 0808 800 4104, email Cymru@nas.org.uk or visit 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

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

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

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

Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. Also produces learning disability specific information and arranges workshops and events. Our 'Where You Stand' guide is an invaluable reference guide for parents, carers, disabled children and adults with learning disabilities in Cardiff and the Vale of Glamorgan. Telephone 029 2056 5917, email admin@parentsfed.org or visit www.parentsfed.org

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 or visit 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 penarthlahs@talktalk.net

Primary Mental Health Support Service (PMHSS)

Provides support to carers experiencing common mental health issues like stress, anxiety and low mood. Anyone can attend our open access courses without a referral. Speak to your GP to be referred to the team for further support.

Visit 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 office telephone 01446 734220 for Cardiff telephone 029 2022 7019

or visit 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 a helpline service and our website. Visit 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 or visit www.riverside-advice.co.uk

Royal British Legion

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

Royal Voluntary Service

Our volunteers deliver personal and practical support to help older people stay independent at home, active in their local community and to live the life they want to every day. Telephone 029 2002 7855, email cardiffvalehub@royalvoluntaryservice.org.uk or visit 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

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

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 the helpline service on 08457 909090, email jo@samaritans.org or call into the office at 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 maizie.elfin@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 or visit www.shinecharity.org.uk

SNAP Cymru

Works with families, young people and professionals on issues regarding additional learning needs and disabilities. Telephone 01446 724005, email cardiff@snapcymru.org or visit www.snapcymru.co.uk

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health including telephone support line, call back service, one-to-one support, groups support, social groups, drop in service. Telephone 029 2052 9832

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. Telephone 029 2089 2124

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 and a sharing of experiences. Telephone 029 2047 1234, email sheiladee@btinternet.com or visit www.myeloma.org.uk

Speakeasy Advice Centre

Provides free legal advice and representation for people struggling with debt, welfare benefits, housing problems and fuel poverty. Telephone 029 2045 3111, email info@speakeasyadvice.co.uk or visit www.speakeasyadvice.co.uk

Stop Smoking Wales

Free NHS service to help people quit smoking; provides a seven week evidence based behavioural support programme. To book an appointment telephone 0800 085 2219 or visit www.stopsmokingwales.com

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

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
For Cardiff telephone 029 2053 7353 or email 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 or visit www.tearingyourhairout.co.uk

Telecare Services

Use a combination of sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. They can raise a call for help if needed and offer support to carers in a range of ways. For services in the Vale of Glamorgan telephone 01446 700111 or email c1v@valeofglamorgan.gov.uk
For services in Cardiff telephone 029 2087 2087 or email c2c@cardiff.gov.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 or visit www.tenovus.org.uk

Tros Gynnal Plant

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

Vale Counselling Service

Provides a free counselling service for those over the age of 16 in the Vale of Glamorgan and surrounding areas. Sessions are offered at venues around the Vale. Referrals can be made by individuals themselves, GPs, psychiatrists, psychologists or social workers.
Telephone 07592 417043, email admin@valecounsellingsservice.co.uk
or visit www.valecounsellingsservice.co.uk

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 or visit 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.

Telephone 01446 709779 or email 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 valefoodbank@ymail.com or visit 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 or visit www.valepeoplefirst.org.uk

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

Valeways

Promotes country walking, hiking and rambling in the Vale. Also arranges easy walks with a walk leader for new walkers. Telephone 01446 749000 (limited office hours),

email info@valeways.org.uk or visit 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

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 or visit

www.cavmah.org.uk

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales.

Penarth Hard of Hearing Club welcome new members. Telephone 01443 485687 or

email mail@wcdeaf.org.uk

Wales Council for 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 or visit www.wcb-ccd.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 <https://www.wellchild.org.uk/families-area/connect-with-others/cardiff-wellchild-parent-group/>

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. Open Monday – Friday 10am – 7pm. Telephone 029 2051 5061, email helpline@wames.org.uk or visit 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

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 or visit www.wiltshirefarmfoods.co.uk

Young Carers

'Time 4 Me' is one of the youth programs run by Cardiff YMCA, supporting Young Carers within the area of Cardiff & 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.

For East Cardiff, telephone 07971 3058330 or email

Julie.griffiths@cardiffymca.co.uk

For West Cardiff, telephone 07836 005255 or email

Laura.perriam@cardiffymca.co.uk

For the Vale, telephone 07966 834506 or email Carys.jenkins@cardiffymca.co.uk