



Directory of Services for Older People in the Vale of Glamorgan and Cardiff

**Find out more in this directory about support,
advice and information for older people**

Revised January 2018

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

This directory has been produced by Glamorgan Voluntary Services (GVS)

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If you would like to add a service to this directory, please e-mail GVS linda@gvs.wales

For further information about services in the Vale and Cardiff please go to Dewis Cymru
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Advocacy services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and Vale Advocacy Service

If you live in a care home and need help solving a problem, our advocates provide a free and independent service which identifies with and represents a person's views and concerns. This help has also been extended to people who live at home in the Vale of Glamorgan. The advocate can help individuals to write letters, make phone calls, or represent their wishes and/or negotiate with outside agencies.
Telephone 029 2068 3683 for Cardiff or 01446 795632 for the Vale.

Age Connects Cancer, Older People Advocacy

This service, in partnership with Macmillan and OPAAL, provides independent advocacy for people affected by cancer.
Telephone 029 2068 3683.

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 a Victim Assist Project for adults with a learning disability who have been the victim of a crime.
Telephone 029 2023 3733, e-mail info@advocacymatterswales.co.uk
or visit www.advocacymatterswales.co.uk

Advocacy Support Cymru

Delivers independent advocacy services in 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, e-mail info@ascymru.org.uk or visit www.ascymru.org.uk

Alzheimer's Society – Voice and Choice Advocacy Service

The service can help people diagnosed with dementia to express their views, secure their rights and access information and services. The service is free, independent and confidential and delivered by fully trained professional advocates.
Telephone 01495 221393 or e-mail AdvocacyWales@alzheimers.org.uk

Cardiff People First (C)

A self-advocacy and community advocacy organisation, run by people with a learning disability. Telephone 029 2023 1555, e-mail cardiffpeople1st@btconnect.com or visit www.cardiffpeoplefirst.org.uk

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Cardiff and Vale of Glamorgan Community Health Council

We provide a free and independent client-led advocacy service that covers all aspects of NHS treatment and care. We offer a flexible approach to meet the needs of our clients. The level of support is tailored to the individuals' requirements and is provided in a friendly, confidential and professional manner, encouraging the NHS to learn from patients' experiences and to make improvements where necessary. If you have any health care concerns you wish us to support you with, please feel free to contact us on 029 2075 0112 or cavog.advocacy@waleschc.org.uk Please note that we operate an appointment only system.

Dewis CIL

Dewis Centre for Independent Living has a well-established advocacy service with experienced and trained advocacy caseworkers. We are able to offer advocacy in several ways to a variety of people in a number of circumstances and we are completely independent.

Telephone 01443 827930 or e-mail info@dewiscil.org.uk

Diverse Cymru

Provides a free and independent advocacy service for disabled users of Adult Social Services who are residents in the Vale of Glamorgan. You will be able to gain access to an advocate who is non-judgemental, respectful of your needs, views and experiences, and who will listen, provide choices, represent and empower you. Your advocate will assist you to gather relevant information and explain options available to you so that you can make your own choices and decisions. We will act only on your instructions and will not take any action against your wishes. You can instruct your advocate to write letters, talk to people on the telephone or face-to-face on your behalf. Your advocate can support you to advocate for yourself or represent you at meetings, including the ones with authorities.

What we can help you with:

- Obtaining community care that you need
- Supporting and representing you throughout the process of acquiring benefits such as Personal Independent Payments, Employment Support Allowance, Pension Credit, Attendance Allowance, Carers Allowance
- Appealing decisions that you do not agree with, such as decision about your benefits or care
- Supporting you in acquiring an accessible home
- Making complaints about services
- Providing information on other organisations that may be able to offer support you

For all enquiries and for self-referrals please contact the Advice Team on 029 2036 8888 option 2.

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail linda.brownhill@mhs.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The Vale Third Sector Broker (V)

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. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale People First (V)

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, e-mail liz.davidson@learningdisabilitywales.org.uk or visit www.valepeoplefirst.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Befriending services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action on Hearing Loss Cymru – Hear to Meet befriending service

Hear to Meet is a chance for adults (50+) with hearing loss to make new friends, get information and advice, feel supported and enjoy speakers and activities. Groups are free, friendly and fun. Also, there are volunteering opportunities for people of all ages. For information, contact Martin Griffiths, telephone 029 2033 3034, send sms text to 07958 101649, e-mail martin.griffiths@hearingloss.org.uk or visit www.hearingloss.org.uk/wales

Age Connects Cardiff and Vale

Offers a range of befriending services delivered through the Good Neighbours Schemes and Healthy and Active Partnership. Telephone 029 2240 0029 for Cardiff, 01446 795549 for the Western Vale or 01446 747654 for Central Vale.

Alzheimer's Society (C)

Side by Side is a free service to help people with dementia stay active and involved in their local community. Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Alzheimer's Society Community Support Service (C)

The Alzheimer's Society Community Support service provides personalised one to one support for people with dementia. The service is designed to allow people to continue with daily living activities and participate in leisure and social activities when they may no longer be able to do so without support. Support and activities can be provided in the persons home or local community. This will be specific to the person's needs. The community support service is provided by fully trained, DBS checked community support workers. Telephone 029 2067 4209 / 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Deafblind Cymru – Befriender service

The Befriender service aims to help reduce isolation and loneliness sometimes experienced by people with a combined sight and hearing loss by linking them with a volunteer befriender. This can be either a home befriender, social befriender or tele-befriender. We also have digital befrienders to assist with learning how to use tablet devices, which enables deafblind people to keep in touch with family/friends, access information or do a weekly shop on-line. Our social groups are enjoyed by many, these are held in North and South Wales.

To find out more please contact our Information and Advice Line, Freephone number on 0800 132320 or e-mail info@deafblind.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Offers Memory Café, community club and befriending services in Dinas Powys and Llandough.

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri), e-mail dpvc@btinternet.com or visit www.dpvc.org.uk

Marie Curie Helper Service

The Marie Curie Helper Service is provided by specially trained volunteers who can offer one-to-one support for individuals with a terminal diagnosis and their carers. The service provides companionship and emotional support, practical support, a short break for carers, information on further support and services.

Telephone 0845 073 8596 or e-mail southwaleshelper@mariecurie.org.uk

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail linda.brownhill@mhs.org.uk

Royal Voluntary Service and British Red Cross Positive Steps

After the eight weeks of support to increase confidence and emotional and mental wellbeing, those in need of longer-term assistance can be supported by Royal Voluntary Service volunteers. By working in partnership the two charities will ensure that older people who have lost confidence in coping with everyday life have the help they need to become active in their communities once again. Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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Bereavement (see also Counselling) for older people in the Vale and Cardiff

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Cruse Bereavement Care

Cruse exists to help and support all those affected by bereavement - including children. Cruse offers one to one support, counselling and group support. Telephone 029 2022 6300 or e-mail cardiff@cruse.org.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 Freephone 116123, e-mail jo@samaritans.org or call into the office at Green Street, Bridgend.

Tenovus Cancer Care

Bereavement support for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Cafés and Meal Delivery Services

Age Connects Cardiff and the Vale Senior Health Shop Barry (V)

Why not come along to our drop in centre at 38 Holton Rd, Barry where we provide:

- A place to socialise and make new friends, with the café opening from 9am till 12.30pm on weekdays
- A one stop centre for information with volunteers and staff on hand to answer queries you might have
- Monthly access to legal advice, benefit checks, tax help, and housing advice
- Regular activities such as exercise classes, computer training, stitching and knitting sessions, health checks, quizzes and afternoon teas
- Links to activities in the community
- A place to volunteer and find out about opportunities to get involved in the community

To find out more, please contact Nona Hexter on 01446 732385.

Cardiff Council Meals on Wheels (C)

An affordable community service. This critical service is helping elderly and vulnerable residents to live independently. We deliver hot, nutritious meals that cater for a variety of diets and conditions. Your Meals on Wheels team member will happily plate your meal if you would like. Our dedicated drivers build up a respectful rapport with clients. They provide a welcome and familiar face, and in some cases offer clients a lifeline to the outside world. If you would like to find out more, telephone 029 2053 7080, Monday – Friday, 9am – 5pm.

Dementia Café for the Young at Heart (C)

Have you been affected by Dementia? Then come along to the 'Dementia Café for the Young at Heart' at Adamsdown Day Centre, St Germans Church Hall, Metal St, Cardiff, on the second Monday of the month 2pm - 4pm. There is no charge. The café provides an opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

Rita's Multicultural Café and Cadoxton Youth Project (V)

Offers a variety of refreshments and intergenerational projects. Call in to 95 Main Street, Barry.

Travellers in Mind Café and Gallery - Mind in the Vale (V)

Barry Train Station is home to the inviting Travellers Café and Gallery. As well as offering individuals recovering from mental health conditions the opportunity to access unique volunteering opportunities, the ambient café serves delicious snacks, meals and drinks to take away or eat in amongst the attractive surroundings of the gallery, which is run in partnership with VOGA (Vale of Glamorgan Artists).

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

We offer a local delivery service for local workplaces who like to take advantage of our good value breakfasts, nutritious lunch baguettes and sandwiches and delicious cakes. We are open from 7am – 12pm, Monday to Friday. Please call 01446 420854 to arrange a delivery or pop in.

The Food Shed (V)

The Food Shed is a meal delivery service offering freshly cooked, nutritious meals, seven days a week. We offer a choice of a meat, fish or vegetarian meal with a pudding at a cost of £4.75 with the option of a tea time snack (£2.25); 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, e-mail info@thefoodshed.org.uk or visit www.thefoodshed.org.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 or e-mail Cardiff@wiltshirefarmfoods.co.uk



For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Carers services for older people in the Vale and Cardiff

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For more detailed information about services for carers please see the Cardiff & Vale Carers Directory, accessible via <http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Alzheimer's Society

Provides a support group at Oldwell Court, Cardiff, for any person currently in a caring role. Also offer Carer Information and Support Programme (CRiSP) for family carers to learn more about dementia in a supportive and friendly environment.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Ategi Shared Lives

The Ategi Shared Lives Scheme 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, e-mail slswales@ategi.co.uk or visit www.ategi.co.uk

Carers' Services (Local Authority contacts)

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

For the Vale telephone 01446 700111, e-mail c1v@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk/carers

For Cardiff telephone 029 2087 2087, e-mail c2c@cardiff.gov.uk or visit www.cardiff.gov.uk/carers

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 e-mail cardiffandvale.carers@wales.nhs.uk

Carers Trust Wales

Carers Trust Wales exists to provide action, help and advice to carers throughout Wales. Our staff work to improve support, services and recognition for anyone living with the challenges of caring. With our local Network Partners we aim to ensure that information, advice and practical support are available to all carers across the country.

Telephone 029 2009 0087, e-mail wales@carers.org or visit www.carers.org/wales

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Carers Wales

Carers tell us that one of the most important thing 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. We believe no-one should care alone.

Telephone 029 2081 1370, e-mail info@carerswales.org or visit www.carerswales.org

Crossroads in the Vale (EMI) (V)

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, e-mail business@crossroads-vale.org.uk or visit www.crossroads-vale.org.uk

Grandparents Raising Grandchildren (C)

Grandparents Raising Grandchildren (GRG) Cardiff is a Cardiff-based support group for grandparents and other kinship carers caring for a child full-time. All of the committee are grandparents with personal understanding of these situations.

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, e-mail grgcardiff@hotmail.com or visit www.grgcardiff.co.uk

Marie Curie Hospice Cardiff and Vale – carers' service

Services for carers can be accessed via the day therapy unit and the inpatient unit.

Services include emotional support, help with practical issues, advice and signposting and a range of complementary therapies.

Telephone 029 2042 6000.

Marie Curie Carers Project

Provides support for carers of people who are approaching the end of their lives and experiencing progressive illness.

Telephone 029 2042 6000.

Marie Curie Carers Café

Learn more about the Caring for Carers Project and the support offered to carers in Cardiff and the Vale. The café is held on the first and last Tuesday of each month at the hospice in Penarth.

Telephone 029 2042 6000 or e-mail susan.court@mariecurie.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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 e-mail c1v@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

The Vale Third Sector Broker (V)

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Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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Condition Specific services for older people in the Vale and Cardiff

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Action on Hearing Loss Cymru

Provide a wide range of services and support to people with hearing loss or tinnitus. We provide information and advice, social groups, hearing aid drop in services, local or at home services to help people get online or to use assistive equipment, employment services, campaigns, community fundraising and more. People with hearing loss with additional needs can get Care and Support services. Organisations and groups can get hearing loss awareness training, access audits, equipment installation and maintenance services and more. Contact us for a full description of our current services.

Telephone 029 2033 3034, e-mail wales@hearingloss.org.uk or visit www.hearingloss.org.uk/wales

Age Connects Cancer, Older People Advocacy

This service, in partnership with Macmillan and OPAAL, provides independent advocacy for people affected by cancer.

Telephone 029 2068 3683.

Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides information and social support for all people with dementia living in the Vale of Glamorgan and day support opportunities for those under 65 with a diagnosis of dementia.

Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Offers a range of services, including a specialist day care service.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Arthritis Care

Supports individuals with arthritis and their families. They are the UK's largest charity working with and for all people who have arthritis. Telephone 029 2044 4155, free helpline 0808 800 4050, e-mail wales@arthritiscare.org.uk or visit www.arthritiscare.org.uk

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 a web-based online forum - e-Community.

Telephone Information and Support Line 0333 323 3880 or visit www.bipolaruk.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Blind Veterans UK

The 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. Regardless of how a veteran lost their sight, 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

Breast Cancer Care

Offers a range of free services for anyone affected by breast cancer. Telephone 029 2023 4070 or e-mail cym@breastcancercare.org.uk

British Heart Foundation

Provides a range of services and useful resources. Telephone 029 2038 2368 or e-mail Wales@bhf.org.uk

British Lung Foundation

Breathe Easy Cardiff is a support group for people affected by lung conditions including their friends, family and carers. Breathe Easy groups are run by local people affected by lung disease. The group meet on the second Friday of the month from 2pm – 4pm at the Spectrwm Centre, Bwlch Road, Fairwater. Contact Bernise Williams on 029 2091 4317, e-mail bernise.williams@ntlworld.com or telephone the National Helpline on 03000 030 555.

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

Cardiff and Vale Action for Mental Health (CAVAMH)

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, e-mail mail@cavamh.org.uk or visit www.cavamh.org.uk

Cardiff & Vale Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. Telephone 029 2056 5917 or e-mail admin@parentsfed.org

Cardiff Institute for the Blind

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, e-mail CIBPostmaster@cibi.co.uk or visit www.cibi.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Deafblind UK and Deafblind Cymru

Deafblind UK enables our deafblind members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have a holiday caravan on the East Norfolk Coast, available exclusively to our members and gives people a break from everyday life.

Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru has two support groups, in Cardiff and Barry, which meet once a month. These groups are supported by volunteers who either have diabetes or care for someone with diabetes. They arrange a programme of activities including speakers and social activities. Diabetes UK Cymru has also launched a Peer Support Service, which provides support by telephone or by e-mail.

For Cardiff telephone 029 2066 8276, for Barry telephone 01446 746639, or e-mail wales@diabetes.org.uk

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, e-mail robmcmillan@gofal.org.uk or visit

www.gofal.org.uk

Epilepsy Wales

Provides support, information and advice to people affected by and living with epilepsy. We now have Coffee and Chat groups meeting in Barry, Penarth and Cardiff.

Telephone 01978 312 325, Freephone 0800 228 9016 or e-mail lesley@epilepsy.wales

Hafal Family Support Service (V)

Carer and family support for anyone caring for someone with a serious and enduring mental illness. Includes practical and emotional support.

Telephone 01446 733331 or e-mail Julie.pickin@hafal.org

Headway Cardiff

Provides support and services to people affected by Acquired Brain Injury (ABI), including a specialist day centre, carers groups, social events and outreach.

Telephone 029 2057 7707 or e-mail info@headwaycardiff.org.uk

Macmillan Cymru

Provide a range of services including practical, medical and financial support and push for better cancer care.

Telephone 0808 808 0000.

Cancer and 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 in hard copy and via the internet; signposting to services and offering time to talk in a confidential environment. You can get free information about all types of health conditions, including

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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. E-mail: sarah.davies37@wales.nhs.uk

Information and Support Centres, Cardiff & Vale University Health Board

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

Marie Curie – Improving care and support for people with diverse needs

Marie Curie can help you improve your quality of life if you are living with any terminal illness, and can provide care and support to meet your specific needs. All our services are free of charge. We offer expert care, guidance and support to help people get the most from the time they have left. The Marie Curie Hospice at Home Service is available any time, any day of the week in Cardiff and the Vale. Our service is locally co-ordinated by a Marie Curie Senior Nurse, and care is provided by a team of Marie Curie Nurses and Healthcare Assistants skilled in caring for people with end of life care needs. Our Cardiff and the Vale Hospice is located in Penarth by the sea, with wonderful views overlooking the Bristol Channel. We provide a peaceful and welcoming environment, offering specialist care and support, in a friendly, welcoming environment, for people living with a terminal illness and their loved ones. Our support line is a confidential helpline for anyone who has questions, needs support or just wants to talk – 0800 090 2309.

Our **website** has a wide range of information on practical and emotional matters – www.mariecurie.org.uk Our **online forum** is for people to share experiences and find and give support – www.mariecurie.org.uk/help for more information.

Marie Curie believes everyone should have equal access to all the care and support they need if they're living with a terminal illness, regardless of their condition, disability or religious preference. We've launched a three-year project to look at the needs of three specific groups of people living with a terminal illness in Cardiff and the Vale:

- People with dementia
- People with learning disabilities
- People with different religious views, including those with no religious beliefs

If you want to know more about the project or about Marie Curie services you can:

- Visit our website www.mariecurie.org.uk/diversity-project
- Contact Monica Reardon on 029 2042 6025
- E-mail Monica.Reardon@mariecurie.org.uk
- Tweet on Twitter at @MonicaReardonMC

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

ME Support in Glamorgan

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers.

Telephone 029 2076 2347, e-mail mesigwales@gmail.com or visit www.mesupportinglamorgan.co.uk

MNDA - Motor Neurone Disease Association

If you need advice about MND, contact our regional staff and/or our helpline team, MND Connect, who provide practical and emotional support. Our regional care development advisers, volunteer association visitors and a local and national network of branches and groups, are all focussed on ensuring that people affected by MND get the timely support they need. Please check the website and Facebook page for information on local support.

Our branch website is: <http://www.mnda-cardiffandvale.org.uk>

Our facebook page is: MND Association Cardiff & Vale Branch

www.facebook.com/search/top/?q=mnd%20association%20cardiff%20%26%20vale%20branch

Our Twitter account is: @MNDACARDIFFVALE

<https://twitter.com/MNDACARDIFFVALE?lang=en-gb>

The contact for Cardiff and Vale is Kate Bryon. Campaigns Contact, MND Association Cardiff and Vale Branch, telephone 07999 985024.

Telephone: 0808 802 6262, e-mail mndconnect@mndassociation.org or visit <https://www.mndassociation.org/>

Multiple Sclerosis Society

Support for all people with, or affected by, multiple sclerosis.

Telephone 029 2167 8926 or e-mail 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 three 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 e-mail adele.gilmour@mssociety.org.uk

Parkinson's UK

Provides support and information for anyone affected by Parkinson's.

Telephone 0344 225 3718, e-mail wales@parkinsons.org.uk or call the confidential helpline 0808 800 0303. Parkinson's UK also offers a number of support groups in the area where people with Parkinson's and their families can access mutual support and a fortnightly communication support project called 'Live Loud!' for people with Parkinson's whose voice has been affected by the condition. Telephone 0344 225 3784 or e-mail wales@parkinsons.org.uk

RNIB Cymru

Wales' largest sight loss organisation. Providing a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telephone 029 2082 8500 or e-mail cymru@rnib.org.uk

RNIB Eye Clinic Liaison Officer

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 e-mail ruth.rhydderch@cibi.co.uk

Scope

Scope Sully Adult Service offers disabled adults a wide range of social/leisure opportunities and activities. These are facilitated both in the community and at the service. Everyone attending the service has an individual support plan that takes account of their needs, expectations and rights. With our accessible facilities, we give individuals the independence and choice to do the things they enjoy, in a safe, friendly and stimulating environment. We support the development of people's skills including work experience, voluntary work and life skills and also offer a wide range of meaningful activities for adults with complex learning, physical and sensory impairments. Our group activities are for disabled adults with any impairment or condition.

Telephone 01446 733418 or e-mail info.sully@scope.org.uk

Shine

Shine is the largest organisation in Europe committed to improving the lives of people affected by the disabilities spina bifida and hydrocephalus. We are a network, a community, and a lifeline. Shine enables people to get the best out of life!

Shine provide specialist support from before birth and throughout the life of anyone living with spina bifida and/or hydrocephalus, as well as to parents, families, carers and professional health and social care staff. We work on a national and local level to provide these services through our specialist service teams who are accessible across Wales to ensure that all the information and support needed can be provided.

For South East Wales contact Helen Allen on 07894 394322 or e-mail helen.allen@shinecharity.org.uk

General e-mail: wales@shinecharity.org.uk telephone 01733 555988 or visit www.shinecharity.org.uk

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information phone 029 2052 9848.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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 or 07863 284102, email secretary.s.wales.myeloma@gmail.com or visit www.myeloma.org.uk

Stroke Association Services – Cardiff and the Vale

This is a one year post stroke service which offers practical advice, essential information and emotional support. We work closely with stroke survivors to help them set their own goals and help them take steps to achieve them. The service is for stroke survivors of any ages, carers and family members. We operate an open referral system.

Telephone the Cardiff National Office on 029 2052 4400, our helpline on 0303 3033 100 or info.cymru@stroke.org.uk

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353
Every Monday 10.30am - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. For people under the age of 65. To help support into the community/education and exercise programmes/help with returning to work/practical advice and emotional support. Stroke Recovery Service Co-ordinators normally refer into the service.

Stroke Carers Group

Delivered by Stroke Association staff, this service is available to anyone who cares for someone who has suffered a stroke. Every three weeks on Mondays 1pm - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. Telephone Stephanie Martin on 07951 206353 or Tracey Thomas on 07903 401916.

Stroke Support Groups:

Voluntary stroke communication group for people over 60. Meets every Wednesday at Bethel Baptist Church Hall, Penlline Road, Whitchurch 10.30am - 12.30pm or Penylan Library and Community Centre, Penylan Road, Penylan, Cardiff, 2pm - 4pm. Telephone Sali Walsh on 07932 666107.

CRISP Stroke Club meets on the last Wednesday of the month between February and December at Whitchurch Community Centre, Old Church Road, Cardiff. Contact Janet Williams on 029 2062 0000 or e-mail janet53williams@yahoo.co.uk

Support group in the Vale open to anyone affected by a stroke, either the patient, relative or carer. Meets on the third Thursday of each month at Llantonian Hall, Llantwit Major from 2pm – 4pm. Contact Liz Evans on 07507 480620 or e-mail lizabeth13@hotmail.co.uk

The Vale Third Sector Broker (V)

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,

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Tenovus Cancer Care

Bereavement support for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

Vale Insight (V)

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

Wales Council of the Blind (WCB)

WCB is the independent agency that signposts blind and partially sighted people to sources of help, information, advice and opportunities.

WCB is also the 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, e-mail richard@wcb-ccd.org.uk or visit www.wcb-ccd.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 Group welcome new members.

Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.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

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, e-mail helpline@wames.org.uk or visit www.wames.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Counselling (see also Bereavement) services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Cardiff Mind (C)

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 e-mail admin@cardiffmind.org

Crossroads in the Vale (EMI) (V)

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, e-mail 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 e-mail cardiff@cruse.org.uk

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 20692 891, email journeysinfo@gofal.org.uk or visit www.gofal.org.uk/journeys/

Tenovus Cancer Care

Counselling and bereavement counselling for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

The Vale Third Sector Broker (V)

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.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.
For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

For details of other counselling services, please also see the Counselling Services booklet on the following website: www.cavamh.org.uk/search

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Day Centres for older people in the Vale and Cardiff

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Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides day support opportunities for those under 65 with a diagnosis of dementia.

Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Specialist day care service for those with a diagnosis of dementia. Referrals are through Social Services although there are a limited number of private places available.

Telephone 029 2043 4972 or e-mail southeastwales@alzheimers.org.uk

Crossroads in the Vale (EMI) (V)

For those with later life dementia or depression.

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, e-mail business@crossroads-vale.org.uk

or visit www.crossroads-vale.org.uk

New Horizons Day Opportunities Centre (V)

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

Telephone 01446 731935 or e-mail LVPayne@valeofglamorgan.gov.uk

The Vale Third Sector Broker (V)

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. For further information contact the Broker on 01446 729534 / 07964974386 or e-mail

Ana.Phillips@wales.nhs.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Dementia services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Memories Café (V)

Café and activities every Thursday from 10am until 12 noon at the Age Connects Senior Health Shop in Barry. All volunteers are Dementia Friends trained. Telephone 01446 732385.

Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides information and social support for people with dementia living in the Vale of Glamorgan and day support opportunities for those under 65 with a diagnosis of dementia. Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Offers a range of support services, including a specialist day care service. Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Alzheimer's Society Dementia Support Service

The Society now provides a Dementia Support Service to people with dementia and their carers. This will be a one-to-one service based on individual circumstances. The service will provide information, guidance, signposting, referral, practical and emotional support to promote independence and to enable carers and people with dementia to live well with dementia. Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Alzheimer's Society – Voice and Choice Advocacy Service

The service can help people diagnosed with dementia to express their views, secure their rights and access information and services. The service is free, independent and confidential and delivered by fully trained professional advocates.

Telephone 01495 221393 or e-mail AdvocacyWales@alzheimers.org.uk

Crossroads in the Vale (EMI) Ltd (V)

Provides practical and emotional support for those with late-life dementia and depression, and their family carers. Support includes domiciliary care, social groups, day centre provision, social and support groups and a free counselling service for carers.

Telephone 029 2070 0057 or e-mail business@crossroads-vale.org.uk

Dementia Café for the Young at Heart (C)

Have you been affected by Dementia? Then come along to the 'Dementia Café for the Young at Heart' at Adamsdown Day Centre, St Germans Church Hall, Metal St, Cardiff, on the second Monday of the month, 2pm - 4pm. There is no charge. The café provides an

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opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

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, e-mail robmcmillan@gofal.org.uk or visit www.gofal.org.uk

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 e-mail hello@forgetmenotchorus.com

Rondel House Day Service (V)

Rondel House Day Service is situated in Maes Y Cwm Street, Barry and provides a service for older people who live in the Central and Eastern areas of the Vale of Glamorgan. The service has been remodelled as a centre of excellence for Dementia within the context of a Dementia friendly community. Telephone 01446 700111 or 01446 745922.

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information phone 029 2052 9848.

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 e-mail c1v@valeofglamorgan.gov.uk. More information is available at

www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail

telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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, e-mail mairjones@britishlegion.org.uk or call into the Royal British Legion shop on 18/19 High Street, Cardiff, or visit www.britishlegion.org.uk

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.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

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Domiciliary Care services for older people in the Vale and Cardiff

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NB: This does not list independent agencies.

Age Connects Cardiff and the Vale Home First Support Service

The Home First Support Service (previously known as the Hospital Discharge Service) is made up of three elements:

Prior to admission – This support is for older people, aged 60 and over, in the community who may be at risk of admission to hospital. Referrals can only be made via the Community Resource Teams (CRTs).

Emergency Unit – the Liaison Officer based at the Emergency Unit at UHW provides advice and information to older people, aged 65 and over, who are in the Emergency Unit or have visited the department, on support services in the community including the Home First Support Service.

Post discharge – This support is for older people, aged 60 and over, on discharge from hospital and provides practical, emotional and liaison support to help individuals regain their independence and reduce any risk of readmission to hospital. Referrals will be made via the wards, CRTs, the Emergency Unit or by patient and/or family.

The Service will provide three to four calls over a two-week period, although there is flexibility to extend over a longer period where appropriate. Support will be delivered between the hours of 8.30am to 6pm, including week-ends and bank holidays (except Christmas Day and Boxing Day).

The Service is delivered by paid Support staff and is registered as a domiciliary care agency with the Care and Social Services Inspectorate Wales (CSSIW).

For more information telephone 029 2068 3693.

British Red Cross

Camau Cadarn (Positive Steps)

An eight week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Crossroads in the Vale (EMI) Ltd (V)

For those with later life dementia and depression.

Telephone 029 2070 0057 or e-mail business@crossroads-vale.org.uk

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Falls awareness and prevention for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action4Elders

We work to ensure that older people have the opportunities to stay fit, healthy and fulfilled, while reducing social and health care costs for local and national governments.

For information about local services, visit the website:

<https://www.actionforelders.org.uk/where-we-work>

Age Connects Cardiff and the Vale

Maintains a list of exercise classes for older people and provides some community falls prevention classes.

Telephone 029 2240 0029 for Cardiff or 01446 732385 for the Vale.

Age Cymru

Provides a range of useful resources about falls prevention. Information can be found on their website www.agecymru.org.uk or by contacting Age Cymru Advice on 08000 223 444 to request a free copy of information guides; 'Avoiding slips, trips and falls' and 'You and your medication'. Age Cymru forms part of a National Taskforce on Falls Awareness and Prevention, its aim, to raise public and professional awareness of the risk factors for falling. Falls are not an inevitable part of ageing and many falls are preventable.

To book a falls awareness talk, request a presentation and/or Brief Intervention Training, e-mail angharad.phillips@agecymru.org.uk or telephone 029 2043 1555/6.

British Red Cross

Camau Cadarn (Positive Steps)

An eight week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Care & Repair Cardiff and the Vale

Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- **A Healthy Homes Check** - identifying the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions
- **Financial information** - welfare benefit check and information giving, help with applying for grants for identified works to be carried out

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

- **Administration** - practical help with form filling or obtaining builders' estimates and co-ordination of work
- **Technical assistance** - information about approved contractors, technical surveys, plans and specifications
- **Monitoring** - monitoring the quality of repairs and any building work

Telephone 029 2047 3337, e-mail careandrepair@crcv.org.uk

ElderFit

We are a Community Interest Company who specialise in exercise for the older person. Our aim is to reduce falls through strength and balance exercises, as well as offering a socially stimulating environment.

The sessions are fun, educational and increasingly challenging- but most importantly they are engaging, thus reducing isolation and loneliness. Elderfit provides a social element where individuals can meet like-minded people, make friends, and get fitter whilst doing it. The sessions currently run in private care homes and community facilities, with group sessions and private one on one sessions available. All ranges of ages and abilities are covered, ensuring that all clients' skill levels are catered to. We can offer group, one to one and bespoke services

Telephone 07515 462 191 or e-mail info@elderfit.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 e-mail c1v@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk; More information is available at www.telecarecardiff.co.uk

The Vale Third Sector Broker (V)

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For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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Food Banks and Food Co-ops in the Vale and Cardiff

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Castleland Community Centre

Food donated by Tesco and Greggs will be available for anyone to come and collect from Castleland Community Centre between the hours of 2pm and 4pm on Wednesdays and Fridays, every week. Food on offer varies from week to week depending on what Tesco and Greggs provide. Telephone 01446 701285

Foodbanks

Foodbanks provide free emergency food aid for local people experiencing financial crisis situations. Foodbank Centres in the **Vale** are located in Barry, Dinas Powys, Llantwit Major and St Athan.

Telephone 07879 562077, e-mail info@vale.foodbank.org.uk or visit www.vale.foodbank.org.uk

For details of the **Cardiff** Food Banks telephone 029 2048 4120, e-mail info@cardiff.foodbank.org.uk or visit www.cardiff.foodbank.org.uk

Food Co-ops

A food co-op is a simple way of buying fresh fruit and vegetables, in your community, whilst supporting a local business. Food co-ops are run weekly by volunteers from a community venue such as a school, community centre or workplace.

Produce sold through food co-ops comes directly from local suppliers such as farmers, retailers or wholesalers, who select fresh fruit and vegetables according to seasonality, availability and value. Why not come along? Food co-ops are welcoming, fun and open to everyone. Simply turn up, order your bags, pay, then collect your fresh produce the following week. To find local Food Co-ops please visit the website

http://www.foodcoopswales.org.uk/find_a_coop.php

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Good Neighbours Schemes (see also Hospital Discharge) for older people in the Vale and Cardiff

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Age Connects Good Neighbours Schemes in the Vale (V)

Are you isolated, lonely or housebound and in need of help and support or company from time to time? We are here to help and can provide that little bit of extra support to help you maintain your independence. Our committed staff and volunteers provide:

- Information and answers to queries you may have
- Regular befriending home visits or phone calls
- Practical support - transport, light shopping, changing light bulbs, small DIY jobs, general correspondence, etc

Telephone 01446 795549 (Western Vale) or 01446 747654 (Central Vale).

Age Connects Healthy and Active Partnership – Keeping People Connected (C)

Many older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, mobility or income. 'Keeping People Connected' aims to empower and enable older people to continue to live independently by providing access to services which reduce social isolation. If you feel lonely or isolated the Keeping People Connected team will support you to be socially active and involved in your community in a way that is right for you.

Telephone 029 2240 0029 or e-mail HAP@ageconnectscardiff.org.uk

British Red Cross

Camau Cadarn (Positive Steps)

An eight week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes and in this context they provide three main types of service; Transport, Shopping and Companionship. The type of journeys their volunteers undertake include taking clients to luncheon clubs, social activities, GP appointments, visit friends, hospital appointments.

Telephone 029 2075 0751, e-mail admin@goodneighboursinnorthcardiff.co.uk or visit www.qninc.co.uk

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits.
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying.
- Sitting for carers to take a break, go to appointments etc.
- Companionship.

Telephone 029 2061 7009, e-mail info@havenhomecare.org or visit www.havenhomecare.org

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

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 0845 600 5885, e-mail cardiffvalehub@royalvoluntaryservice.org.uk or visit www.royalvoluntaryservice.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The Vale Third Sector Broker (V)

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. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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Health and Wellbeing Promotion in the Vale and Cardiff

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Add to your Life

Health self-assessment

If you're 50 or over addtoyourlife.co.uk is a free online health assessment from NHS Wales to help you make informed decisions about your health and wellbeing. It can help you to improve your physical and mental health and point you towards useful sources of support. Visit <https://addtoyourlife.wales.nhs.uk/>

ASH Wales

Action on Smoking & Health (ASH) Wales is the leading voluntary organisation in Wales tackling tobacco use. Our main aim is to achieve a reduction in and eventual elimination of the health problems associated with smoking and tobacco use.

Telephone 029 2049 0621 or visit www.ashwales.org.uk

Barry Communities First (V)

Has a number of services and projects for people 50+ living in the Communities First area of Barry. For all enquiries, telephone 01446 709432.

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity.

Telephone 029 2039 0713 or e-mail info@cardiffpedalpower.org

Co-Creating Healthy Change Project at Diverse Cymru

This project helps people in Cardiff and the Vale to share their views about health, social care and wellbeing services with the people who run them.

Call 029 2036 8888, e-mail shelagh.maher@diverse.cymru or visit www.diverse.cymru.org.uk

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 e-mail hello@forgetmenotchorus.com

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Help Me Quit

Provides access to free NHS stop smoking services; offering a combination of stop smoking medication and support sessions. Telephone 0800 085 2219 or text HMQ to 80818. For more information visit: www.helpmequit.wales

Information and Support Centres

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 in hard copy and via the internet; 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: sarah.davies37@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

Tenovus Cancer Care

Support and advice on healthy lifestyles and cancer prevention including support to quit smoking, advice on staying safe in the sun and free online healthchecks.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

United Welsh Wellbeing 4U

Wellbeing 4U is a community wellbeing service provided by our Thrive team on behalf of Cardiff and Vale University Health Board. A team of Wellbeing Co-ordinators and Wellbeing Assistants are available to help people to achieve their health goals through a flexible service that is tailor-made for them. People can be referred to use the service through their GP or other primary health care workers. The service is based in GP surgeries.

Telephone 029 2085 8148 or e-mail wellbeing4u@unitedwelsh.com

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. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Hospital discharge (See also Good Neighbours Schemes) for older people in the Vale and Cardiff

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Age Connects Cardiff and the Vale Home First Support Service

The Home First Support Service (previously known as the Hospital Discharge Service) is made up of three elements:

Prior to admission – This support is for older people, aged 60 and over, in the community who may be at risk of admission to hospital. Referrals can only be made via the Community Resource Teams (CRTs).

Emergency Unit – the Liaison Officer based at the Emergency Unit at UHW provides advice and information to older people, aged 65 and over, who are in the Emergency Unit or have visited the department, on support services in the community including the Home First Support Service.

Post discharge – This support is for older people, aged 60 and over, on discharge from hospital and provides practical, emotional and liaison support to help individuals regain their independence and reduce any risk of readmission to hospital. Referrals will be made via the wards, CRTs, the Emergency Unit or by patient and/or family.

The Service will provide three to four calls over a two-week period, although there is flexibility to extend over a longer period where appropriate. Support will be delivered between the hours of 8.30am to 6pm, including week-ends and bank holidays (except Christmas Day and Boxing Day).

The Service is delivered by paid Support staff and is registered as a domiciliary care agency with the Care and Social Services Inspectorate Wales (CSSIW).

For more information telephone 029 2068 3693.

British Red Cross

Camau Cadarn (Positive Steps)

An eight week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Care & Repair Cardiff and the Vale Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return to their homes from hospital as well as help to prevent admission or re-admission to hospital by providing a small scale, quick adaptation or repair service that reduces hazards or risks identified within the home environment.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

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 0845 600 5885 or visit www.royalvoluntaryservice.org.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 e-mail c1v@valeofglamorgan.gov.uk. More information is available at

www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail

telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

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Ana.Phillips@wales.nhs.uk

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Housing & housing adaptations for older people in the Vale and Cardiff

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Age Cymru HandyVan Service

We offer a service in Cardiff, Penarth, Sully and Dinas Powys to help people in later life feel safer in their own homes. We assist with all sorts of small repairs and odd jobs. We have a mixture of free and paid for services and the only eligibility is that you have to be over the age of 50. Our free services include light bulbs, draught excluder, smoke alarms, carbon monoxide alarms and radiator foil.

Telephone 029 2043 1555 or e-mail handyvan@agecymru.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.

To be eligible for the service you must:

- have served in the Armed Forces for at least seven days, or be the dependant of someone who has served (widows, widowers, civil partners and cohabiting partners); and
- be receiving a means-tested benefit, or be aged 75 or over (irrespective of whether you receive a means-tested benefit or not).

If you are not eligible, we can provide a competitive quotation based upon your needs. If you're unsure about whether this includes you, give us a call – free.

Telephone 0800 032 0306 or e-mail homesupportadmin@britishlegion.org.uk If we can help, we will.

Care & Repair Cardiff and the Vale

Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- **A Healthy Homes Check** - identifying the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions.
- **Financial information** - welfare benefit check and information giving, help with applying for grants for identified works to be carried out.
- **Administration** - practical help with form filling, or obtaining builders' estimates and co-ordination of work.
- **Technical Assistance** - information about approved contractors, technical surveys, plans and specifications.
- **Monitoring** - monitoring the quality of repairs and any building work.

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Care & Repair Cardiff and the Vale Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return to their homes from hospital as well as help to prevent admission or re-admission to hospital by providing a small scale, quick adaptation or repair service that reduces hazards or risks identified within the home environment.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Care & Repair Cardiff and the Vale Attic Project

The Attic Project provides support to older people in Cardiff, the Vale of Glamorgan and Newport who need to make a space in their homes by de-cluttering and clearing possessions enabling them to make their home safer, have repairs or adaptations carried out, move into a more suitable home or assist with hospital discharge. Telephone Cerris George on 0300 111 3333.

Managing Better

A new service partnership has been set up between Care & Repair Cymru, RNIB Cymru and Action on Hearing Loss Cymru, to deliver a critical prevention service, to be known as Managing Better, for older people across Wales.

The new service features Critical Prevention Caseworkers in every part of Wales, helping older people who live in poor housing, and are frail, have dementia, sensory impairment or are vulnerable in other ways. The service will work with primary healthcare practitioners, GPs, hospitals, social care, and third sector organisations to reach older people most in need of help, to keep them safe, warm and independent at home. The specialist Caseworkers, working out of local Care & Repair Agencies, will visit older people in their own homes, assess their needs and identify bespoke solutions to the housing and sensory loss problems they face.

For more information contact Care & Repair on 029 2047 3337 or e-mail careandrepair@crcv.org.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 e-mail c1v@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.
For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale of Glamorgan Council – Grant Agency Service

We provide a specialist Agency Service to administer Disabled Facilities Grants (DFG's) to enable eligible 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 includes 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 e-mail 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 Physical Adaptations Grant (PAG) from the Welsh Government for their tenants.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Leisure and Physical Activities for older people in the Vale and Cardiff

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Age Connects Cardiff and the Vale Ageing Well Programme

The Ageing Well programme encourages older people to participate in social and physical activities that promote good health and wellbeing. Activities are organised across the Vale of Glamorgan and in addition, we can help individuals find the right activity with our extensive knowledge and information resources.

For Cardiff telephone 029 2240 0029 or for the Vale telephone 01446 732385.

Brockhill Way Mind Matters – Penarth (V)

To provide brain-gym activities for older people in an informal, mutually supportive setting; to help people manage positively and constructively age-related conditions affecting memory and cognitive skills; to provide opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Brockhill Way Extend Group – Penarth (V)

To provide low-impact physical activities for older people, in an appropriately structured, enjoyable setting; to help people live with age-related physical conditions; to provide opportunities for informal social interaction and encourage older people to live full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity.

Telephone 029 2039 0713 or e-mail info@cardiffpedalpower.org

Cardiff Ramblers (C)

Cardiff Ramblers are the local group of the Ramblers. We organise walks in the south Wales area and beyond, including the Brecon Beacons, Black Mountains, Gower, Wye Valley and elsewhere. Walks vary from two to 20 miles - mainly on Wednesdays and weekends, but also include Friday strolls, summer Thursday evenings and other times. We also organise coach trips, family-friendly walks, rail rambles and monthly social events and keep a watch on the local footpath network. Visit www.cardifframblers.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Cardiff Walking for Health (C)

Walking for Health is a series of organised led walks throughout the city that are developed to be accessible to people who have done little or no exercise before. A series of regular led walks have been developed with walk leaders and walkers are advised to start gently for a few weeks and build up to something a little more testing when they are ready. There are many benefits from walking and walking in a group provides not only the physical benefits but also the opportunity for social contact and the support of others. Telephone 029 2087 3633 or visit <http://www.outdoorcardiff.com/walking-for-health/>

ElderFit

We are a Community Interest Company who specialise in exercise for the older person. Our aim is to reduce falls through strength and balance exercises, as well as offering a socially stimulating environment. The sessions are fun, educational and increasingly challenging- but most importantly they are engaging, thus reducing isolation and loneliness. Elderfit provides a social element where individuals can meet like-minded people, make friends, and get fitter whilst doing it. The sessions currently run in private care homes and community facilities, with group sessions and private one on one sessions available. All ranges of ages and abilities are covered, ensuring that all clients' skill levels are catered to. We can offer group, one to one and bespoke services. Telephone 07515 462 191 or e-mail info@elderfit.co.uk

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 e-mail hello@forgetmenotchorus.com

Intersensory Club (V)

Vale Adaptive Cycling Club offers specialist adaptive bikes, trikes, tandems etc enabling children, young people and adults with varying disabilities to access cycling. Telephone 01446 420533 or e-mail valecycleclub@outlook.com

The Vale Third Sector Broker (V)

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. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Valeways (V)

Offers Coffee Shop Strollers, fully accessible walks, no more than one hour, with no steps, stiles or steep inclines. These walks are led by an experienced Walk Leader within a safe and sociable environment.

For full programme of walks, telephone 01446 749000 (limited office hours), e-mail info@valeways.org.uk or visit www.valeways.org.uk

Vale Leisure Centres (V)

<http://www.valeofglamorgan.gov.uk/en/enjoying/Leisure-Centres/Leisure-Centres.aspx>

Vale Community Centres (V)

<http://www.valeofglamorgan.gov.uk/en/enjoying/Community-Centres/Community-Centres.aspx>

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. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Lunch clubs (see also Social Activities) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Adamsdown Day Centre and Lunch Club (C)

If you are feeling lonely or isolated then the Adamsdown Day Centre and Lunch Club, St German's Church Hall, Star Street, Adamsdown, Cardiff, is a good place to meet people and make new friends. The Adamsdown Day Centre is open from Monday to Friday. Contact 029 2048 2899 for more information.

Ararat Coffee Morning and Lunch Club (C)

If you are feeling lonely or isolated then the Ararat Coffee Morning and Lunch Club, The Ararat Baptist Church, The Common, Whitchurch, Cardiff, which meets on a Tuesday is a good place to meet people and make new friends. Contact 029 2061 0831 for more information.

Barry Communities First (V)

Has a number of services and projects for people aged 50+ living in the Barry Communities First area. For all enquiries, telephone 01446 709432.

The Beacon Centre (C)

The centre is used by local community groups, children and parents, local forums, various societies, educational establishments, disability groups and local business.

Telephone 029 2036 2888, e-mail info@beaconcentre.org.uk or visit www.beaconcentre.org.uk

Butetown Community Centre Lunch Club (C)

If you are feeling lonely or isolated then pop along to the Butetown Community Centre Lunch Club to meet people and make new friends. This small but friendly lunch club meets in the Butetown Community Centre, Loudon Square, Butetown, Cardiff. Contact 029 2048 7658 for more information.

The Castleland Lunch Club (formerly Castaways) (V)

A social club for older people living independently in the Vale of Glamorgan. They meet every Friday 11-3 at Golau Caredig, Broad St, Barry CF62 7AZ, for lunch and bingo. Phone 01446 734387 for more information

Dalton Street Luncheon Club (C)

If you are feeling lonely or isolated then the Dalton Street Luncheon Club, Dalton Street Community Centre, Dalton St, Cathays, Cardiff, is a great place to meet new people and make friends. Contact 029 2022 0675 for more information.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

RVS Lunch Clubs

RVS provide lunch clubs in various areas. Please call for more information.

Telephone 0845 600 5885.

Sanatan Dharma Mandal And Hindu Community Centre (C)

A fresh, delicious, home cooked lunch for elders from the Indian community is served in the Sanatan Dharma Mandal And Hindu Community Centre, Sea View Building (Opposite Splott Market), Lewis Road, Splott, Cardiff. Contact 07747 080251 or 07979 155320.

The Vale Third Sector Broker (V)

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For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Miscellaneous Services for older people in the Vale and Cardiff

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Medical Equipment Loan

British Red Cross Mobility Aids Service

Provides short term loans of medical equipment, such as wheelchairs, for people with a disability or illness.

Telephone 0300 456 1914.

Nail Cutting

Age Connects Cardiff and the Vale

Do you struggle to cut your toenails on a regular basis? Age Connects Cardiff and the Vale offers a nail cutting service by trained staff. The nail cutting service costs £13 per session and there are some medical restrictions.

For more information phone 029 2233 1113.

Pet Care

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

Other

Advant-Age Products

Age Connects has developed a range of products and services with the needs of the over 50s in mind but available to all ages. These include:

- Personal alarms
- Funeral plans
- Stairlifts
- Insurance services
- Equity release

Visit www.ageconnectscardiff.org.uk or telephone 029 2068 3604.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Age Connects Cardiff and the Vale Community Volunteer Support

Volunteers are available to answer general enquiries over the phone and to signpost to relevant organisations.

Volunteers support older people in the community on a flexible basis as and when needed with transport, shopping, befriending, and information and support.

For those that require transport, volunteer drivers can provide door to door transport to differing venues e.g. for a social activity or appointments.

For those that require support with shopping, volunteer drivers can take an older person to the shops and stay too if needed, or do the shopping on their behalf. Volunteers can also provide information and support for those that require a little bit of extra support with solving a problem. From contacting a utility company to tuning a radio – we can help over the phone or make a home visit.

For more information telephone 029 2068 3600

Age Cymru Advice

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals.

If you want to talk to someone directly, in Welsh or English, call us on 08000 223

444 (open between 9am and 5pm, Monday - Friday) or e-mail advice@agecymru.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

Atal y Fro (V)

We provide support for women and children within the Vale of Glamorgan who have experienced, or are experiencing Domestic Violence.

Telephone 01446 744755 or visit www.atalyfro.org

Barry Communities First (V)

Has a number of services and projects for people aged 50+ living in the Barry Communities First area. For all enquiries, telephone 01446 709432.

Butetown Riverside Grangetown (BRG) – Communities First (C)

The programme aims to support our most disadvantaged communities in our most deprived areas of Butetown, Riverside and Grangetown with the aim of contributing to alleviating persistent poverty.

Telephone 029 2022 0309 or visit www.brgcardiff.com/aboutus-2

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Cardiff & Vale of Glamorgan Community Health Council, your Independent Statutory local 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.
- We ensure the public and service users are engaged in any service change proposals.
- We provide a free and independent Advocacy Service which offers support, advice and guidance when someone has any concerns regarding the treatment given by the NHS.
- We need to hear your views / comments on your experience if using NHS services within the Cardiff and Vale of Glamorgan area from your GP, Pharmacy to Hospital Services, through patient stories or why not join our 'Health Watch' Group.

Our members are volunteers and if you would like to become involved please contact the CHC on 029 2037 7407, e-mail cavog.chiefofficer@waleschc.org.uk or visit www.communityhealthcouncils.org.uk/cardiffandvale

Care & Repair Cardiff and the Vale Attic Project

The Attic Project provides support to older people in Cardiff, the Vale of Glamorgan and Newport who need to make a space in their homes by de-cluttering and clearing possessions enabling them to make their home safer, have repairs or adaptations carried out, move into a more suitable home or assist with hospital discharge. Telephone Cerris George on 0300 111 3333.

ECLP Communities First (C)

ECLP is short for **East Cardiff, Llanedeyrn and Pentwyn**. The area 'East Cardiff', in the context of Communities First, includes Llanrumney, Rumney, St. Mellons and Trowbridge. Communities First teams work with local community groups and individuals, schools, businesses and basically anyone else who can help in any way to create positive change in their area. Visit www.eclp.org.uk/contact/

Good Gym

Do you know any older people in Cardiff and the Vale of Glamorgan (60 or older) who need help with some DIY tasks? We are GoodGym and we have keen runners who will run to the home of the older person, carry out the task, then run home – we combine running with helping the community and our help is completely free! Runners can help out with tasks which include things like gardening, changing light bulbs, painting, moving and putting together furniture etc.

All of our runners that take part in Missions (these are what we call our runs to help out older people) are DBS checked and go through training. You can make a request for our friendly running volunteers to help out an older person by visiting the following link: <https://www.goodgym.org/request-a-mission> or we take self-referrals over the phone on 0203 432 3920. There is guidance on the online form about our referral criteria and the type of tasks we do. As our volunteers run to the location they are not able to provide tools, so these have to be organised before.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Nest

Nest is the Welsh Government's fuel poverty scheme, open to all householders in Wales. Nest provides advice on saving energy, money management, energy tariffs and benefit entitlement. In addition to free 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 Freephone 0808 808 2244 or visit www.nestwales.org.uk

STAR Communities First (C)

STAR is funded by the Welsh Government to employ a Communities First staff team to work with residents, community organisations, business and other key agencies across the Cardiff South Cluster (Splott, Tremorfa, Adamsdown, Roath).

Telephone 029 2046 8488, 029 2048 2600, e-mail starcf@ccha.org.uk or visit www.starcommunitiesfirst.com/about-us

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 e-mail supportingpeople@valeofglamorgan.gov.uk
For **Cardiff** telephone 029 2053 7353 or e-mail supportingpeople@cardiff.gov.uk

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale of Glamorgan Libraries – Home Library Service (V)

Do you work with or 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 – books by a particular author for example, or historical fiction, crime, romances or non-fiction – there are loads to choose from! If you think this service might be just what you are looking for or if you know of someone who could benefit from it, please call Melanie on 01446 422419 for more information or visit

www.valeofglamorgan.gov.uk/libraries

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Self Care, Self Help and Self-Management

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4 Winds

Open access drop-in and resource centre for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

British Lung Foundation Breathe Easy Group

Breathe Easy offers friendship and support to anybody affected by a lung condition, and also to those who are looking after somebody who is.

Contact Bernise Williams on 029 2091 4317, e-mail bernise.williams@ntlworld.com or telephone the National Helpline on 03000 030 555.

Cardiff Institute for the Blind

Provides a wide range of local services and support to blind and partially sighted people.

Telephone 029 2039 8900, e-mail cibpostmaster@cibi.co.uk or visit www.cibi.co.uk

NHS (Free) - Education Programmes for Patients (EPP Cymru)

Self-management courses/workshops for anyone with a long term health condition, or anyone who is a carer.

General Health and Well-being courses - 6 weeks, (2½ hours a week)

Diabetes specific self-management courses - 6 weeks, (2½ hours a week)

Carers Workshops - 2 weeks, (2 hours a week)

Confidence building workshops - 4 weeks, (1½ hours a week)

Telephone 029 2033 5403, e-mail Epp.Info.cav@wales.nhs.uk or visit www.eppwales.org

Mind in the Vale of Glamorgan (V)

Advice, information and support for carers of people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

Parkinson's UK Self-Management Programme

A Path Through Parkinson's enables people to share experiences and discuss practical and emotional impact of the condition. Self-Management Groups are free to attend and each group is facilitated by two people with first-hand experience of Parkinson's. For more information e-mail selfmanagement@parkinsons.org.uk or telephone 020 7963 3924.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

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

Recovery Cymru

Recovery Cymru is a self-help, mutual support community for people recovering from drug and alcohol problems either themselves or people who are supporting a loved one in Cardiff and the whole of The Vale of Glamorgan. We develop support and social groups, activities and social networks that offer people the chance to be part of a genuine community. Our activities are designed and run by people in recovery or with experience of caring for a loved one with drug and/or alcohol problems. We offer a non-judgemental, laid-back, positive and recovery focussed atmosphere at our centres. For more information you can contact our **Cardiff** Centre on 029 20 227019 or our **Barry** Centre on 01446 734220. E-mail info@recoverycymru.org.uk or visit www.recoverycymru.org.uk

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Sensory Impairment (See also Condition Specific) services in the Vale and Cardiff

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Action on Hearing Loss Cymru

Provide a wide range of services and support to people with hearing loss or tinnitus. We provide information and advice, social groups, hearing aid drop in services, local or at home services to help people get online or to use assistive equipment, employment services, campaigns, community fundraising and more. People with hearing loss with additional needs can get Care and Support services. Organisations and groups can get hearing loss awareness training, access audits, equipment installation and maintenance services and more. Contact us for full description of our current services.

Telephone 029 2033 3034, e-mail wales@hearingloss.org.uk or visit www.hearingloss.org.uk/wales

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

Cardiff Institute for the Blind

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, e-mail CIBPostmaster@cibi.co.uk or visit www.cibi.co.uk

Deafblind UK and Deafblind Cymru

Deafblind UK enables our deafblind members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have a holiday caravan on the East Norfolk Coast, available exclusively to our members and gives people a break from everyday life.

Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB Cymru

Wales' largest sight loss organisation. Providing a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss.

Telephone 029 2082 8500 or email cymru@rnib.org.uk

RNIB Eye Clinic Liaison Officer

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 e-mail ruth.rhydderch@cibi.co.uk

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Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale Insight (V)

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

Telephone 01446 795940.

Wales Council of the Blind

Wales Council of the Blind (WCB) is the independent agency that signposts blind and partially-sighted people to sources of help, information, advice and opportunities.

WCB is also the 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, e-mail richard@wcb-ccd.org.uk or visit www.wcb-ccd.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 Group welcome new members.

Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Shopping (See also Good Neighbours Scheme) services for older people in the Vale and Cardiff

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Age Connects Cardiff and Vale Good Neighbours Schemes (V)

Based upon available volunteer resources, the Good Neighbour Schemes can offer support and practical help to people over 60 in their own homes. Volunteers may be able to help with befriending, help with daily living, information, transport, small practical tasks and light shopping.

Telephone 01446 795549 (Western Vale) or 01446 747654 (Central Vale).

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes and in this context they provide three main types of service; Transport, Shopping and Companionship. The type of journeys their volunteers undertake include taking clients to luncheon clubs, social activities, GP appointments, visit friends, hospital appointments.

Telephone 029 2075 0751, e-mail admin@goodneighboursinnorthcardiff.co.uk or visit www.gninc.co.uk

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social Outings: Going to your favourite restaurant, stately home, meeting up with friends or family.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

- Assistance with letter writing, bill paying
- Sitting for Carers to take a break, go to appointments etc
- Companionship

Telephone 029 2061 7009, e-mail info@havenhomecare.org
or visit www.havenhomecare.org

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For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Social activities (see also Lunch Clubs) for older people in the Vale and Cardiff

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4Winds (C)

Open access drop-in and resource centre in Cardiff for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

ACE Cardiff (C)

ACE (Action in Caerau & Ely) is a Charity located in Ely and Caerau, Cardiff. ACE aims to bring the community together, support community groups, manage and develop local projects, and find ways of regenerating the local community.

Telephone 029 2000 3132 (Hub), 029 2000 3710 (Dusty Forge) or visit www.aceplace.org

Age Connects Cardiff and the Vale

At Age Connects Cardiff and the Vale we know how important it is to keep fit and active. If you are looking for something to do we can help find the right activity for you with our extensive knowledge and information resources.

Telephone 029 2240 0029 for Cardiff and 01446 732385 for the Vale.

Age Connects Healthy & Active Partnership – Volunteer Support Programme - Cardiff

If you know someone who is lonely or isolated, the Healthy and Active team will work with them to explore how they can be supported to stay socially active in a way that is right for them. Older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, mobility or income. The Healthy & Active Partnership aims to empower and enable older people to continue to live independently by providing access to services which reduce social isolation, i.e befriending.

Telephone 029 2240 0029, e-mail HAP@ageconnectscardiff.org.uk

Age Connects Senior Health Shop (V)

The Senior Health Shop at Holton Road, Barry aims to improve the health and wellbeing of older people in the Vale of Glamorgan. We do this by providing:

- a place to meet, socialise, make new friends with the café open from 9am till 12.30pm on weekdays.
- a centre for information relating to older people.
- volunteering opportunities to get older people involved in the community.
- exercise and social opportunities, i.e. extend, keep fit and zumba gold, stitching and knitting sessions, afternoon tea and health screening sessions.

Telephone 01446 732385 or e-mail shs@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Alzheimer's Society

Various activities and groups in the Vale and Cardiff including Film Club, 'Singing for the Brain' and Dementia Cafés.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

The Beacon Centre (C)

The centre is used by local community groups, children and parents, local forums, various societies, educational establishments, disability groups and local business.

Telephone 029 2036 2888, e-mail info@beaconcentre.org.uk or visit www.beaconcentre.org.uk

Brockhill Way Mind Matters and Extend Group – Penarth (V)

To provide brain-gym activities and low-impact physical activities for older people in an informal, mutually supportive setting; to help people manage, positively and constructively, age-related conditions affecting memory, cognitive skills and age-related physical conditions. Also provides opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Canton Meeting Point (C)

If you are feeling lonely or isolated then the Canton Meeting Point friendship club is a good place to meet people and make new friends. They have speakers and sing-a-longs. They meet at the Methodist church in Conway Road, Canton, Cardiff, every Tuesday at 2.30pm - 4.30pm. Telephone Sheila Cannell 029 2066 8392.

Cardiff Men's Shed (C)

The "Shed" is basically somewhere for men to go to undertake practical activities such as wood work, metal work, electronics or anything else that those attending wish to do. It is primarily aimed at older men and aims to get them out, meeting others, making friends, learning new skills, utilising existing ones and making a positive contribution to the community and others. So if you are feeling lonely or isolated then this club which meets at Rhiwbina Baptist Church, Lon Ucha, Rhiwbina on Wednesdays at 2pm - 6pm could be a good place to meet people and make new friends.

Telephone Gareth 07534 669348 or Mike Wright 07929 468031.

Contact the Elderly

A national charity solely dedicated to tackling loneliness and social isolation among older people.

Telephone 01792 862702 or e-mail info@contact-the-elderly.org.uk

Cowbridge Senior Citizens Association (V)

Social, speakers, afternoon tea and biscuits, bingo, special afternoon tea parties, coach trips, luncheons.

Telephone 01446 775508.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Crossroads in the Vale (EMI) (V)

For those with later life dementia or depression. 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, e-mail business@crossroads-vale.org.uk or visit www.crossroads-vale.org.uk

Dow Corning Retirees Association

Promotes communication, sport, recreation, welfare and social activities for members of the association. Membership is available to retirees from the Barry Dow Corning factory and those in receipt of a pension from Albright and Wilson, Midland Silicones LTD or Dow Corning LTD plus spouses/partners.

Telephone GVS for more information 01446 741706 or e-mail enquiries@gvs.wales

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 e-mail hello@forgetmenotchorus.com

Friends and Neighbours (V)

A social group for senior citizens which meets on the third Wednesday in the month at Age Connects Senior Health Shop, Holton Road, Barry from 2pm to 4pm. Various speakers, bingo, quiz etc. Telephone 01446 400044.

Group 617

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD). The group meets on Tuesday mornings in Penarth Pavilion.

Telephone 07871 936195.

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying
- Sitting for carers to take a break, go to appointments etc
- Companionship

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telephone 029 2061 7009, e-mail info@havenhomecare.org
or visit www.havenhomecare.org

Llandaff's 50+ Group (C)

If you are feeling lonely or isolated then Llandaff's 50+ friendship group is a good way to meet people and make new friends. This group meets at St Michaels Centre, 54 Cardiff Road, Llandaff, Cardiff on Wednesdays, 10am - 12pm.

Telephone St Michael's Centre on 029 2056 3379 or e-mail info@insolecourt50plus.com

Llandaff North Friendship Group (C)

If you are feeling lonely or isolated then the Llandaff North Friendship Club is a good place to meet people and make new friends. The club meets every third Friday of the month at 2pm - 4pm in the Copleston Road Church Hall, Llandaff North, Cardiff. They have a variety of activities including speakers, trips and meals. At 12.30pm, prior to the Friendship club starting, there is a pre-club three course luncheon for only £3.00.

Telephone Mrs Shelia Andrews 01656 862291.

Marie Curie Carers Café

Learn more about the Caring for Carers Project and the support offered to carers in Cardiff and the Vale. The café is held on the first and last Tuesday of each month at the hospice in Penarth.

Telephone 029 2042 6000 or e-mail susan.court@mariecurie.org.uk

Men's Shed Group (V)

Men's Sheds is a national organisation that is aimed at men in particular to reduce isolation, encourage social engagement and build confidence. Join this new group, meet likeminded people and take part in some woodwork projects! Every Friday from 1pm - 3pm at Palmerston Centre, Barry. Telephone 01446 733762.

Men's Shed in Ely Cardiff (C)

For information on Men's Shed in Ely Cardiff visit www.mensshedscymru.co.uk/cardiff-men-in-sheds/

Mind in the Vale of Glamorgan (V)

Provides a range of social activities for people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

Murch Afternoon Club (V)

To combat isolation in older people and give them something to look forward to every week.

Telephone 029 2051 4195.

Parkinson's UK

There are various branches, support groups and cafés in the Vale and Cardiff areas. Telephone 0844 225 3784.

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

Penarth Live at Home Scheme (V)

Volunteer based Charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

Salvation Army – Canton (C)

Visit www.salvationarmy.org.uk/cardiff-canton

Salvation Army – Cardiff East (C)

Walker Road, Splott

Telephone 029 2049 9895, e-mail paula.hubbard@salvationarmy.org.uk or

tanyia.vermeulen@salvationarmy.org.uk or visit www.salvationarmy.org.uk/cardiff-east

Salvation Army – Cathays (C)

Visit www.salvationarmy.org.uk/cardiff-cathays

Salvation Army – Grangetown (C)

Corporation Road Grangetown

Telephone 029 20640714 or visit www.salvationarmy.org.uk/cardiff-grangetown

Salvation Army – Penarth (V)

Provides a range of services. 101A Plassey Street, Penarth

Telephone 029 2070 1916.

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

Tenovus Cancer Care

Join Tenovus Cancer Care's Sing with Us choirs in Cardiff and Barry. Join our fun, weekly choir sessions for anyone affected by cancer. No musical experience necessary - every voice counts!

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit

www.tenovuscancercare.org.uk

Thornhill Church Centre (C)

Based in Cardiff, Thornhill Church is made of people from many church backgrounds, or no church background at all. At the heart of Thornhill, you will find the Thornhill Church Centre offering a warm welcome to all.

Visit www.thornhillchurch.org.uk/centre/aboutcentre/

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

Vale Friendship Group, Llantwit Major (V)

A social group bringing together isolated older people living in the Llantwit Major area. Informal get togethers, trips out and a lot of chatting! Organised in partnership with South Wales Police and Wiltshire Farm Foods.

Contact Sergeant Mark John: 07584 003886, PCSO Serena James: 07805 5301370 or Rosi Caves: 029 2034 2008.

Whitchurch Friendship Group (C)

If you are feeling lonely or isolated then the Whitchurch friendship club is a good place to meet people and make new friends. The club meets at Earl Haig Memorial Club (British Legion), 23-25 Penlline Road, Whitchurch, Cardiff, on Thursdays, 2pm - 4pm. Join in with the comprehensive programme of activities including dancers, singers, speakers and talks, occasional bingo and raffles and a trip in the summer months.

Telephone RVS 029 2073 9000 or 0845 600 5885.

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. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

Women's Arts Association

The Women's Arts Association is a vibrant and responsive organisation committed to addressing isolation and exclusion experienced by women in the arts and the wider community. In March open exhibitions and events to celebrate International Women's Day are organised and all members are invited to participate. There are opportunities to network with other members, promote artists' work and discounts on Association events.

For more information e-mail office@womensarts.co.uk telephone 07421 083946 or visit

<http://womensarts.co.uk>

Women's Institute

Glamorgan Federation of WI – WI's in the Vale of Glamorgan.

<http://thewi.org.uk/become-a-member/structure-of-the-wi/wales/glamorgan/find-a-wi>

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Stroke Services in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Stroke Association Services – Cardiff and the Vale

This is a one year post stroke service which offers practical advice, essential information and emotional support. We work closely with stroke survivors to help them set their own goals and help them take steps to achieve them. The service is for stroke survivors of any ages, carers and family members. We operate an open referral system. Telephone the Cardiff National Office on 029 2052 4400, our helpline on 0303 3033 100 or e-mail info.cymru@stroke.org.uk

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353
Every Monday 10.30am - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. For people under the age of 65. To help support into the community/education and exercise programmes/help with returning to work/practical advice and emotional support. Stroke Recovery Service Co-ordinators normally refer into the service.

Stroke Carers Group

Delivered by Stroke Association staff, this service is available to anyone who cares for someone who has suffered a stroke. Every three weeks on Monday 1pm - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. Telephone Stephanie Martin on 07951 206353 or Tracey Thomas on 07903 401916.

Stroke Support Groups:

Voluntary stroke communication group for people over 60. Meets every Wednesday at Bethel Baptist Church Hall, Penlline Road, Whitchurch 10.30am - 12.30pm or Penylan Library and Community Centre, Penylan Road, Penylan, Cardiff 2pm - 4pm. Telephone Sali Walsh on 07932 666107.

CRISP Stroke Club meets on the last Wednesday of the month between February and December at Whitchurch Community Centre, Old Church Road, Cardiff. Contact Janet Williams on 029 2062 0000 or e-mail janet53williams@yahoo.co.uk

Support group in the Vale open to anyone affected by a stroke, either the patient, relative or carer. Meets on the third Thursday of each month at Llantonian Hall, Llantwit Major from 2pm – 4pm. Contact Liz Evans on 07507 480620 or e-mail lizabeth13@hotmail.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The Vale Third Sector Broker (V)

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. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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Transport services in the Vale and Cardiff

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Age Connects Cardiff and the Vale Good Neighbours Schemes (V)

Based upon available volunteer resources, the Good Neighbour Schemes can offer support and practical help to people over 60 in their own homes. Volunteers may be able to help with befriending, help with daily living, information, transport, small practical tasks and light shopping.

Telephone 01446 795549 (Western Vale) or 01446 747654 (Central Vale).

Dinas Powys Voluntary Concern (V)

Provides a transport service in particular to the elderly and people with disabilities, who live in the area of Dinas Powys for shopping trips and lifts to the Medical Centre in Dinas Powys.

Telephone 029 2051 3700 or e-mail dpvc@btinternet.com

East Vale Community Transport (V)

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

Telephone 029 2070 5138 or e-mail enquiries@evct.org.uk

Greenlinks (V)

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

Telephone 0800 2941113 or e-mail greenlinks@valeofglamorgan.gov.uk

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.

Telephone 029 2061 7009, e-mail info@havenhomecare.org
or visit www.havenhomecare.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

Hospital Transport Service

Service provides help to certain patients to get to their hospital or clinic appointment.
Telephone 0800 3282332.

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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, e-mail vest@talktalk.net or visit www.vestcommunitytransport.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Veteran support in the Vale and Cardiff

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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>

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

British Legion Pop in Shop

Our Pop In advice and information centre is a welcoming space for Service personnel and veterans to get practical help and advice, and for members of the public to find out more about the wide range of services and community activities provided by the Legion.

Our Pop In advice and information centre is at **18/19 High Street, Cardiff CF10 1PT.**

www.britishlegion.org.uk/get-support/the-legion-near-you/cardiff/

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.

To be eligible for the service you must:

- have served in the Armed Forces for at least seven days, or be the dependant of someone who has served (widows, widowers, civil partners and cohabiting partners); and
- be receiving a means-tested benefit, or be aged 75 or over (irrespective of whether you receive a means-tested benefit or not).

If you are not eligible, we can provide a competitive quotation based upon your needs.

If you're unsure about whether this includes you, give us a call – free.

Telephone 0800 032 0306 or e-mail homesupportadmin@britishlegion.org.uk If we can help, we will.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Group 617

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

Telephone 07871 936195.

Royal Air Forces Association – Vale and Barry and Cardiff

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

Telephone 01446 740522 or e-mail Geoff@Horton.co.uk

Royal Air Forces Association (Wales)

Provides practical assistance, expert advice and emotional support to members of the RAF family. Offers welfare and family support, individual support, short breaks, pension and compensation guidance. Contact Barbara.howells@rafa.org.uk or andrew.carter@rafa.org.uk or telephone 01495 249522.

Royal British Legion (V)

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

Telephone 08457 725725.

Royal British Legion Veterans Gateway

Puts veterans and their families in touch with organisations best placed to help with the information, advice and support that they need. Telephone the 24/7 helpline: 0808 8021212 or visit www.Veteransgateway.org.uk

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.

The Vale Third Sector Broker (V)

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For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Veterans Mental Health Support Group (V)

Support for veterans of the Armed Forces who have mental health problems.

Telephone 029 2022 2200, e-mail matthew@cavamh.org.uk or visit www.cavamh.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Veterans' UK

Veterans' welfare services. Telephone 0808 1914218 or e-mail veterans-uk@mod.uk or veterans-uk-vws-wales-mid@mod.uk

Woody's Lodge

Woody's Lodge provides veterans and their families a safe environment within HMS Cambria, a Royal Naval Reserve training establishment overlooking the sea, where they can enjoy the company of other veterans. It is necessary to let Woody's staff know that you wish to visit. Telephone 01446 730777 or 07731 417974.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Volunteering in the Vale and Cardiff

Glamorgan Voluntary Services (V)

Provides advice and information on local national and international volunteering opportunities; to provide advice and information to voluntary organisations re good practice for working with volunteers.

Telephone 01446 741706 or e-mail volunteering@gvs.wales

Cardiff Volunteer Centre (C)

Cardiff Volunteer Centre offers a one-stop resource for information, advice and guidance on all aspects of volunteering both for volunteers of all ages and recruiting organisations.

Telephone 029 2048 5722 or e-mail volunteer@c3sc.org.uk

VCS Cymru

Works to help people and their communities thrive through heritage, media and supported volunteering. Telephone 029 2132 2627

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Welfare advice and financial management (see also Veteran Support)

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Age Connects Cardiff and the Vale of Glamorgan (V)

The Welfare Rights Service offers free benefit advice and assistance to people aged 60 or over. A member of the team can arrange home visits.
Telephone 029 2068 3682.

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals.

If you want to talk to someone directly, in Welsh or English, call us on 08000 223 444 (open between 9am and 5pm, Monday - Friday) or e-mail advice@agecymru.org.uk

British Red Cross

Camau Cadarn (Positive Steps)

An eight week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Citizens Advice Cardiff & Vale

Provides free, independent, confidential and impartial advice, on all issues to include debt, housing and welfare benefits.

Telephone 0344 477 2020 or visit either www.cacv.org.uk or www.citizensadvice.org.uk to find out times and locations of drop in services.

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, e-mail info@cardiffcu.com or visit www.cardiffcu.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 or e-mail alison@friendlytrust.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Macmillan Cymru

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

Mind in the Vale of Glamorgan (V)

Advice, information and support for carers of people experiencing mental ill health. Telephone 01446 730792 or visit www.mindinthevale.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, energy tariffs and benefit entitlement. In addition to free 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 Freephone 0808 808 2244 or visit www.nestwales.org.uk

Riverside Advice (C)

Provides a holistic welfare rights and debt advice service, from enquiries and signposting to specialist case work and representation.

Telephone 029 2034 1577, e-mail barbara.kerridge@riverside-advice.co.uk or visit www.riverside-advice.co.uk

The Speakeasy (C)

Provides free legal advice and representation for people struggling with debt, welfare benefits, housing problems and fuel poverty.

Telephone 029 2045 3111, e-mail info@speakeasy.cymru or visit www.speakeasy.cymru

Tenovus Cancer Care

Free service for advice, guidance and support with money matters for anyone affected by cancer. We can advise on welfare benefits, grants, or practical help you might be entitled to.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

The Vale Third Sector Broker (V)

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.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Sources of information about voluntary sector services for older people in the Vale and Cardiff

Glamorgan Voluntary Services

Telephone 01446 741706 or visit www.gvs.wales

Vale 50+ Strategy Forum

The Vale 50+ Strategy Forum is a voice for all people aged over fifty who live or work in the Vale of Glamorgan.

Telephone 01446 709779 or e-mail jporter@valeofglamorgan.gov.uk

Cardiff 50+

Is the voice for residents aged over fifty who live or work in Cardiff.

Contact Andrew Lucas, Equalities Officer. E-mail Alucas@cardiff.gov.uk

Cardiff Third Sector Council (C3SC)

Telephone 029 2048 5722 or visit www.c3sc.org.uk

Cardiff and Vale Action for Mental Health

Telephone 029 2022 2200 or visit www.cavamh.org.uk

Directories of Services

<http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Information and Support Centres

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 in hard copy and via the internet; 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.

E-mail: sarah.davies37@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

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