



Empowering people. Inspiring excellence. Strengthening communities.

Third Sector Community Services – here to support you Updated 27th March 2020

This briefing provides information about third sector community based services, and helplines, which can support you during the Covid-19 crisis. It also includes information about other services and community hubs.

These services may change from time to time and depend on staff and volunteers, and may not be able to respond to all requests for support.

Further updates will be provided as and when GVS becomes aware of services.

Age Connects Cardiff and the Vale

Age Connects in the Vale can provide Shopping Support, prescriptions and phone calls to isolated clients.

Eastern and Central Vale Good Neighbours Scheme

Nicola Rockett

Tel: 01446 747654

Tel: 07483 057373

nicola.rockett@ageconnectscardiff.org.uk

Western Vale

Paula Hodge

Tel: 07507 416875

paula.hodge@ageconnectscardiff.org.uk

Cardiff

Angela Jones – Community Volunteering

Tel: 07964 974389

Tel: 029 2068 3686

angela.jones@ageconnectscardiff.org.uk

Cardiff and Vale Action for Mental Health will be:

- * maintaining a Mental Health Info and Wellbeing page on their website
www.cavamh.org.uk/mental-health-wellbeing
<https://cavamh.us7.list-manage.com/track/click?u=4456e9dbfd09275337100602a&id=941eb4293e&e=b40ad2647a>
- * circulating information via the Mental Health Forum mailing lists and interest groups.
- * linking to people with mental health lived experience via Sefyll, (adults) Nexus (older people) and Join the Dots, (young people up to age 25). All the involvement

development services will be contacting the people they support by phone or email, including those who may be self isolating, and sharing wellbeing and other information

Please contact Linda Newton on Linda@cavamh.org.uk ring 07522 914210

Cardiff and Vale Carers Gateway

The Cardiff and Vale Carers Gateway provides information and support to unpaid carers in Cardiff and the Vale of Glamorgan. The aim of the service is to improve the quality of life for carers, and the cared for, in Cardiff and the Vale, helping carers to make the most of their life alongside their caring role and maintain their independence.

The Gateway provides telephone and email support from Monday – Friday, 9am – 5pm.
Tel: 029 2192 1024

Gateway@ctsew.org.uk

Care and Repair Cardiff and the Vale

They can provide essential external practical works, such as key safes and grab rails, for older home owners age 60 and over. External works means that people do not have to come out of their homes.

For more information, contact 029 2047 3337 and leave a message and they will call you back.

The Cinnamon Trust

The Cinnamon Trust is a national charity for the elderly (aged 65 and over), the terminally ill and their pets. Our primary aim is to help keep people and their pets together, by assisting with pet related tasks such as dog walking, pet care and short-term fostering (when an owner faces a spell in hospital).

We also provide long term care for pets whose owners have died or moved into residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future.

If we can help, please call one of the Volunteer Coordinators on 01736 757900 (Monday to Friday 09.00-17.00)

Cruse Cardiff & Vale

Cruse Cardiff & the Vale are providing **Telephone Support ONLY** to all existing and new clients until further notice.

The national FREE Cruse Helpline is available: telephone 0808 8081677 - open weekdays 9am-5pm, with extended opening hours until 8pm on Tues/Wed/Thurs.

Dinas Powys Voluntary Concern

DPVC are coordinating help for those who are self-isolating or in need in Dinas Powys in the Vale of Glamorgan. We have over 40 volunteers and we are already using them to ensure that basic shopping is undertaken and that contact with those who may be isolated is maintained.

Volunteering during the Covid-19 crisis

If you wish to volunteer to help others, particularly those you do not know very well, you are advised to do so through well-established charities, such as Dinas Powys Voluntary Concern, that are registered charities with a long and well established record of experience, safeguarding, confidentiality, for the benefit of both volunteers and those we help. DPVC is coordinating help in Dinas Powys. The DPVC office will remain open for this purpose, but please ring or email rather than call in to protect the coordinators.

Please do NOT post your personal contact details on Social Media for obvious security reasons.

Email DPVC if you wish to help or to refer someone who may need it:

Judith Anderson (DPVC Wellbeing and Befriending Coordinator)

befriendingdpvc@gmail.com

Wendy Lees (DPVC Transport and General Enquiries Coordinator) dpvc@btinternet.com

They will reply and keep you updated and personal information will be kept confidential in accordance with DPVC's GDPR policies.

GVS Community Liaison Officer – supporting families, carers, young adults and those experiencing long term medical conditions. Age 18 to 60.

The Community Liaison Officer role is a one stop shop service, working closely with health and social care teams to meet the needs of people in the Vale.

The aim is to help people remain independent by helping them access community services. Support may be provided to address simple financial and benefit issues, loneliness, isolation, parenting support, access to advocacy, transport, condition specific issues, housing, support at home on discharge from hospital and information on social activities and other topics.

E-mail: carole@gvs.wales

Home Instead Senior Care

Now that people have been advised to stay at home, and family members may not be visiting, I thought I would take a moment to let you know that it's business as usual for Home Instead Senior Care.

Our CAREgivers are all trained in infection control and are taking care of our clients in their own homes as normal.

Just a reminder that we do shopping and prescription collections as part of our care remit and will do anything required within reason (keeping staff safety in mind) to help those in our communities to stay as safe as possible.

We are currently open to taking on new clients, but with the understanding that, as we now live in unprecedented times if things drastically change overnight, we would need to reconsider our position.

For more information please contact Rosi Caves;
M: 07907 959979

E: rosi.caves@homeinstead.co.uk
W: <https://www.homeinstead.co.uk/cardiff>

Mind in the Vale

They are offering telephone support for people who are worried about their mental health and need advice.
Tel: 01446 730792.

ReBuild - Supporting and empowering people living with mental ill health into volunteering to improve wellbeing

We are offering the Wellbeing Café online support.

Just to let you know that we are moving the Wellbeing Café on-line!

Same chat, same people, same activities - just bring your own tea - and cake if you have it!

It's a private group on Facebook, just for the volunteers and regulars at the café. We'll gradually be adding video chats and content over the coming weeks - but most importantly we want you!

Here's the link for the Café

<https://www.facebook.com/groups/rebuildwellbeingcafe/>

and we're also posting lots of ideas and activities, useful contacts, to help keep you cheered up and supported at this really hard time on our Facebook page here.

Here's the link for the Page

<https://www.facebook.com/ReBuildProject2019/>

Please don't hesitate to get in touch if you need any help - practically, technically, emotionally, from a mental health perspective.

Stay safe, stay at home, stay in touch - remember - its physical distancing not social isolation. ❤️

Royal British Legion Admiral Nurse Service

Admiral Nurses are a specialist service helping the Armed Forces community and their families living with dementia. They are unable to offer face to face support at the moment, but are contacting people already known to them to offer telephone support. If you are a veteran, and you need support, please do not hesitate to contact the Royal British Legion. Their email address is AdmiralSouthWales@britishlegion.org.uk

United Welsh Healthy@Home hospital discharge service

Healthy@Home is a dedicated short-term service to help people who have been in hospital long term return home safely. They are currently offering a telephone based

service, some shopping support and prescription pick up, but may not be able to respond to all requests.

If you are over 65, and have recently been discharged from hospital, please ask a member of health or social care staff to refer you to the Healthy@Home service.

Email: Healthy@Home@unitedwelsh.com

Website: <https://www.unitedwelsh.com/healthyhome/>

YMCA Young Carers Support

Young carers can call, text or whatsapp the number below. They can also access support on our social media pages.

Instagram- ymcayoungcaresvale

Facebook- @YMCAValeYoungCarers or follow the link

<https://www.facebook.com/YMCAValeYoungCarers>

Twitter- @bethanyrymca

Bethany Riley

Young Carers Project Worker

M 07538549935

E Bethany.Riley@ymcacardiff.wales

Other Services

Cardiff Council Meals on Wheels Service in the Vale

At present Meals on Wheels are continuing as normal, however there are new instructions for delivery drivers to help protect themselves and the public.

If a customer needs to self-isolate for any reason, please let us know, this can even be a sign on the front door. Meals can be placed in a suitable area (door step/porch) at the front of the property and the doorbell will be rung or door knocked. The driver will step back as far as practical (ideally at least 2m) and wait for the customer to open the door. For reassurance our drivers will wear gloves when they're delivering to anyone who is self-isolating.

The customer can then simply pick up the meal and take it inside, if they do not answer the door, the driver will retrieve the meal and leave a calling card. The driver will then contact the office and the next of kin will be informed of the non-delivery of the meal.

I hope that this explains why there is a change in meal delivery for the time being. As this is a constantly evolving situation things may change further. If you require assistance please contact the team on telephone 029 20 537080.

Helplines

Age Cymru

Age Cymru have set up a new 'check in and chat' service this week for people aged 70 or over across Wales who live on their own, to have regular calls from us and to support them with accessing relevant local services if needed.

In addition we have Age Cymru Adviceline, which we have added extra personnel to during this time. Adviceline can assist older people, their family, friends, carers, or professionals with any advice they may need.

Tel: 08000 223 444.

British Heart Foundation

They have a helpline for patients who are at risk of or who have Heart and Circulatory conditions.

Telephone: 0300 330 3311

Email: hearthelpline@bhf.org.uk

<https://www.bhf.org.uk/information-support/support/heart-helpline>

<https://www.bhf.org.uk/information-support/heart-matters-magazine/news/coronavirus-and-your-health>

COMMUNITY HUBS ON FACEBOOK

BARRY

Barry Community COVID-19 News & Assistance

<https://www.facebook.com/groups/BarryCommunityCOVID19/>

A community group working together in the Barry area to respond to the challenges of COVID-19.

Barry Waterfront covid19 Community Support

<https://www.facebook.com/groups/2476088765987098/>

CARDIFF AND THE VALE

Corona Virus Help in Cardiff and the Vale

<https://www.facebook.com/groups/3955231737892925/>

A group set up to give and receive help and find out about products availability during this pandemic.

COWBRIDGE

Cowbridge Corona Virus Community Volunteers

<https://www.facebook.com/groups/573613386573124/>

This page has been created to help the vulnerable in and around Cowbridge during the COVID-19 outbreak.

GENERAL

Corona Virus - South Wales Community Resilience

<https://www.facebook.com/groups/SouthWalesCommunity/>

This is a community group to help individuals, families and business during difficult times by coming together to help each other.

Coronavirus Wales, UK

<https://www.facebook.com/groups/139827200675383/>

LLANDOUGH

Llandough Covid-19 Mutual Aid Group

<https://www.facebook.com/groups/216736309441390/>

This is the local group for Llandough, Vale of Glamorgan, as part of the national movement to organise a network of volunteers helping our communities through the challenging times ahead in dealing with the coronavirus covid-19 pandemic.

LLANTWIT MAJOR

Support line for residents in Llantwit Major 01446 793707 available 9am – 8pm 7 days a week.

info@llantwitmajortowncouncil.gov.uk

OGMORE BY SEA, EWENNY, ST BRIDES

<https://www.facebook.com/groups/3261209467241933/>

Helping Hands St Brides Major

<https://www.facebook.com/groups/153075902516684/>

Helping Hands Ogmore by Sea

https://www.facebook.com/groups/141281007210984/?fref=gs&dti=640181606084914&hc_location=group

Ogmore by Sea Church

<https://www.facebook.com/OBSEC1/>

PENARTH

Helping Hands

<https://www.facebook.com/groups/207933657118081/>

This page is for residents of Penarth to offer or request support. Including and not limited to, collecting shopping, prescriptions checking on vulnerable people, walking dogs, the idea is to be supportive and assist where possible.

RHOOSE

Rhose Coronavirus Help

<https://www.facebook.com/groups/214436179920021/>

Let's help each other through - post here if you're self-isolating and need an errand running, your dog walking or school work sharing - or if you can fetch something for neighbours.

ST ATHAN

St Athan Coronavirus Community Support

<https://www.facebook.com/groups/515976832678504/>

SULLY

info@sullyresidents.co.uk

info@sullyresidents.co.uk or lino@sullyresidents.co.uk

WENVO

Wenvoe Support Group for Coronavirus

<https://www.facebook.com/groups/1047784465614790/>

Briefing produced by Glamorgan Voluntary Services

Email: enquiries@gvs.wales

