



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

**At the time of production, Cardiff and the Vale of Glamorgan services are restricted in line with Welsh Government guidelines. The information in this directory is as up to date as possible but services are changing regularly.
Inclusion in the directory is not to be taken as a recommendation by GVS**

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

Revised Feb 2022

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 enquiries@gvs.wales

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



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.

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

Age Cymru Dementia Advocacy Project

The service can help people 50+ with dementia and carers of people 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. Email: dementiaadvocacy@agecymru.org.uk

Age Cymru HOPE Advocacy Project

The HOPE project supports older people and carers across Wales. Further details about HOPE, can be found on Age Cymru's advocacy webpages: <https://www.ageuk.org.uk/cymru/our-work/advocacy/>

Cardiff and Vale Advocacy Gateway

An adult advocacy telephone helpline service for residents aged 18+ living in Cardiff and the Vale of Glamorgan needing or receiving social care/support from social services or

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other person concerned about someone's social care and support. The free service is available by telephone 0808 801 0577, Monday to Friday, 9am to 5pm. No referral is required, anyone can contact and use the service. The service is also available to care/support professionals, practitioners, and carers or other citizens concerned about someone's social care and support needs.

Cardiff People First (C)

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

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@mha.org.uk

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South Glamorgan Community Health Council (NHS Patient 'Watchdog')

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 telephone 029 2075 0112 or e-mail southglam.advocacy@waleschc.org.uk Please note that we operate an appointment only system.

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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.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 07866 564741, e-mail lizdavidson1072@gmail.com or visit www.valepeoplefirst.org.uk

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Befriending services for older people in the Vale and Cardiff

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Age Connects Cardiff and Vale

Offers a range of befriending services delivered through the Good Neighbours Schemes and Community Support Project.

Telephone 029 2068 3600 for Cardiff, 01446 795549 for the Western Vale or 01446 747654 for Central Vale.

Deafblind Cymru – Befriender service

The Befriender service aims to help reduce isolation and loneliness often 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 bendifenders 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, the nearest of these to the Vale of Glamorgan is in Bridgend and is held on the first Tuesday of the month and meets at 11am – 1pm in the Dunraven Room, Nolton Church Hall, Merthyr Mawr Road North, Bridgend CF31 3NH. To find out more please contact our Information and Advice Line, Freephone number on 0800 132320 or e-mail info@deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru Befriending Circle provides people with phone and email-based peer support. We match people with our trained volunteers based on their experience of diabetes. We hoped this would help to reduce isolation and give people the chance to receive peer support from someone else who knows what it is like to live with the condition. The befriending circle is for anyone living with diabetes, carers of and anyone who may be at risk of diabetes. We also hold virtual monthly peer support sessions to connect people who also face the daily challenges of managing diabetes. Diabetes UK local groups and family groups across Wales hold social events, they fundraise, campaign and raise awareness of diabetes. Local groups can be found by typing in your postcode into our local group search bar:

https://www.diabetes.org.uk/how_we_help/local_support_groups.

Contact Lucy Snell on lucy.snell@diabetes.org.uk or 02920 668276

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

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Diverse Cymru - Black and Minority Ethnic Mental Health Support Service

This service supports people who are Black or Minority Ethnic and have been diagnosed with a mental health condition in Cardiff and the Vale of Glamorgan.

We provide community advocacy; a befriending service; and support to access services.

Referrals to this service are through your GP, Community Mental Health Team, Social Services or another health or social care professional. We cannot accept self-referrals.

We are also running a Black and Minority Ethnic dementia project.

Call 029 2036 888, e-mail Suzanne.duval@diverse.cymru or samira.salter@diverse.cymru or visit www.diverse.cymru.org.uk

Independent Age

The Friendship Service gives older people the chance to have a regular call or visit from one of our volunteers and, over time, form a genuine bond of friendship.

For further information, telephone 0800 319 6789.

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. This Service has been on hold due to Covid-19 but will be re-introduced in 2022 so if you think you could benefit, please Telephone 0800 304 7407 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@mha.org.uk

Re-engage (formerly Contact the Elderly) call companions service

Our call companion's idea is very simple: a volunteer call companion calls the same older person between two and four times a month at a mutually agreed time for an informal chat. Calls will last for around 30 minutes. The call companions programme is aimed at people who are: 75 or older; living alone or in sheltered housing with little or no contact with family or friends; struggle to leave their house in normal times. In addition, for call companions we ask that the older people have sufficiently good hearing to take on regular phone conversations.

At the time the older person is referred, we'll ask a general question about the older person's interests or hobbies to make sure we match them with a volunteer and to help spark conversation. If you know anyone who would benefit from call companions, please refer them using our simple online form. Don't forget to get the older person's consent first. You can find the form on our website: www.reengage.org.uk/refer/ or contact Gavin Stewart Project Manager, Gavin.Stewart@reengage.org.uk Telephone: 029 2279 0145. www.reengage.org.uk

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the

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isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you 3 sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.org.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

The Marie Curie Cardiff and the Vale Bereavement Support Service

The **Marie Curie Bereavement Support Service** is available to anyone who wants to talk to someone following a bereavement - whether your bereavement was expected, happened recently or was some time ago, we can help. We can also support you before your loved one dies. Call us for free on 0800 0902309 to discuss practical and emotional concerns with one of our trained Support Line Officers or get ongoing support from a bereavement volunteer. Subject to Covid-19 restrictions, Marie Curie are planning to deliver bereavement cafés during 2022 for those who are bereaved to access peer support. Please call 029 2042 6000 for more details.

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.

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Cafés and Meal Delivery Services

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Caffi I Bawb

Situated within Ambito Sully Day Opportunities and open from 10am – 3pm, Monday to Friday, Caffi I Bawb is an ideal place for eating and meeting, socialising or just relaxing and surfing the net using our free Wi-Fi facility. Caffi i Bawb has an activity menu which means you can join our pay as you go sessions for adults with disabilities at Ambito Sully, you can choose what you want to do and when.

As our activity menu offers a wide range of sessions which are tailored for the needs of adults with learning disabilities, you are sure to find something that you will enjoy. Our fully qualified support staff facilitate all sessions and are always willing to help, but if you require 1:1 support or a P.A. they will need to stay with you. You can book activities in advance by phone or e-mail, or you can pop down to the caffi and book instantly for the same day if there is something going on that you would like to try!

Telephone 01446 733418 or e-mail sully.day.opportunities@ambitocare.co.uk

Age Connects Cardiff and the Vale Wellbeing Centre 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 10am 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
- Monthly Dementia café with activities and information
- Regular activities such as stitching and knitting sessions (Monday), Yoga (Wednesday) & Tai Chi (Thursday) classes, Bingo (Friday), health checks, 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 telephone 01446 732385.

Cardiff Council Meals on Wheels (C)

An affordable community service operating 365 days a year. 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

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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, or visit www.telecarecardiff.co.uk

Cardiff Pedal Power Café

Open all year round as part of Pedal Powers inclusive cycling mission, a vegetarian café offering healthy options with easy wheelchair access and a disability aware environment to suit all needs, also dog friendly.

Telephone 029 2039 0713 or e-mail info@cardiffpedalpower.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 opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

Dinas Powys Memory Café

On the second and fourth Friday of every month. Support and information for carers, friends, family and anyone affected by memory problems. At Murchfield Community Centre, Dinas Powys. Telephone 029 2051 3700 or e-mail befriendingdpvc@gmail.com

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

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

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

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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 Services:

Dementia Connect

Dementia Connect is Alzheimer's Society's support and advice service for people with dementia, carers, families and friends. The service is free, easy to access by phone or online, and puts you in touch with our dementia advisers. They will listen, help with all your dementia-related questions, and connect you to the support you need. This includes help in your area, face to face visits, as well as phone and online advice and information. They will keep in touch with you, to make sure you always have the support you need.

Tel: 0333 150 3456 with a separate line for Welsh speakers Tel: 03300 947 400 or e-mail dementia.connect@alzheimers.org.uk

The service is accessible to people affected by dementia and professionals. If you are a professional and would like more information about how to refer, please see <https://www.alzheimers.org.uk/dementia-professionals/refer>

Carers Information and Support Programme (CrISP)

Our Carers Information and Support Programme (CrISP) aims to improve the knowledge, skills and understanding of people caring for a person with dementia with a recent diagnosis. Delivered by our Dementia Advisers, the course involves four essential sessions, each lasting 2 hours, covering the following topics:

- Understanding dementia
- Providing support and care
- Legal and money matters
- Coping day-to-day

Courses are currently delivered over zoom but face to face sessions will be organised later in Spring/Summer.

For more information please e-mail: cardiffandvalecrisp@alzheimers.org.uk or contact Ruth Caddy, Mon – Friday, 9am - 4pm: 07715 802 632 Ruth.Caddy@alzheimers.org.uk

Companion Call Service

Our Companion Call service will be offered to people living with dementia and Carers following referral to our Dementia Support service. Companion Calls are an opportunity for

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people affected by dementia to have an informal chat with a volunteer about whatever they like. They are offered to our service users and their Carers.

Telephone 0333 150 3456 or e-mail dementia.connect@alzheimers.org.uk

The Carer's Peer Support Group

This group meets on zoom on the second Tuesday of each month, 3.45pm – 5pm. This group is for those who are currently caring for someone with dementia either in their own home or in a residential home. The aim is to provide support to family members within their caring role and for carers to share their experiences and feelings. At each of the sessions guests and professional organisations have been invited to come along to share information of the services that are available, as well as offer advice and support if needed. For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Carers Time

The **CarersTime** sessions are held fortnightly on zoom on Thursdays 1.15pm - 2.15pm. They give carers the opportunity to make connections with other carers in the same situation, participate in an activity, as well as sharing experiences and support. "Come along and share your stories or just connect with others, bring a cuppa and let's chat." For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Dementia Café

The Dementia Café sessions are held monthly on zoom on the third Tuesday of each month – **3.45pm – 4.45pm**. For people affected by dementia, their family and friends, the Café sessions include quizzes, games, stimulating activities, whilst offering useful information and support in a relaxed and informal setting. For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Fun and Friendship Group for people with young onset dementia (face to face)

The Fun and Friendship (Activity) Group is held monthly, on the second Wednesday of each month, at 10.30am to 12.30pm at V21 Sbectrwm Centre, Fairwater, Cardiff. A social activity group for people living with Young-Onset Dementia. (Someone who has received a diagnosis of dementia before they are aged 65). Family and friends, care partners and health professionals are welcome to attend; enjoy an activity, chat and laugh together in a supportive and relaxed environment. Activities include: creative music, quizzes, skittles, boccia, bucket drumming and reminiscence. For more information, please e-mail: jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Music and Memory Café (Face-to-face)

The Music and Memory Café is held monthly on the first Tuesday of each month from 2pm - 3.30pm at Cyncoed Methodist Church, Westminster Crescent, Cardiff CF23 6SE. A friendly, sociable and relaxed group for people with dementia and their carers. Come along and participate in a range of fun and engaging music-based activities. No previous musical experience required! For more information, please e-mail: jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

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Singing for the Brain

The Singing for the Brain sessions are held on zoom, every Wednesday from 4.00pm – 5.15pm. A fun traditional sing-along activity that uses a wide variety of songs from genres and decades from as early as 1920 through to the more popular choices of the modern era. There is a different theme for each session, such as songs with colours, names, places, animals, etc. Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment.

For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

ategi Shared Lives

ategi Shared Lives is for adults who need support and want to live or stay in a family home environment. ategi carefully match you with one of our specially trained Shared Lives carers, who share their home and family, supporting you with what you need, which could be developing your skills, working towards your goals and supporting you to be more independent. You could spend the day, stay for a short break, or move-in – it's completely flexible to your needs. We are regulated by Care Inspectorate Wales (CIW) and can offer support to individuals with various support needs to include individuals with learning disabilities, physical disabilities, anxiety/mental ill health, sensory impairment, young people moving from foster care to adults services, older people and people with dementia or people being discharged from hospital who need extra support before returning home. Telephone: 029 2081 4800, e-mail SLSWales@ategi.co.uk or visit www.ategi.co.uk

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.

E-mail: gateway@ctsew.org.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 by the webchat function on

https://www.valeofglamorgan.gov.uk/en/our_council/Contact-Us.aspx

For Cardiff telephone 029 2087 2087, e-mail c2c@cardiff.gov.uk

or visit www.cardiff.gov.uk/carers

Cardiff & Vale Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. We hold regular events and activities where carers meet each other and share experiences while having fun. Our services are free and includes an extensive range of information resources.

Telephone 029 2056 5917 or e-mail admin@parentsfed.org

Cardiff and Vale University Health Board

Works with local authorities and voluntary organisations to provide carers with better support and information. For any carer-related enquiries, telephone 029 2074 5692 or 029 2071 6059, or e-mail cardiffandvale.patientinformation@wales.nhs.uk

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

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 0300 772 9702, e-mail wales@carers.org or visit www.carers.org/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

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

Home Instead

Provides person centred care for older people, enabling them to actively enjoy life in their own home, ensuring they stay safe and well. Home Instead ensures that CAREGivers personalities and interests are closely matched to those of clients, and that the same CAREGiver visits each time.

Home Instead can also provide a full-time home care solution which allows a client to stay at home in familiar surroundings, supported by a fully trained Live-In CAREGiver who works to an individually tailored plan. This one-to-one personalized live-in care service can provide an ideal alternative to full time residential care. To find out more, please call 029 2056 9483 www.homeinstead.co.uk/cardiff

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework. Challenges and representation at court and tribunal.

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

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

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

within the context of a Dementia friendly community. Telephone 01446 700111 or 01446 745922.

Telecare Alarm 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 Telecare@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 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 the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk or visit www.britishlegion.org.uk

The Vale of Glamorgan Adult Placement (Shared Lives) Service (V)

Provides long term, short breaks, emergency placements and additional support in the counties of Vale of Glamorgan and Bridgend to people who have been identified via an integrated assessment as able to have their support needs and personal outcomes met within a family environment by suitably assessed, approved and trained hosts. Our service is regulated by the Care Inspectorate Wales (CIW). We may be able to support people aged over 18 years with Learning Disabilities, Physical Disabilities, Mental Health, Sensory Impairment, Older People and People with Dementia. Referrals are accepted for people who have care and support needs which are identified by the referring team. If you or someone supporting you would like to know more please contact 01446 700111, e-mail C1V@valeofglamorgan.gov.uk or visit:

https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/adult_placement_service/Adult-Placement-Service.aspx

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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

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



Condition Specific 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.

Ambito Care and Support

Ambito Care and Support 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 sully.day.opportunities@ambitocare.co.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

Blind Veterans UK

A national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community.

Telephone 0800 389 7979 or visit www.blindveterans.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 Cymru

Provides a range of services and useful resources.

Telephone 0300 330 3322 or e-mail Wales@bhf.org.uk

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

British Lung Foundation

Available Monday to Friday, 9am - 5pm to provide information and advice to people living with any lung condition. If you contact us outside of these hours, we'll get back to you as soon as we can. Telephone BLF Helpline 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), Nexus

Working to progress mental health services through service user, carer and third sector involvement. For information about involvement in older people's mental health services, access to a Directory of Mental Health Services and **DIRECTIONS**, the carers' handbook and directory about older people's mental health services in Cardiff and the Vale, telephone 029 2022 2200, e-mail mail@cavamh.org.uk or visit www.cavamh.org.uk

Cardiff and Vale Fibrofighters

Fibrofighters hold social meetings every Friday at Barry Library from 11am to 1pm, with everyone welcome to attend. If you would like more information about Fibrofighters or their regular meetings, e-mail CardiffandValeFibrofighters@hotmail.com visit their Facebook page '@CardiffandValeFibrofighters' or telephone 07399 665245.

Cardiff and Vale Memory Team

The Cardiff and Vale Memory Team based at the University Hospital of Llandough is a multidisciplinary team that are involved in the initial assessment of patients presenting with a variety of conditions that affect cognition, including memory, that have been referred by community teams, primary and secondary care services. The team also provides post diagnostic support through its multidisciplinary members to individuals living with dementia and their relatives. Telephone: 029 2071 6961 or e-mail: memory.team@wales.nhs.uk

Cardiff & Vale Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. We hold regular events and activities where carers meet each other and share experiences while having fun. Our services are free and includes an extensive range of information resources. Telephone 029 2056 5917 or e-mail admin@parentsfed.org

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

Deafblind UK and Deafblind Cymru

Deafblind UK is a free membership organisation that works with anyone who has both a sight and a hearing impairment. We know that even at comparatively low levels of a combination sight and hearing impairment people can begin to lose confidence, there is no fixed level of impairment that is necessary to become a member. We enable our members

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

to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have holiday caravans on the North coast of Wales and on the East Norfolk Coast, available exclusively to our members. Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru Befriending Circle provides people with phone and email-based peer support. We match people with our trained volunteers based on their experience of diabetes. We hoped this would help to reduce isolation and give people the chance to receive peer support from someone else who knows what it is like to live with the condition. The befriending circle is for anyone living with diabetes, carers of and anyone who may be at risk of diabetes. We also hold virtual monthly peer support sessions to connect people who also face the daily challenges of managing diabetes. Diabetes UK local groups and family groups across Wales hold social events, they fundraise, campaign and raise awareness of diabetes. Local groups can be found by typing in your postcode into our local group search bar:

https://www.diabetes.org.uk/how_we_help/local_support_groups.

Contact Lucy Snell on lucy.snell@diabetes.org.uk or 02920 668276

Effro – Cardiff & the Vale of Glamorgan, Bridgend, Merthyr and RCT.

Offers a wide range of dementia related training opportunities, throughout Wales, and welcomes expressions of interest from anyone interested in volunteering. Training is currently provided free of charge and can be tailored to the needs of your team/organisation.

Effro leads group sessions in Care homes, or anywhere where there is a community of people with dementia, (within our area of service); sessions are underpinned by theories such as Cognitive Stimulation Therapy and Reminiscence Therapy and intended to be multi-sensory, fun environments for those participating. We seek to empower staff/volunteers in these communities to continue running groups in the longer term.

Effro offers personalised, 1:1 support for people in the community living with dementia; providing individuals with a positive, personalised action plan based on their particular needs and ambitions. The principal aim of the 1:1 support is to help the individual to be as physically and mentally active as possible whilst providing their family members and/or carers with a degree of support. Whilst there is no charge for this service the number of referrals that can be accepted is limited.

E-mail: effro@platform.org Telephone: 0300 3035918 or visit: <https://effro.org>

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

Adferiad Family Support Service (V) (formerly known as Hafal Family Support)

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

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

Telephone 07760 808930 or 07974 175189 or e-mail paul.keeping@adferiad.org or Lydia.williams@adferiad.org

Headway Cardiff and South East Wales

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

Visit <https://headwaycardiff.com/> 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. 7 days a week 8am – 8pm

Information and Support Centres, Cardiff & Vale University Health Board

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 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. Contact Sarah Davies, Facilitator. E-mail Cardiffandvale.patientinformation@wales.nhs.uk or telephone 07973 715912

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

Marie Curie

If you or a loved one is living with a terminal illness Marie Curie may be able to provide care from the hospice or in your own home. For people living in Cardiff or the Vale of Glamorgan, we're here to help you achieve the best possible quality of life through support in the hospice. Whether that's through a stay at the hospice or visits to our Day Therapy unit we can help relieve your symptoms, support you and your loved ones at a difficult time, or advise you on practical issues.

If you're registered with a GP practice in the Vale of Glamorgan and need support at home, you may be able to get support from our specialist team of clinical nurses, doctors, social workers and therapists who can visit you at home if your GP feels it's necessary. They can also see you at an outpatient clinic.

To receive care and support from us, please contact your **District Nurse, GP or hospital consultant** who may be able to refer you.

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

Marie Curie Hospice, Cardiff and the Vale, Bridgeman Road, Penarth CF64 3YR
Telephone 029 2042 6000 or e-mail penarth.hospice@mariecurie.org.uk
Wherever you live you can contact the Marie Curie Support Line 0800 090 2309 for practical information and emotional support if you or someone you love is affected by terminal illness. Visit www.mariecurie.org.uk

ME Support in Glamorgan

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers. Telephone 029 2076 2347, 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>

Contact Sue Edwards, Area Support Co-ordinator on 07873 260403 or sue-edwards2011@hotmail.co.uk
<https://www.mndassociation.org/> - or phone MND Connect on 08088026262.

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

Men's Shed

We are the group for the men of the MS community to get together and catch up on the topics that matter most. Whether you live with MS or support someone close to you, join us on ZOOM for a moment to unwind! We meet every month on the first Tuesday at 7pm. E-mail wellbeinginwales@mssociety.org.uk

Parkinson's UK Cymru

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

Telephone 0808 800 0303 or e-mail hello@parkinsons.org.uk. 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

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 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@sightlife.wales

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you 3 sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.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

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

Sight Life (formerly 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 ask@sightlife.wales or visit www.sightlife.wales

Singing for lung health Cardiff

Specialist singing group for anyone with a lung condition. No previous singing experience is required. A typical session includes gentle physical warm up, breathing exercises, vocal warm up, songs from around the world: modern and traditional, refreshments. Every Wednesday 1.45pm – 2.45pm via Zoom. Cost: £15 per five sessions.

Telephone 07811 874760 or e-mail ruth_bradshaw@btinternet.com

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.

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, e-mail chairman.s.wales.myeloma@gmail.com or 07863 284102, e-mail 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 Tracey on 07903 401916 or Nic on 07903 401866

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353

E-mail: Stephanie.martin@stroke.org.uk

Every Monday 10.30am - 12.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. 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.

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

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 a Wednesday evening once a month, January to November inclusive in Whitchurch. Contact 029 2052 4400 for the organisers contact details. You must register with the organiser before your first visit.

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, 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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry, Cardiff and Haverfordwest. Contact enquiries@tyhapus.org.uk or telephone 01446 738024

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.

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

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. 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.

Breathe - Counselling & Wellbeing Centre

Our large team of professional counsellors provide counselling services face to face, online and over the phone. Phone: 029 2044 0191 or e-mail hello@breathe-uk.com

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

Carers Trust South East Wales

Offer a free counselling service which supports carers of people with late-life dementia or depression living in the Vale of Glamorgan. Caring for someone with dementia can be challenging, and you may be faced with situations you were not expecting or that are new to you. Often carers don't want to burden friends or relatives with their worries and find it easier to speak to someone who is not directly involved in their situation. Counselling offers support and the chance to express feelings safely and in confidence.

Telephone 029 2192 1024 or e-mail info@ctsew.org.uk

Cruse Bereavement Care

Cruse exists to help and support all those affected by bereavement - including children. Cruse offers one-to-one, group and telephone support.

Telephone 029 2022 6166 or e-mail cardiff@cruse.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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.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

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.

New Horizons Day Opportunities Centre (V)

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

Telephone 01446 700111, 01446 731935 or e-mail fharding@valeofglamorgan.gov.uk

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.

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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry, Cardiff and Haverfordwest.

Contact enquiries@tyhapus.org.uk or telephone 01446 738024

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

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Alzheimer's Society Services:

Dementia Connect

Dementia Connect is Alzheimer's Society's support and advice service for people with dementia, carers, families and friends. The service is free, easy to access by phone or online, and puts you in touch with our dementia advisers. They will listen, help with all your dementia-related questions, and connect you to the support you need. This includes help in your area, face to face visits, as well as phone and online advice and information. They will keep in touch with you, to make sure you always have the support you need.

Tel: 0333 150 3456 with a separate line for Welsh speakers Tel: 03300 947 400 or e-mail dementia.connect@alzheimers.org.uk

The service is accessible to people affected by dementia and professionals. If you are a professional and would like more information about how to refer, please see <https://www.alzheimers.org.uk/dementia-professionals/refer>

Carers Information and Support Programme (CrISP)

Our Carers Information and Support Programme (CrISP) aims to improve the knowledge, skills and understanding of people caring for a person with dementia with a recent diagnosis. Delivered by our Dementia Advisers, the course involves four essential sessions, each lasting 2 hours, covering the following topics:

- Understanding dementia
- Providing support and care
- Legal and money matters
- Coping day-to-day

Courses are currently delivered over zoom but face to face sessions will be organised later in Spring/Summer.

For information, please e-mail: cardiffandvalecrisp@alzheimers.org.uk or contact Ruth Caddy, Mon – Friday, 9am-4pm: 07715 802 632 Ruth.Caddy@alzheimers.org.uk

Companion Call Service

Our Companion Call service will be offered to people living with dementia and Carers following referral to our Dementia Support service. Companion Calls are an opportunity for people affected by dementia to have an informal chat with a volunteer about whatever they like. They are offered to our service users and their Carers.

Telephone 0333 150 3456 or e-mail dementia.connect@alzheimers.org.uk

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

The Carer's Peer Support Group

This group meets on zoom on the second Tuesday of each month, 3.45pm – 5pm. This group is for those who are currently caring for someone with dementia either in their own home or in a residential home. The aim is to provide support to family members within their caring role and for carers to share their experiences and feelings. At each of the sessions guests and professional organisations have been invited to come along to share information of the services that are available, as well as offer advice and support if needed. For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Carers Time

The **CarersTime** sessions are held fortnightly on zoom on Thursdays 1.15pm - 2.15pm. They give carers the opportunity to make connections with other carers in the same situation, participate in an activity, as well as sharing experiences and support. "Come along and share your stories or just connect with others, bring a cuppa and let's chat." For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Dementia Café

The Dementia Café sessions are held monthly on zoom on the third Tuesday of each month – **3.45pm – 4.45pm**. For people affected by dementia, their family and friends, the Café sessions include quizzes, games, stimulating activities, whilst offering useful information and support in a relaxed and informal setting. For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Fun and Friendship Group for people with young onset dementia (face to face)

The Fun and Friendship (Activity) Group is held monthly, on the second Wednesday of each month, at 10.30am to 12.30pm at V21 Sbectrwm Centre, Fairwater, Cardiff. A social activity group for people living with Young-Onset Dementia. (Someone who has received a diagnosis of dementia before they are aged 65). Family and friends, care partners and health professionals are welcome to attend; enjoy an activity, chat and laugh together in a supportive and relaxed environment. Activities include: creative music, quizzes, skittles, boccia, bucket drumming and reminiscence. For more information, please e-mail: jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Music and Memory Café (Face-to-face)

The Music and Memory Café is held monthly on the first Tuesday of each month from 2pm - 3.30pm at Cyncoed Methodist Church, Westminster Crescent, Cardiff CF23 6SE. A friendly, sociable and relaxed group for people with dementia and their carers. Come along and participate in a range of fun and engaging music-based activities. No previous musical experience required! For more information, please e-mail: jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Singing for the Brain

The Singing for the Brain sessions are held on zoom, every Wednesday from 4.00pm – 5.15pm.

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

A fun traditional sing-along activity that uses a wide variety of songs from genres and decades from as early as 1920 through to the more popular choices of the modern era. There is a different theme for each session, such as songs with colours, names, places, animals, etc. Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment.

For more information about each session's topic and for ZOOM joining details, e-mail jacqueline.ayres@alzheimers.org.uk or telephone Jacky on 07484 089481

Cardiff and Vale Memory Team

The Cardiff and Vale Memory Team based at the University Hospital of Llandough is a multidisciplinary team that are involved in the initial assessment of patients presenting with a variety of conditions that affect cognition, including memory, that have been referred by community teams, primary and secondary care services. The team also provides post diagnostic support through its multidisciplinary members to individuals living with dementia and their relatives. Telephone: 029 2071 6961 or e-mail: memory.team@wales.nhs.uk

Carers Trust South East Wales - Care Services

We offer a range high quality care services to people in their own homes. Often referred to as domiciliary care, our care packages enable people to live safely in the comfort of their own home. Before a package of care is introduced, one of our care team will meet with the client and their carer to assess care needs and to have a chat about what help may be beneficial. Services in the home could include personal care (washing and getting dressed, for example), meal preparation, shopping, light housework, being accompanied to appointments, or even a trip out for lunch or a coffee. The package of care is specifically tailored to the needs of the client and is reviewed frequently to ensure it continues to meet the person's needs.

Telephone 01495 769996 or e-mail careteam@ctsew.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 opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

Dinas Powys Memory Café

On the second and fourth Friday of every month. Support and information for carers, friends, family and anyone affected by memory problems. At Murchfield Community Centre, Dinas Powys. Telephone 029 2051 3700 or e-mail befriendingdpvc@gmail.com

Effro – Cardiff & the Vale of Glamorgan, Bridgend, Merthyr and RCT.

Offers a wide range of dementia related training opportunities, throughout Wales, and welcomes expressions of interest from anyone interested in volunteering. Training is currently provided free of charge and can be tailored to the needs of your team/organisation.

Effro also leads group sessions in Care homes, or anywhere where there is a community of people with dementia, (within our area of service); sessions are underpinned by theories such as Cognitive Stimulation Therapy and Reminiscence Therapy and intended to be

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

multi-sensory, fun environments for those participating. We seek to empower staff/volunteers in these communities to continue running groups in the longer term.

Effro also offers personalised, 1:1 support for people in the community living with dementia; providing individuals with a positive, personalised action plan based on their particular needs and ambitions. The principal aim of the 1:1 support is to help the individual to be as physically and mentally active as possible whilst providing their family members and/or carers with a degree of support. Whilst there is no charge for this service the number of referrals that can be accepted is limited.

E-mail: effro@platform.org Telephone: 0300 3035918 or visit: <https://effro.org>

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia. The sessions are specially designed for people with dementia and their families. You can join us online via Zoom (Monday's 6.45pm-7.45pm), Thornhill Church Centre, Cardiff (1.30-3.30pm) and at Elfed Avenue Church, Penarth (6.30-8pm). Telephone 029 2236 2064 or 07968 169424 or e-mail hello@forgetmenotchorus.com

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework. Challenges and representation at court and tribunal.

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

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.

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

Telecare Alarm 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 Telecare@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 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 the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk 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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry, Cardiff and Haverfordwest.

Contact enquiries@tyhapus.org.uk or telephone 01446 738024

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

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. 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 works out at £5 per session if paying by regular standing order or £7

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

on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth.
Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk



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<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.

Carers Trust South East Wales - Care Services

We offer a range high quality care services to people in their own homes. Often referred to as domiciliary care, our care packages enable people to live safely in the comfort of their own home. Before a package of care is introduced, one of our care team will meet with the client and their carer to assess care needs and to have a chat about what help may be beneficial. Services in the home could include personal care (washing and getting dressed, for example), meal preparation, shopping, light housework, being accompanied to appointments, or even a trip out for lunch or a coffee. The package of care is specifically tailored to the needs of the client and is reviewed frequently to ensure it continues to meet the person's needs.

Telephone 01495 769996 or e-mail careteam@ctsew.org.uk

Home Instead

At Home Instead, we work with individuals to provide flexible, personalised home care, based upon their specific requirements when it is needed. This allows people to stay in their own home and local community, surrounded by their familiar belongings and living life the way they want to. Our home care services provide home help, companionship, personal care and dementia care. We personality match our Care Professionals to our clients as we believe that a strong relationship between the two, is at the heart of everything we provide. Our Care Professionals are hand-picked for their character and values and are expertly trained to support older people and their families.

To find out more please visit www.homeinstead.co.uk/Cardiff

The Vale Third Sector Broker (V)

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joy.corley@ageconnectscardiff.org.uk



Falls awareness and prevention for older

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

people in the Vale and Cardiff

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Action for Elders

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, e-mail info@actionforelders.org.uk or 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 2068 3600 for Cardiff or 01446 732385 for the Vale.

Age Cymru

Age Cymru is a key member of the National Taskforce on Falls Awareness and Prevention, its aim, is to raise public and professional awareness of the many risk factors for falling and that falls are not an inevitability when growing older. The Health Initiatives Officer offers community talks, presentations and delivery of Falls Brief Intervention Training, empowering others to talk openly and honestly about falls. The charity is active in dispelling the long entrenched myth that falls are an inevitable part of ageing and is leading the work on Primary Prevention in the community.

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

Information can also be found on their website www.agecymru.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
- **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@crvc.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.

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

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 462191 or e-mail info@elderfit.co.uk

Telecare Alarm 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 Telecare@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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For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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Food Bank, Food Co-op and FoodShare in the Vale and Cardiff

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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

FoodShare

CF61, Llantwit Major

Free food for all! Whether you are in need or just care about the planet, everyone is welcome. Come and help yourself to help stop food waste!

Every Thursday from 1.00 - 2.00pm at CF61, Station Road, Llantwit Major. Telephone 01446 741706 or e-mail Leanne@gvs.wales

Castleland Community Centre, Barry

We operate a FoodShare in conjunction with major supermarkets to provide free and discount food to anyone who needs it. Every Wednesday at 2pm until the queue dies down.

Telephone 01446 701285 or e-mail castleland@dicdevelopmenttrust.com

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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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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



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) and Age Connects – Community Support Project (C)

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), 01446 747654 (Central Vale) or 029 2068 3600 (Cardiff).

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, old Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes. In this context, reflecting Government guidelines, they currently provide two main types of service - shopping for their clients and telephone companionship. 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.

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

- 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 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

The Vale Third Sector Broker (V)

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For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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



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

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. Services include a large range of inclusive cycling options catering for all abilities and supporting those needs such as stroke or dementia. Adult learn to ride and also confidence building cycling sessions available as a group or one to one. Volunteering opportunities available in many aspects of the charity. Telephone 029 2039 0713 or e-mail info@cardiffpedalpower.org or visit www.cardiffpedalpower.org

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

Diverse Cymru

Diverse Cymru runs engagement events and work in Cardiff and the Vale for diverse individuals and third sector organisations. This includes older people. We gather people's stories and what matters to them and feed this into research, consultation responses and policy. Telephone 029 2036 8888, e-mail research@diverse.cymru or visit www.diversecymru.org.uk

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

Forget Me Not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia. The sessions are specially designed for people with dementia and their families. You can join us online via Zoom (Monday's 6.45pm-7.45pm), Thornhill Church Centre, Cardiff (1.30-3.30pm) and at Elfed Avenue Church, Penarth (6.30-8pm). Telephone 029 2236 2064 or 07968 169424 or e-mail hello@forgetmenotchorus.com

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. Contact Sarah Davies, Facilitator.

E-mail Cardiffandvale.patientinformation@wales.nhs.uk or telephone 07973 715912

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

Mind in the Vale - Wellbeing, social prescribing and single point of access service

Our Wellbeing and Social Prescribing practitioners will work with you in your GP surgery or telephonically to assess your needs. They will then make relevant referrals to any specialist organisations and services within the community. You will be supported to focus on identifying and achieving your goals and access local community resources.

Your GP can refer you in to this service but you can also self-refer by telephone 01446 730 792 or e-mail admin@mindinthevale.org.uk or complete our online referral form.

[Wellbeing, Social Prescribing and Single Point of Access | Mind in the Vale of Glamorgan](#)

Sporting Memories Wales

Sporting Memories Wales work with communities and organisations to promote the mental and physical wellbeing of people over 50, using the power of sport as a focus to engage those in particular who are living with dementia, depression or are socially isolated.

Weekly volunteer-led clubs, will take place at sports stadiums, sports clubs, care-centres,

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community centres and libraries, using archive images of sport, memorabilia and news reports to trigger fond memories of playing or watching sport. As well as reminiscing about sport and allowing group members to tell their stories through sporting memories, the clubs include exercise and the playing of accessible sports to increase physical activity levels of their members. New friendships are formed with members gaining confidence to meet new friends and make meaningful connections not just within the clubs but in the wider community too. For those that cannot attend a community club there is opportunity to take part in online weekly clubs from the comfort of their home. There are various clubs in Cardiff and the Vale, contact the area coordinator for more information - Nikki Foster 07515 916305 or e-mail nikki.foster@thesmf.co.uk. Alternatively, more information is available at www.sportingmemoriesnetwork.com

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

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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. 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 works out at £5 per session if paying by regular standing order or £7 on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth. 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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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 Alarm 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 Telecare@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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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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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



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

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Age Cymru and Care & Repair Cardiff and the Vale HandyVan Service

Age Cymru and Care & Repair Cardiff and the Vale are working partnership to offer a HandyVan service to assist older people (aged 50 and over) who live in Cardiff and the Vale of Glamorgan. The HandyVan Service can help with small household repairs, minor adaptations and odd jobs as well as offer support around energy efficiency checks, safety measures and improved home security. Through a range of partnerships and funding programmes we are able to offer many of our services free of charge however some services may be chargeable dependent on eligibility.

Call 029 2047 3337 or visit:

<http://www.careandrepair.org.uk/en/your-area/care-repair-cardiff-and-vale/>

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.

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

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

Citizens Advice Cardiff and Vale Connecting You 65+

Funded by the Moondance Foundation and working in partnership with Care & Repair Cardiff and the Vale, we can assist individuals over the age of 65 living in Cardiff or the Vale of Glamorgan to access remote advice services. Care & Repair Cardiff and Vale can assist homeowners or those living in private rental accommodation, in accessing advice by

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<https://www.dewis.wales/>

conducting home visits and facilitating phone or video link appointments with a Citizens Advice adviser.

We can help with:

- Complex benefit checks (what if calculations, pensions, capital)
- Benefit overpayments
- Appeal submissions
- Upper Tribunal
- HRT & Recourse to public funds
- Expert Advice

The service is free and confidential. For further information, please contact Colette Ireland on 07925 138367 or e-mail Colette.Ireland@cacv.org.uk

Healthy Homes, Healthy People

Healthy Homes, Healthy People work across Wales and can support people with a range of energy advice and income maximisation measures. These include:

- Full benefits checks and help to apply for benefits (we can't support with appeals unfortunately)
- Support to access various winter fuel payments for eligible individuals
- Full support to access the Nest boiler replacement scheme for eligible individuals
- A range of home safety advice and access to various devices (e.g. alarms)
- Support to be switched to a capped water tariff for eligible households.

Eligibility for most schemes we refer to relate to some combination of people being on a low income and / or means tested benefits and / or having health conditions. To make a referral please e-mail hphp@warmwales.org.uk with contact information for the person you are referring and a brief overview of the help they would find useful.

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, known as Managing Better, for older people across Wales.

The 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.

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

South Wales Fire & Rescue Service

Free home fire safety check and free smoke alarms from your local Fire & Rescue Service. Telephone 0800 1691234

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

Telecare Alarm 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 Telecare@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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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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Vale of Glamorgan Council – Grant Agency Service

We provide a specialist Agency Service to administer Disabled Facilities Grants (DFG's) to enable eligible 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.

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

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 2068 3600 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. Services include a large range of inclusive cycling options catering for all abilities and supporting those needs such as stroke or dementia. Adult learn to ride and also confidence building cycling sessions available as a group or one to one. Volunteering opportunities available in many aspects of the charity.

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

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

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

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

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia. The sessions are specially designed for people with dementia and their families. You can join us online via Zoom (Monday's 6.45pm-7.45pm), Thornhill Church Centre, Cardiff (1.30-3.30pm) and at Elfed Avenue Church, Penarth (6.30-8pm). Telephone 029 2236 2064 or 07968 169424 or e-mail hello@forgetmenotchorus.com

Goldies Cymru

In March 2020 The Golden-Oldies Charity had to close temporarily its 220 daytime fun 'Goldies' singing sessions across England and Wales. Now every Tuesday and Thursday at 11am, you can enjoy a Goldies session in your home led by Rachel on Tuesdays and Cheryl on Thursdays. The sessions are recorded and go 'live' on YouTube so you can watch as many times as you like - FREE of charge. The song words are on the screen so you can join in and Sing & Smile in your own homes. To learn more go to www.goldieslive.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

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

Motion Control

Motion Control Dance have a new older people movement and wellbeing programme, at their dance studio at Barry YMCA. We are also listed in the Golden Pass scheme:

- **LIFT (Low Impact Functional Movement) - Tuesdays 1 - 2pm** - a seated exercise class designed to encourage mobility and strength in our joints and which work to increase our heart rate through cardiovascular workouts, which includes Muscular Strength Exercises with bands, with options for standing so it can meet a range of levels of mobility and fitness.
- **Dance and Dementia - Wednesdays 11am - 12.30pm - Dance to Remember** - for people with Dementia and their carers, which uses creative tasks, props and personal choices of music to promote movement and connection.
- **Dance for Parkinson's, Wednesdays 2 - 3pm** uses a variety of exercises seated and standing and has a choreographic theme.
- **Mature in Motion - Wednesdays 12.30 - 1.30pm** - a part seated/part standing creative dance, fitness and wellbeing class that explores different dance styles each term. These sessions are best for those who really enjoy dancing to music!
- **Tuesdays 11.30am - 12.30pm - Tai Chi.**

To register contact Lara on 07545 562524 or e-mail info@motioncontroldance.com for more information and advice. Each session costs £4.00.

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For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

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)

Details on the leisure centres open across the Vale can be found on the webpage:

<http://www.valeofglamorgan.gov.uk/en/enjoying/Leisure-Centres/Leisure-Centres.aspx> or by calling 00446 700111.

Vale Community Centres (V)

Details on the Community Centres available across the Vale including information on the different facilities, costs for hire, events and contact details can be found on:

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

<http://www.valeofglamorgan.gov.uk/en/enjoying/Community-Centres/Community-Centres.aspx> or by calling 01446 700111

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



Libraries

Libraries

Vale of Glamorgan Libraries – Home Borrower Service

Vale of Glamorgan Libraries run a Home Library Service which uses volunteers to deliver books to people in their own homes. This free service is for anyone who can no longer get out of the house to visit a library themselves because of disability or mobility issues. Volunteers drop off a bag of books at reader's homes every 4 weeks and collect the previous month's books.

The volunteer can deliver books in a number of formats – ordinary print, large print or talking books on CD. As the reader, all you need to do is give the volunteer an idea of the kind of books you like – books by a particular author, for example, or historical, crime, romances or non-fiction – the choice is yours!

If you would like to help us deliver the service or if you think this service might be just what you need or if you know of someone who could benefit from it, please call Melanie Weeks on 029 2070 8438 for more information.

Vale of Glamorgan Libraries

Vale library members have access to over 250,000 books, 7,000 talking books, 10,000 DVDs as well as free book reservations for any book in Wales, free internet access and a host of other fantastic services. All of our services are available to everyone, but some may be of particular interest to some older people:

Books: All libraries provide a free, wide-ranging stock of books for people of all ages, including books to support people living with dementia and their families. There is a proven link between reading for pleasure and increased wellbeing so if you haven't visited a library for a while give it a go.

Large print books: These are books printed in a larger font size – typically 16pt. – and on denser paper, making them much easier to read and comfortable on the eye.

Talking books: These are books recorded onto CD by well-known actors. Most feature the whole, unabridged version of the book and the collection also has dramatized versions of some novels. Library users of all ages love talking books because they allow you to get on with other things while listening to your book.

E-services: Vale Libraries provides a range of e-services including e-books, e-audio books, e-newspapers and e-magazines. These are all free and can be downloaded at home and viewed on a phone, tablet or PC. Library staff can help people set up the services on their portable devices.

Care Homes Service

Our service for care homes provides a regular, changing supply of books. These are chosen by library staff, based on resident requirements, and can include talking books and titles from our Dementia-Friendly collection. More information can be found at <https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Health-and-Wellbeing.aspx>

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

Volunteering Opportunities

Vale Council run Libraries have volunteering opportunities in two projects – the Housebound Library Service and the 'Picture the Vale' Digitisation Project. For more information, please call Melanie Weeks on 029 2070 8438.

There are five Community Libraries in the Vale run by volunteers. If you would love to volunteer to work in these libraries, contact one of the Community Libraries directly for more information. There are community libraries in Dinas Powys, Rhoose, St. Athan, Sully and Wenvoe.

Events

Vale Libraries organise a host of regular and one-off activities, including book groups, digital drop-ins, author visits, backgammon club, audio book groups, jigsaw club, coffee mornings, knitting clubs and other regular groups and information events. More information on our activities can be found at:

<https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Whats-On.aspx>

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.

Blind Veterans UK Lunch Club

Members can attend along with volunteers to assist in socialisation and reducing isolation. Telephone 01454 617920.

Vale

Last Tuesday of the month 12pm
Tynewydd Pub, 103 Tynewydd Road, Barry, CF62 8BB

Cardiff

Bi-Monthly the third Wednesday of the month
The Fox and Hounds, Old Church Road, Cardiff, CF14 1AD

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 11am – 3pm at Golau Caredig, Broad St, Barry CF62 7AZ, for lunch and bingo. Phone 01446 734387 for more information.

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

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.

Gathering Place, St Athan (V)

Lunch club at the Gathering Place, Flemingston Road, St Athan on the second Monday of each month at 12.30pm. Call 01446 750700 to book a place.

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)

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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.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 £15 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

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
- Stairlifts
- Insurance services
- Equity release
- Collect My Wheels – car maintenance

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 works with a variety of trusted providers that offer a range of products and services to meet the needs of the over 50s in mind but available to all ages. These include:

- Will writing, Lasting Powers of Attorney and legal services
- Pre-paid funeral plans
- Stairlifts
- Equity release

To find out about these and more, visit <https://www.ageconnectscardiff.org.uk/shop> or telephone 029 2068 3604.

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 (Cardiff) or 01446 795549 (Vale)

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 0300 303 44 98 (open between 9am and 4pm, 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

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

CareCo Cardiff

CareCo has a huge range of mobility aids that can be purchased from our nationwide shops, by mail order service, telephone and through our website. Telephone 029 2034 0469, e-mail cardiff@careco.co.uk or visit <https://www.careco.co.uk/cardiff-showroom.htm>

Carers Trust South East Wales - Carers caravan

Carers Trust South East Wales offers affordable holidays to carers and those that they care for at Trecco Bay Holiday Park, Porthcawl. We know how important it is for carers to take a break from the pressures of day-to-day life. Our caravan is available to carers at a reduced rate in order to give you that all important break. Telephone 029 2192 1024 or e-mail info@ctsew.org.uk

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 one-off garden clearance, changing light bulbs, outdoor 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> 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 bring tools or remove waste from the property, so these have to be organised before.

JWJ Clean Ltd.

Deep cleans, regular cleans, decluttering, oven and carpet cleans. Primarily working with vulnerable adults. (CRB checked) Telephone 029 2000 2363

Liddiards Little Lenders

Fully licensed to carry out house moves, waste clearance, item transport, garden clearances, black bags and anything else you can think of. We can provide receipts or invoices. Please call Dean on 07479 451549 or Ross on 07802 767249

The Limbless Association

The Limbless Association (LA) is a national limb loss charity, which has been supporting amputees and their families across the UK since 1983. Losing one or more limbs can be isolating, adversely affecting a person's mental as well as physical wellbeing. Our mission is to support and empower amputees to lead independent and fulfilled lives, so **no amputee need cope alone**. We provide free, high-quality information, advice and support to anyone pre - or post-amputation or living with congenital limb loss - by phone, email and online. We also offer assistance to clinicians and other professionals working with the limb loss community.

For more information, contact 07508 465685, e-mail barrie@limbless-association.org or visit www.limbless-association.org

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

South 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 attend our local committee for regular updates on health services in your area. You can also **text us free** giving us your experiences of using NHS services by texting CAVOGCHC to 62277 just tell us which service / hospital department you're using.

Our members are volunteers and if you would like to become involved please contact the CHC on 029 2075 0112, e-mail southglam.chiefofficer@waleschc.org.uk or visit www.communityhealthcouncils.org.uk/southglam

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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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

Vale of Glamorgan Libraries – Home Borrower Service

Vale of Glamorgan Libraries run a Home Library Service where volunteers will deliver books to people in their own homes. This free service is for anyone who can no longer get out of the house to visit a library themselves because of disability or mobility 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. As the reader, all you need to do is give the volunteer an idea of the kind of books you like – books by a particular author, for example, or historical, crime, romances or non-fiction – the choice is yours!

If you would like to help us deliver the service or if you think this service might be just what you need or if you know of someone who could benefit from it, please call Melanie Weeks on 029 2070 8438 for more information. 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

Music and other creative activities can make you feel healthier and more positive. There's increasing evidence that singing regularly as part of a group is good for your general health and wellbeing. It seems to be especially good at improving your quality of life if you're living with a lung condition. On Wednesdays at 1.45pm – 2.45pm via Zoom, e-mail ruth_bradshaw@btinternet.com

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

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)

Pain Management course - 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

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

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

Recovery Cymru

Recovery Cymru is a self–help, mutual support community for people recovering from drug and alcohol 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, contact our **Cardiff** Centre on 029 2022 7019 or our **Barry** Centre on 01446 734220. E-mail info@recoverycymru.org.uk or visit www.recoverycymru.org.uk

Sight Life (formerly 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 ask@sightlife.wales or visit www.sightlife.wales

Tenovus Cancer Care

ACTivate Your Life – Affected By Cancer. A course to help you live well, with and beyond cancer. 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)

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

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Blind Veterans UK

A national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community.

Telephone 01454 617 920 or visit www.blindveterans.org.uk

Deafblind UK and Deafblind Cymru

Deafblind UK is a free membership organisation that works with anyone who has both a sight and a hearing impairment. We know that even at comparatively low levels of a combination sight and hearing impairment people can begin to lose confidence, there is no fixed level of impairment that is necessary to become a member. We enable our members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. Membership and services are free and our services include an information and advice line, a quarterly magazine, open hand, volunteer befriending service, social groups, digital support, and case work. Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

Sight Life (formerly 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 ask@sightlife.wales or visit www.sightlife.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

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

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@sightlife.wales

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you 3 sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.org.uk

The Vale Third Sector Broker (V)

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For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.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

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.

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

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. 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 & the Vale Shopping Service

We know that if you become frail, no longer drive or don't use the internet, your weekly shop can be difficult so Age Connects has set up a shopping service for older people. Our volunteers will contact you to take a list, carry out your shopping for you in a supermarket near you and then deliver it to you. There is a £5 charge for this service* which can be paid by cash or cheque to your volunteer or we can call you every 4 weeks to take a card payment.

**Please note if you wish to shop outside of your local area, additional mileage costs may apply*

To find out more or to make a referral to the project, please call Paula Hodge on 07507 416875 (Vale) or 029 2068 3600 (Cardiff).

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, old Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes. In this context, reflecting government guidelines, they currently provide two main types of service - shopping for their clients and telephone companionship. 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.

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

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 or visit www.havenhomecare.org

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For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

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 2068 3600 for Cardiff and 01446 732385 for the Vale.

Age Connects – Volunteer Support Project Cardiff/Good Neighbours Vale

If you know someone who is lonely or isolated, the Community Support and Good Neighbours teams 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 projects aim 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 2068 3600 (Cardiff), 01446 747654 (Central and Eastern Vale) or 01446 795549 (Western Vale).

Age Connects Cardiff and the Vale Well Being Centre (V)

The Wellbeing Centre 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 socialise and make new friends, with the café opening from 10am 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
- Monthly Dementia café with activities and information

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

- Regular activities such as stitching and knitting sessions (Monday), Yoga (Wednesday) & Tai Chi (Thursday) classes, Bingo (Friday), health checks, 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 telephone 01446 732385

Alzheimer's Society

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

Telephone 07484 089481 or e-mail Jacqueline.ayres@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.

Carers Social Groups – Carers Trust South East Wales

Carers Trust South East Wales run a number of social groups for carers and their families in the Vale of Glamorgan. The social groups give carers the chance to take a break from their caring role by providing a safe, welcoming and informal environment for people to take part in a wide range of social activities - from lunches to bowling.

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

Barry carers group provides an informal social setting for carers to take a break from their caring role and meets monthly in Barry.

Barry evening carers group is for carers and the group meets monthly at the St John Day Centre in Barry Island.

The **CAMEO** (Come and Meet Every One) group is set up for carers after their care role has ended and meets monthly for lunch in Barry, Sully or Penarth.

Penarth social group meet monthly over tea and biscuits and provides a welcoming social group for carers and dependent relatives.

The Western Vale social group is for carers and dependent relatives and meets monthly for lunch in the Barry/Rhose/Llanwit Major and Wick areas of the Vale.

Telephone 029 2192 1024 or e-mail info@ctsew.org.uk

Castleland Community Centre

Friendly Bingo every Saturday from 6.30pm – 9.30pm at Castleland Community Centre, Barry. Everyone welcome. Telephone 01446 701285.

Cowbridge Senior Citizens Association (V)

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

Telephone 01446 775508.

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

FAN (Friends And Neighbours) groups meet for an hour weekly, in person and online in Cardiff, Barry, Llantwit Major and Bridgend. Join in the interesting conversation! FAN groups are a great way to meet friendly people, to feel less lonely and if you are learning English to practise your English skills. For more information phone 07880 630553 or contact us and find out more on our website <http://www.thefancharity.org>

Forget Me Not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia. The sessions are specially designed for people with dementia and their families. You can join us online via Zoom (Monday's 6.45pm-7.45pm), Thornhill Church Centre, Cardiff (1.30-3.30pm) and at Elfed Avenue Church, Penarth (6.30-8pm). 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/>

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

Telephone 029 2061 7009 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 Llandaff Institute, Cardiff on Wednesdays, 10am - 12pm. E-mail info@llandaff50plus.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.

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 group, meet

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

likeminded people and take part in some woodwork projects! Every Friday from 1pm - 3pm at Palmerston Centre, Barry. Telephone 01446 733762.

Men's Sheds Cymru (C)

For information on Men's Shed in the Dusty Forge, Ely, Cardiff visit www.thedustyshed.org.uk or e-mail enquiries@thedustyshed.org.uk

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 Cymru

There are various branches, support groups and cafés in the Vale and Cardiff areas. Telephone 0344 225 3784 or e-mail wales@parkinsons.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@mha.org.uk

Re-engage (formerly Contact the Elderly)

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

Visit www.reengage.org.uk

Salvation Army – Canton (C)

Telephone 029 2064 1030 or visit www.salvationarmy.org.uk/cardiff-canton

Salvation Army – Cardiff East (C)

Walker Road, Splott

Telephone 029 2049 9895, e-mail tanyia.vermeulen@salvationarmy.org.uk or visit www.salvationarmy.org.uk/cardiff-east

Salvation Army – Cathays (C)

Telephone 029 2022 9753 or 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 0858 or e-mail penarth@salvationarmy.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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.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/

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.

Wick & District Pensioners Club

Wick & District Pensioners Club meet on alternate Mondays in Wick Village Hall from 2-4pm. We are a social group and we have speakers at our meetings and arrange social outings. Telephone George Jeffrey on 01656 890386

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. 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

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

massage. The cost works out at £5 per session if paying by regular standing order or £7 on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth.

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
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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 Tracey on 07903 401916 or Nic 07903 401866.

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353
Every Monday 10.30am - 12.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. 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 Community Steps Project

The Stroke Community Steps Project is delivering both Zoom and face to face sessions for stroke survivors and their carers. A variety of sessions are available including a working age group, mindfulness, golf and other activity related groups. The project is open to referrals across Wales. For more information or to make a referral please e-mail CommunityStepsWales@stroke.org.uk or contact Lauren on 07932 265274.

For all of the above opportunities, a referral needs to be made into either 01745 508531 or e-mail CommunityStepsWales@stroke.org.uk . Following referral, further information will be provided about the opportunities available.

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 a Wednesday evening once a month, January to November inclusive in Whitchurch. Contact 029 2052 4400 for the organisers contact details. You must register with the organiser before your first visit.

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

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, 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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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



Transport services in the Vale and Cardiff

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Age Connects Cardiff and the Vale Good Neighbours Schemes (V) / Community Support Project (C)

Based upon available volunteer resources, the 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), 01446 747654 (Central Vale) or 029 2068 3600 (Cardiff).

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)

EVCT offers door to door transport in wheelchair-friendly minibuses to their members in the east of the Vale of Glamorgan who may have difficulty accessing regular transport services. Membership is open to organisations, informal groups or individuals. 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 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

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.

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

https://www.valeofglamorgan.gov.uk/en/living/armed_forces/Armed-Forces-Covenant.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

Blind Veterans UK is a national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres, located in Brighton and Llandudno provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community. Telephone 01454 617 920 or visit www.blindveterans.org.uk

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 406408 or e-mail tmmckeown@btinternet.com

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. E-mail Barbara.howells@rafa.org.uk or andrew.carter@rafa.org.uk or telephone 01495 249522.

Royal British Legion

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

Telephone 0808 802 8080 or visit www.britishlegion.org.uk

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

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

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 the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk or visit www.britishlegion.org.uk

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.

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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 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Veterans Advice Service (V)

The service provides free, impartial, dedicated information, advice and support to members of the armed forces community within the Vale of Glamorgan.

Telephone 07725 704655 or e-mail veteranservice@valeofglamorgan.gov.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

Veterans' UK

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

Woody's Lodge

Woody's Lodge has moved to Amelia Trust Farm, Five Mile Lane, Near Barry, Vale of Glamorgan. Woody's Lodge provides direct support for Armed Forces Veterans, Reserves, the Emergency Services, and their families. Woody's is open from Monday to Thursday 10am to 3pm. It is advisable to telephone first. A free minibus service, with wheelchair facilities is available. Telephone 01446 781792 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

Age Connects Cardiff and the Vale of Glamorgan - offer a range of stimulating and interesting volunteer opportunities to help isolated older people. Across Cardiff and the Vale we are looking for volunteers to

- Befriend clients by making weekly visits for a chat and a cup of tea.
- Help by driving clients to appointments in your own car (mostly to hospital and Gp appointments)
- Build confidence by encouraging clients to get out of the house and join clubs & activities.

To find out more please call 02922 400 030 or visit [Volunteer - Age Connects Cardiff and the Vale](#) to find out more.

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. We can assist individuals and their carers claim their benefit entitlement including arranging home visits where appropriate. For more information, please contact the Service.

Telephone 029 2068 3682.

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 **0300 303 44 98** (open between 9am and 4pm, Monday - Friday) or e-mail advice@agecymru.org.uk

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.

E-mail: gateway@ctsew.org.uk

Citizens Advice Cardiff & Vale

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

Telephone 0800 7022 020 or visit either www.cacv.org.uk or www.citizensadvice.org.uk to find out times and locations of drop in services.

Citizens Advice Cardiff and Vale Connecting You 65+

Funded by the Moondance Foundation and working in partnership with Care & Repair Cardiff and the Vale, we can assist individuals over the age of 65 living in Cardiff or the Vale of Glamorgan to access remote advice services. Care & Repair Cardiff and Vale can assist homeowners or those living in private rental accommodation, in accessing advice by conducting home visits and facilitating phone or video link appointments with a Citizens Advice adviser.

We can help with:

- Complex benefit checks (what if calculations, pensions, capital)
- Benefit overpayments

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

- Appeal submissions
- Upper Tribunal
- HRT & Recourse to public funds
- Expert Advice

The service is free and confidential. For further information, please contact Colette Ireland on 07925138367 or e-mail Colette.Ireland@cacv.org.uk

Credit Union

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

Telephone 029 2087 2373, 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

Healthy Homes, Healthy People

Healthy Homes, Healthy People work across Wales and can support people with a range of energy advice and income maximisation measures. These include:

- Full benefits checks and help to apply for benefits (we can't support with appeals unfortunately)
- Support to access various winter fuel payments for eligible individuals
- Full support to access the Nest boiler replacement scheme for eligible individuals
- A range of home safety advice and access to various devices (e.g. alarms)
- Support to be switched to a capped water tariff for eligible households.

Eligibility for most schemes we refer to relate to some combination of people being on a low income and / or means tested benefits and / or having health conditions. To make a referral please e-mail hphp@warmwales.org.uk with contact information for the person you are referring and a brief overview of the help they would find useful.

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

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home improvements.

Telephone Freephone 0808 808 2244 or visit www.nestwales.org.uk

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework. Challenges and representation at court and tribunal.

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

Speakeasy Law Centre(C)

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

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

Tenovus Cancer Care's Money Management Service

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 Support Line 0808 808 1010, 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 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.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 and Partnership Team

The Vale 50+ Strategy Forum is a voice for all people aged over fifty. You can become a member of the forum if you are over 50 and live, work or volunteer in the Vale of Glamorgan. For more information, contact the Vale of Glamorgan Council Strategy and Partnership Team.

Telephone 01446 709779, e-mail OPF@valeofglamorgan.gov.uk or visit www.vale50plus.org

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. Contact Sarah Davies, Facilitator.

E-mail Cardiffandvale.patientinformation@wales.nhs.uk or telephone 07973 715912

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

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