

# NEWS

## CARERS

All the latest Carers information from around Rhondda Cynon Taf



find us on facebook

Covid 19 Edition

## Applause for unpaid carers

We wanted to tell you how proud we are of each and every one of you. You always go above and beyond for those that you care for, but during this very difficult time we understand that carers are very often putting themselves at risk, in order to continue to care for those that you love. We understand that the current situation may be impacting on you mentally, physically and emotionally, so we just wanted to tell you that you are all valued by us and you are all doing a great job.

We've put together some information, which we hope will support you over the coming weeks/months.

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## Support from RCT Council

Visit [www.rctcbc.gov.uk](http://www.rctcbc.gov.uk) where you can access a range of services to support you during this time.

### Useful numbers

Community Resilience Hubs (to request assistance due to self-isolation with food shopping, prescription collection, etc.)

**01443 425020**

Adult Social Care: **01443 425003**

Children's Services: **01443 425006**

Emergency Duty Team: **01443 743665**

(Before 8.30 am and after 5pm, Mon - Fri and on weekends)



RHONDDA CYNON TAF

## Keeping in touch

If you would like a friendly phone call or text from the Carers Support Project during the next few weeks, text your name, preferred method of contact (phone call or text) and how often you would like to be contacted to:

Lyndsey: **07887 450717** OR  
Rebecca: **07887 450716**

## CBS check in and chat

The Challenging Behaviour Support Group are offering a new service during the lockdown which involved calling and checking in on Parent Carers who may need emotional support, advice or just a friendly chat.

To register your details so that a member of their team can get in touch once a week, email your name, contact number and where you live to **info.cbs2014@gmail.com** or text **07562 223697**.

## 'Chatterlines'

'Chatter-lines' set up by Cwm Taf Morgannwg University Health Board is a befriending service available for those individuals who are lonely or isolated at this time:

Telephone: **01656 753783**



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

## Support from Pharmacies

Carers Trust Wales, in partnership with the Royal Pharmaceutical Society, Community Pharmacy Wales, Carers Wales and Welsh Government, has developed a suite of resources to support unpaid carers. So that they are better able to access essential medicines during the COVID-19 pandemic.

More information can be found about this awareness raising campaign by calling Rhonda Cynon Taf Carersline on **0808 100 1801** or online at **<https://carers.org/around-the-uk-our-work-in-wales/wales-covid19>**



## Frequently Asked Questions

### What support is available for me and the person I care for?

If you, or the person you are caring for are in the higher risk group, you should have received a letter from the NHS. If you are in need of extra assistance with shopping, prescriptions etc. you can ring **01443 425020** for support from the community resilience hubs. Any health or social care services you're already receiving, should continue (although this may have reduced) but if you need information advice or assistance around aspects of the care and support you receive please contact Adult Social Care: **01443 425003**. Your health or social care provider should be taking additional precautions to make sure you are protected.

### How do I protect someone I care for?

#### *If you live with those you care for*

If you think you've been in close contact with someone with confirmed coronavirus, take extra precautions and check if you have symptoms using the corona virus helpline symptom checker. For more details on protecting those at highest risk, the NHS webpages have some useful practical suggestions on how you can look after yourselves. If you haven't already, start putting in place contingency measures to support the person you care for.

#### *If you do not live with those you care for*

The suggestion is that you keep in regular contact over the phone, through email or through video calls.

Families may want to think about spending time together in a different way – for example, by setting up a group chat or playing online games together. If online communication isn't possible, never underestimate the value of a regular phone call to offer social contact and support.

### I'm providing care for someone – should I have access to PPE (Personal Protective Equipment)?

You can purchase some PPE online but if you are concerned about PPE please call **07384 910500** for advice.

### What's the advice if I have care workers and other home help?

The NHS guidance is now very clear. Visits from people who provide essential support such as healthcare, personal support with daily needs or social care should continue. However, Carers, like yourself, and paid care workers must stay away if you/they have any of the symptoms of coronavirus.

### I care and I'm still working – what should I do?

If you're juggling caring with work, you may be adjusting to very different circumstances and are perhaps additionally worried about the practical and financial effects of the coronavirus.

Find out more about the support available by visiting:

**<https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19>**



# CARER CONVERSATIONS

Because of the coronavirus situation the conversations we are having with carers are not the same as they would be normally. The main difference would be that they are likely to take place over the phone but there may also be a limit to what type of support can be offered (such as carers groups etc. )

However you can still contact us to discuss your situation and the following may help you think through things that matter to you the most at the moment that you need to raise.

## Do you care for someone?

### Would you like to:

- Get more information about services that can help you?
- Talk about how you feel?
- Access support to enjoy a life alongside caring?

## Then ask us if you can have a Carer Conversation!

### Am I a Carer?

A carer is someone who provides or intends to provide support to an adult or disabled child.

Carers may or may not be related to the person they care for. The care they provide is unpaid and can be physical, social or emotional. Carers may or may not live with the person they support and may provide care regularly or as and when it is needed.

Many people do not see themselves as carers because they feel they are only doing what anyone else in their situation would do, but caring can have a big impact on your life. Particularly at the moment.

### What is a Carer Conversation?

A Carer Conversation is an opportunity for you to talk about how your caring responsibilities are affecting you and your life, or how you might be affected in the future.

A worker from RCT Council will spend time with you over the telephone to understand your situation and discuss how you would like to be supported in your caring role.

### What do I get out of a Carer Conversation?

The Carer Conversation will be focussed on you and your needs. This means you will be listened to and recognised for the valuable caring role you provide. You might benefit from asking any questions you may have or from knowing that you are not alone.

The outcome of a Carer Conversation will be individual to you, but could include:

- A break from caring or other support for you
- A plan for emergencies or unforeseen circumstances
- Information and advice, for example on benefits, peer support groups or legal matters
- A referral to the Carer Support Project or another support service
- An assessment for the person you care for to provide them with support
- Advocacy support
- Emotional support and talking therapies

The Carer Conversation can be recorded as a formal Carer's Assessment if you want it to be.

### How can I ask for a Carer Conversation?

Adult carers, including parents of disabled children, can contact the First Response Team to request a Carer Conversation. Their number is **01443 425003**.

If you or the person you care for have a social worker you can ask them for a Carer Conversation. This includes parent carers whose children have a social worker.

If you are a young carer aged under 18 you need to contact **01443 425006** and ask for a Young Carer's Assessment



## Mental health and wellbeing

Valleys steps are offering free online resources including mindfulness and relaxation sessions and short videos to help you in this current climate. Visit their facebook page or [www.valleysteps.org](http://www.valleysteps.org)



## Mental health and looking after yourself

We all appreciate this is a challenging time for many of us. If you need support with your mental health and looking after yourself you can find lots of information by visiting the websites and facebook pages of:

- Public Health Wales  
[www.phw.nhs.wales/](http://www.phw.nhs.wales/)
- Mental Health Matters Wales  
[www.mhmwales.org.uk/](http://www.mhmwales.org.uk/)
- Time to Change  
[www.timetochangewales.org.uk/en/](http://www.timetochangewales.org.uk/en/)
- Valleys Steps  
[www.valleysteps.org](http://www.valleysteps.org)
- New Horizons  
[www.newhorizons-mentalhealth.co.uk](http://www.newhorizons-mentalhealth.co.uk)
- Cwm Taf Morgannwg Mind  
[www.ctmmind.org.uk/](http://www.ctmmind.org.uk/)

## Reconnect 50+

Reconnect 50+ is a project aimed at reducing isolation and loneliness at a time when we may be socially disconnected. By registering with the service you can receive a free activity pack with recipes, word searches, crosswords and a friendly phone call once a week. To register for the service contact the carers support project on **07887 450717**.

### Support from the Older People's Commissioner for Wales

The Older People's Commissioner for Wales has a dedicated team who are able to provide advice, guidance and support to older people and their families during the Covid-19 pandemic.

You can contact them by calling **03442 640 670** or e-mail: [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com) with your query. There is also a Facebook page you can visit, and they are assisting with helping people set up 'social media' with step by step guides to help those feel connected during these times.

## Access to essentials

**Did you know that many supermarkets have priority access for vulnerable customers?**

Registering with supermarket as 'vulnerable' for food deliveries:

Sainsbury's Pontypridd:  
**01443 625200** or **0800 636 262**

Tesco: **0800 917 7359**

Asda: **0800 952 0101**

Morrisons: **0345 611 6111**

Co-op: **03300 417737**

## Asda 'Volunteer Card'

A dedicated volunteer shopping card to help the many people self-isolating and unable to go out and buy their shopping is now available from Asda, allowing vulnerable customers access to their shopping essentials. Customers can buy their shopping cards online, top up and give to their family member, friend or volunteer to pay for their shopping without the hassle of using cash or bank cards. This also promotes a contactless way of shopping, essential for reducing risk to our self-isolating customers. These volunteer shopping cards can be bought at [www.asda.com/volunteercard](http://www.asda.com/volunteercard)

## Local Food banks

**Rhondda Food Bank**  
[www.rhondda.foodbank.org.uk](http://www.rhondda.foodbank.org.uk)  
**07928 451374**

**Pontypridd Food Bank**  
[www.pontypridd.foodbank.org.uk](http://www.pontypridd.foodbank.org.uk)  
**07562 137392**

**Pontyclun Food Bank**  
[www.taffely.foodbank.org.uk](http://www.taffely.foodbank.org.uk)  
**07871 552804**

**Cynon valley food bank**  
[merthycynon.foodbank.org.uk](http://merthycynon.foodbank.org.uk)  
**07427 537437**

## Free Food Parcels

Have you received a letter from the NHS telling you to self-isolate due to an existing medical condition?

If so, you are entitled to a Welsh Government free food parcel.

Think you're eligible, but haven't received your food parcel? Then call **01443 425020** to request one.

## Employment

COVID-19 has had a huge impact on many parts of the labour market, with some sectors reducing in size and others expanding rapidly. To help job seekers find work in new areas and employers tap into new labour markets, new websites have been launched, which offer labour market information for people looking for work now, and advice for employers to help recruit them.

For further information please visit:

<https://jobhelp.dwp.gov.uk/>  
<https://employerhelp.dwp.gov.uk/>

## Keeping up to date

There are many websites and resources, which aim to keep you up to date with everything relating to COVID 19:

- Public Health Wales [www.phw.nhs.wales.uk](http://www.phw.nhs.wales.uk)
- Welsh Government [www.gov.wales](http://www.gov.wales)
- UK Government [www.gov.uk](http://www.gov.uk)
- Cwm Taf Morgannwg University Health Board [www.cwmtafmorgannwg.wales](http://www.cwmtafmorgannwg.wales)
- BBC Wales News
- Wales online
- ITV Wales News

Join their facebook pages to receive immediate updates and news stories.

## Useful Facebook pages

If you have access to Facebook there are 'Coronavirus Networks' being set up in each town / village throughout RCT. This is a great opportunity to be involved and kept up to date with what's going on in your area / what support etc is being offered and can be accessed locally.

Did you know that RCT Library service are offering daily quizzes, book recommendations and 'boredom busters'. To find out more visit 'RCT Libraries' Facebook page or [www.rctcbc.gov.uk/libraries](http://www.rctcbc.gov.uk/libraries)

Look out for updates by 'the Hapi Project' and RCT Leisure are posting daily exercises on Facebook.

## Useful Contacts

### Useful Support Services:

Mencap Cymru - Learning Disability Services Helpline  
**0808 808 1111**

Men Sheds Cymru - Project Manager - **07799 746459**

Age UK / Age Cymru - Advice & Information line  
**0800 6781602**

Carers Wales - Vital Carers Service - **02920 811370**

Carers Trust - **01495 769996**

Cruse Bereavement - **0808 808 1677**

Disability Wales - **02920 887325**

### Specific Support:

Tenovus Cancer Care support line - **0808 808 1010**

Macmillan Cancer support line - **0808 808 0000**

Marie Curie support line - **0800 090 2309**

Alzheimer's Society support line - **0333 150 3456**

Dementia UK helpline - **0800 888 6678**

Stroke Association Wales helpline - **0303 3033 100**

British Heart Foundation - Coronavirus support page -  
[www.bhf.org.uk/information-support/coronavirus-and-you](http://www.bhf.org.uk/information-support/coronavirus-and-you)  
Helpline - **0300 330 3311**

## COVID-19 and Young People

The following Facebook pages have a range of support available to Young People:

**YEPS (Youth Engagement & Participation Service)**

**Bridge the Gap - Child Mental Health Support**

**Young Minds**

**The Mix**

**Action for Children**

**Eye to Eye Young People's Counselling Services -**  
[www.eyetoeye.wales](http://www.eyetoeye.wales) or **01443 202940**

## Key website links for Young People

### Carers UK:

<https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19>

### Welsh Hwb for young people feeling worried or needing advice:

<https://hwb.gov.wales/zones/online-safety/feeling-worried-need-information-want-advice/>

### An easy-read guide for understanding how to protect people who are shielding:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

### The letter that young carers can take to pharmacies to show they are a carer can be downloaded here:

<https://carers.org/around-the-uk-our-work-in-wales/wales-covid19>

## barod

Barod are offering Free and confidential information, advice and support for young people or anyone worried about a young person regarding drug and alcohol use. Young people can contact the organisation directly:

**DASPA helpline 0300 333 0000**  
<https://referrals.daspa.org.uk/tpn/>

## COVID-19 and Parents & Families

### Some useful Parenting Support Facebook pages / websites:

Challenging Behaviour Support CIC  
Sunshine Support  
National Autistic Society  
Contact - for families with disabled children  
Scope  
Barnardos  
Challenging Behaviour Foundation  
ADHD Foundation  
SNAP Cymru  
Cerebra

## The Play Yard - Pick up a lunch for free

The play Yard in Treorchy are very kindly offering free lunches to families with one or more children who feel that they may need it at this moment in time. There are also food hampers with a suggested donation of just £5. To find out more visit their facebook page 'the play yard' or contact **01443 303300**.

## CARERS TRUST

The Carers Trust has dedicated information available for Young Carers and Young Adult Carers. Find out more by visiting:

<https://carers.org/getting-support-if-you-are-a-young-carer-or-young-adult-carer/information-on-coronavirus-covid-19-for-young-carers-and-young-adult-carers>

## The Mix

provides free confidential support to young people under 25. Its website has information about your rights and how to look after yourself during Coronavirus, and specific information for young carers and young adult carers. It also has a crisis messenger service, a helpline and online 1-2-1 chat if you need to talk to someone.

## Young Minds

is a charity focusing on children and young people's mental health and wellbeing. The website can help you if you are struggling with your mental health, and has specific blogs to help you to cope with the Coronavirus situation.

## Honeypot

is a children's charity that has compiled a list of tips for children and young people who are isolating at home.

## YEPS Support

RCT YEPS (Youth Engagement and Participation Service) are offering a range of on-line support for young people across RCT during the challenging weeks ahead. This includes:

- Virtual Youth Clubs
- Instant messaging service with Youth Workers (12:00-2:00 & 6:00-8:00)
- On-line activity programme
- Workshops
- Live Instagram Q&A
- Coping strategies
- Signposting to mental health organisations
- Tips for dealing with isolation

To find out more visit [WICID.tv](http://WICID.tv) or go to YEPS Facebook, Instagram or Snapchat.