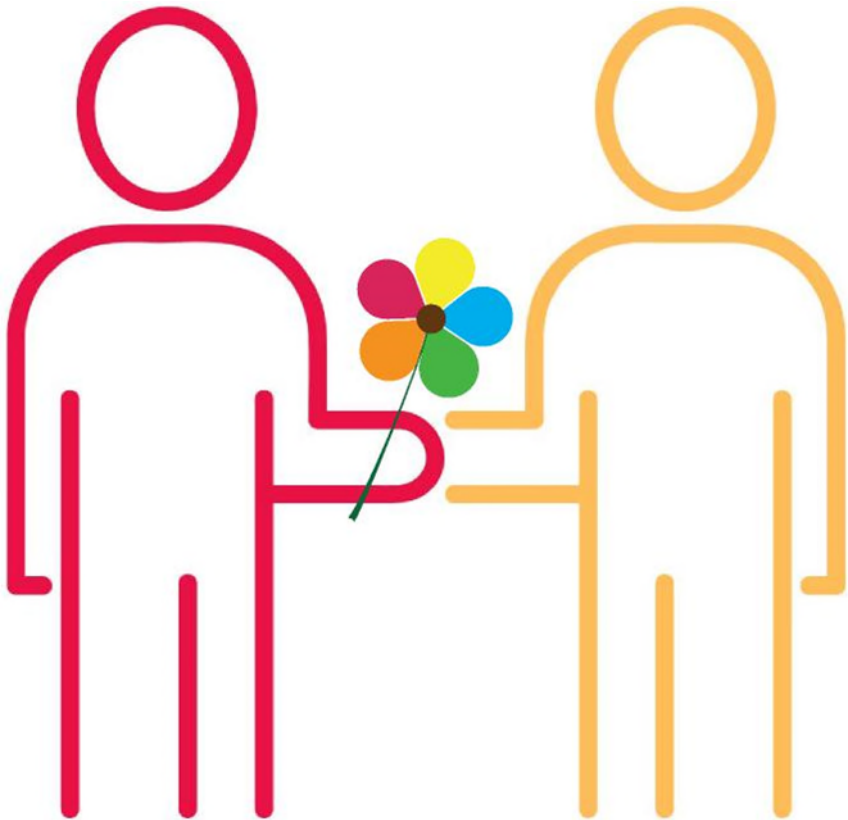


Looking after someone?

Information about services
and support for unpaid
carers in Gwynedd



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Introduction




Are you looking after somebody? A close member of the family perhaps, or a friend, who is ill, vulnerable or disabled? Someone who could not live at home without your practical or emotional help? This booklet is for unpaid carers of all ages in Gwynedd, and is aimed at signposting them to where they can turn for help.

It is often difficult to know where to begin looking for help, let alone finding it. We hope that this booklet will help put you on the right track, by directing you to the information, support and help that is available for all carers.

This booklet includes information about all kinds of different organisations, along with contact names and addresses and telephone numbers. Should the relevant organisation be unable to provide you with direct support, they will do their best to put you in touch with someone who can help.

We have sought to include all information that could be relevant for most carers. We cannot however claim that our list is exhaustive. If you cannot find what you are looking for, please contact Lester Bath, Adult Carer Support Officer, Gwynedd Council, who will be happy to make enquiries on your behalf and direct you to the relevant organisation.

Carer Support Officer - Lester Bath

 01286 679742

 Gofalwyr@gwynedd.llyw.cymru

July 2021



How to use this booklet

Full details about the services and support available can be found in the A-Z of services from page 7. The information there is set out in alphabetical order under headings that either thematic descriptions (eg benefits or public transport) or names of the organizations that offer the support.

If you already know what you require, you can look directly for it in the A-Z of services. However, as the names of many of these organizations may be unfamiliar to most people, you might benefit from looking through this thematic index as a first step.

To make it easier to look for what you need, all the various kind of support services have been classified under different themes in the index. Under each thematic heading there is a list of organizations or a more detailed description of the support that is available. For further information, you can simply look under that title in the A-Z of services that begins on page 7.

Advocacy/Independent advice

Age Cymru Gwynedd a Môn
Citizens Advice Bureau (CAB)
HOPE
Mental Health Advocacy Scheme

North Wales ADVICE & Advocacy
Association (NWAAA)
Shelter Cymru

Alternatives to caring at home

Age Cymru Advice

CIW

Caring for a child with a disability

Carers Outreach Service	Integrated Autism Service
Contact Cymru	Mencap Cymru
Derwen	National Deaf Children Society
Down's Syndrome Association	North Wales Society for the Blind
Family Fund	RNIB
Family Information Service – Hwb	Sense
Teuluoedd Gwynedd	SHINE
Gwynedd Children's Referral Team	SNAP Cymru

Caring for someone with dementia/a neurodegenerative disease

Age Cymru Gwynedd a Môn	Dementia Actif Gwynedd
Alzheimer' Society – Dementia Connect	Dementia UK
Carers Outreach Service	Huntingdon's Disease Association
Carers Outreach Service	Motor Neurone Disease Association
Carers Trust Crossroads Care North Wales	Parkinson's UK
	tide

Caring for someone who is elderly

Community Resources Team	Carers Trust Crossroads Care
Age Cymru Gwynedd a Môn	North Wales
Carers Outreach Service	The Outside Clinic

Caring for someone with a learning disability

Community Resources Team	Integrated Autism Service
Anheddau	Mencap Cymru
Carers Outreach Service	Wales Learning Disability
Helpline Down's Syndrome Association	

Caring for someone with a long term chronic condition

ARMA	Headway Gwynedd
British Liver Trust	MS Society
British Lung Foundation	Myaware (Myasthenia Gravis Association)
Cymru Versus Arthritis	Stroke Association
Diabetes UK Cymru	Welsh Association of ME & CFS
Epilepsy Action Cymru	Support (WAMES)
Epilepsy Wales	
EPP Cymru Health and Wellbeing Courses	

Caring for someone with a mental health problem

Beat (Eating disorders)	Community Mental Health Teams
CAIS	Hafal
C.A.L.L.	Mental Health Advocacy Scheme
Caniad	

Caring for someone with a physical disability

Community Resources Team	Scope
Carers Outreach Service	Sense
Deafblind Cymru	SHINE
Key to Disabled Public Toilets	The FDF Centre for Independent Living
North Wales Society for the Blind	

Caring for someone with a substance misuse problem

Alcohol Change	Caniad
CAIS	Wales Drug & Alcohol Helpline (DAN 24/7)

Caring for yourself

Carers Outreach Service	Job Centre Plus
Carers Wales	The Samaritans
Chronic Disease Self Management Course	

Emergencies

Emergency dental treatment	GP Out of Hours Service
Emergency Out of Hours Team (Social Services)	Green bottle in the fridge
	The Samaritans

Finance

Age Cymru Gwynedd a Môn	GOV.UK
Benefits	Jobcentre Plus
Citizens Advice Bureau	Lasting Power of Attorney
Carers Outreach Service	Macmillan Cancer Support

Direct Payments
Family Fund

Parkinson's UK

Help from the statutory sector

CIW
Community Health Council
GOV.UK
Gwynedd Council
Community Resource Teams

Children's Referral and Intake Team
Community Resources Team
NHS 24 hour helpline
Refuse collections

Help from the third (voluntary) sector

Age Cymru Gwynedd a Môn
Carers Outreach Service
Carers Trust Crossroads Care North
Wales

Carers Wales
Mantell Gwynedd
The Red Cross
Shelter Cymru

Help with day to day living

Age Cymru Gwynedd a Môn
Macmillan Cancer Support
Nest

Outside Clinic
Telecare
Welsh Water

Legal matters

Age Cymru Gwynedd a Môn
C.A.B.

Shelter Cymru (Housing)
Lasting Power of Attorney

Leisure

Age Cymru Gwynedd a Môn
Carers Outreach Service
Cinema Pass

Holidays for All
Libraries

Palliative care

Hospice at Home Gwynedd & Anglesey
Macmillan Cancer Support
St David's Hospice
Marie Curie

Pet animals

Cinnamon Trust

Transport

Barbara Bus

Blue Badge

Cymrod

Hospital Transport

O Ddrws i Ddrws

Public Transport

Motability Scheme

When caring comes to an end

Bereavement Café (Caffi Colled)

Carers Outreach Service

Carers Wales (Carers UK)

Cruse Bereavement Care

Young carers

Action for Children

Family Information Service

Meic

Tros Gynnal Plant

A - Z of services

Details, in alphabetical order,
of the support available

Action for Children - Gwynedd Young Carers Project

Gwynedd Young Carers Project provides a supportive service to children and young people, aged from 8-18 years, who live in Gwynedd, who look after or help to look after someone in their family who is unwell, disabled or living with mental health issues. They provide 1 to 1 support and group activities and also work with schools.

☎ 01248 364614

✉ maria.bulkeley@actionforchildren.org.uk

🌐 www.actionforchildren.org.uk

Facebook – Gofalwyr Ifanc Gwynedd & Mon Young Carers

Age Cymru Advice

Age Cymru has useful information if carers and/or those for whom they care, need to consider a move to a care home. They have free booklets on how to find a good care home, how to finance the care, and how to support someone to move in. The booklets are available on their website or copies can be obtained by phoning them.

☎ 0300 303 44 98 • ✉ advice@agecymru.org.uk

🌐 www.agecymru.org.uk/advice/

Age Cymru Gwynedd a Môn

Age Cymru Gwynedd a Môn, an independent registered charity, is the largest independent provider of services for people aged 50+ in Gwynedd and Anglesey. Since 2017 the charity has been based at Y Cartref, Bontnewydd, on the outskirts of Caernarfon. Age Cymru Gwynedd a Môn offer a variety of support services in Welsh and English, with the aim being the erosion of loneliness, and to increase people's emotional, physical and general wellbeing. They offer keeping in touch phone calls, meals on wheels, and also personal care by

qualified workers including the provision of a respite service which is beneficial for unpaid carers.

Planning for Later Life - a new service from Age Cymru Gwynedd a Môn for people over 50 years of age who are facing a life-changing situation. It includes support with Will Writing, Legal Power of Attorney, and Advance Decision (Living Will).

☎ 01286 677711 • ✉ info@acgm.co.uk

🌐 www.ageuk.org.uk/cymru.gwyneddamon/

Alcohol Change

Working to ensure that people understand more about alcohol and what is sensible drinking. Provides information on a range of subjects relating to alcohol, and share information about local alcohol services.

☎ 029 2022 6746 • ✉ contact@alcoholchange.org.uk

🌐 <https://alcoholchange.org.uk>

Alzheimer's Society - Dementia Connect

The Alzheimer's Society provides a service for people with dementia, and those who care for them, as well as professionals in the health and social care sectors and the third sector and the independent sector.

☎ 0300 222 1122 (helpline) • 🌐 www.alzheimers.org.uk

Dementia Connect supports people who have had a diagnosis of dementia, their family/carers, and people without a diagnosis of dementia but, for example, worry about their memory and would like support for the next step. It also supports those who have a diagnosis of Mild Cognitive Impairment, or are halfway through an assessment with the GP and/or the local memory clinic. The support available includes helping people to understand more about their symptoms, looking at coping strategies with carers, making contacts with other support services, and preparing for the future.

☎ 0333 150 3456 • ☎ 0300 094 7400 (Ilinell Gymraeg)

✉ dementia.connect@alzheimers.org.uk

Anheddau Cyf

Anheddau Cyf is a non-profit making social care provider, supporting adults with support needs to live in the community. The service that is delivered to each individual is based upon their person centred plan. They work closely with agencies and other organisations to plan person-centred services.

 01248 675910 •  post@anheddau.co.uk

 www.anheddau.co.uk

ARMA (Arthritis and Musculoskeletal Alliance)

ARMA and its membership organisations work together to improve the quality of life for people with arthritis and musculoskeletal conditions. NW ARMA is the local group in North Wales.

 0203 856 1978 •  nwarma@hotmail.com

 <http://arma.uk.net//membership/arma-local-network-groups/northwales/>

 <http://bcuhsb.nhs.wales/health-advice/arma-arthritis-and-musculoskeletal-alliance-related-conditions-links/>

Assistive Technology Service

The assistive technology equipment alerts when it identifies an emergency as well as monitoring risks, providing peace of mind to carers looking after frail individuals. The equipment allows the service user to be independent as well as supporting the carer by alerting them if an emergency is identified.

 01286 679059 •  eiddo@gwynedd.llyw.cymru

Barbara Bus Gwynedd

A special service for wheelchair users who cannot transfer from a chair to a vehicle. The vehicles have been specially adapted and are based in Criccieth, Dolgellau and Bangor. They can be loaned for up to a week and family, friends and carers can drive them, on specific terms. No set fee is charged, but donations from users are essential to keep the service going.

 07484 223696 •  www.barbarabusgwynedd.com

Beat

Beat is a champion, guide and friend to anyone affected by an eating disorder. As the UK's eating disorder charity, Beat often serves as a first port of call, supporting both sufferers of eating disorders and their friends and families through their helplines and online support groups.

 0808 801 0677 (helpline) •  help@beatingdisorders.org.uk

 0808 801 0711 (youth line) •  fyp@beatingdisorders.org.uk

 0300 123 3355 •  info@beatingdisorders.org.uk

 www.beatingdisorders.org.uk

Benefits for you and the person for whom you care:

Carer's Allowance - this is the main benefit for carers who are over 16 years old, who are unwaged or on low income and who spend 35 hours or more per week looking after somebody who receives a specific disability benefit.

Carer's Allowance is not a means tested benefit and is not available for people who receive state pension. Please contact the Carer's Allowance Unit - **0800 731 0297**

Pension Credit - guarantees a certain level of income for people aged 66 and over. Contact the Pensions Service - **0800 99 1234**

Winter Fuel Payment - is an annual payment towards winter heating for people over 66 years of age. Contact the Winter Fuel Payment Line - **0800 731 0160**

Universal Credit - is for people aged between 16 and 66 years old who are on a low income, who don't work or work less than 16 hours a week. Contact the Universal Credit Helpline - **0800 055 6688** - or apply online

www.gov.uk/universal-credit/how-to-claim

Housing Benefit - helps with paying rent if you are on a low income. Contact the Council - **01286 682689**

Council Tax Discounts and Rebates - reductions and refunds are available if you live on your own, are on a low income, or if you look after someone with a learning disability / mental illness. Other carers may also be eligible for a discount but there are certain criteria; for more information contact the Council Tax Department or the Carers Support Officer (contact details at the front of this booklet).

It's possible to claim for the bill to be reduced by one valuation band, e.g. a property valued in Band C to be billed in Band B, if the property has been adapted internally for someone who is substantially and permanently disabled e.g. an extra bathroom; the adaptation must be essential or of major importance for the disabled person's wellbeing. Contact the Council Tax Department - **01286 682700**

Budgeting Loan - it is no longer possible to have a crisis loan, but if you need to apply for a loan for household items or living expenses, contact JobCentre Plus - **0800 169 0140**

Attendance Allowance - is for people over 66 years needing assistance with personal care because of disability. It is paid at different rates depending on the care required. Contact the Department of Work and Pensions - **0345 605 6055**

Disabled Living Allowance (DLA) - new claims only for children who are severely disabled and need help with personal care and mobility. Contact the Department of Work and Pensions - **0800 121 4600**

Incapacity Benefit/Employment and Support Allowance (ESA) – is for people aged between 16 and 66 years who are unable to work because of a disability or a health condition. Incapacity Benefit has been replaced by Employment and Support Allowance (ESA). Contact the Department of Work and Pensions – **0800 328 5644 (option 3)**

Personal Independence Payment (PIP) - there are two parts to the payment, namely the daily living part and the mobility part. The two parts include two rates. Contact the DWP - PIP Claims - **0800 917 2222** - Enquiries - **0800 121 4423**

Bereavement Café (Caffi Colled)

A safe space to come together for a chat, cuppa, share experiences, encouragement, strength and understanding. Meets every other Tuesday morning in Nefyn. Contact: Hywel Parry-Smith.

 **07866 441611** •  hywelps@hotmail.com


Blue Badge

The Blue Badge gives accessible (sometimes free) parking for disabled people; this is dependent on them fulfilling certain criteria. A new application for a Blue Badge must be made every three years.

 **01766 771000** •  www.gwynedd.llyw.cymru

British Liver Trust

The British Liver Trust provides information and support, and campaigns for early detection and better treatment. Support groups in Wales and friendly and informal and open to anyone aged 18+ affected by liver disease, including carers and families.

 **01425 481320 (general enquiries)** •  **0800 652 7330 (nurse-led helpline)**

 wales@britishlivertrust.org.uk •  www.britishlivertrust.org.uk

British Lung Foundation

The British Lung Foundation (BLF) is the only UK charity covering all lung diseases. The Breath Easy (BE) groups in Wales are part of the support provided by BLF. Making friends and meeting people is very important - the friendly BE meetings are for patients, friends, family and carers alike.

 **03000 030 555 (helpline)** •  enquiries@blf-uk.org
 www.blf.org

CAIS

CAIS aims to make positive changes in the lives of people affected by drugs and alcohol, across North Wales, through a range of services and support, in the belief that people can and do change.

 **0345 061212** •  enquiries@cais.org.uk
 www.cais.co.uk








C.A.L.L. (Mental Health Helpline)

C.A.L.L. (Community and Advice Listening Line) offers emotional support and information/literature on mental health and related matters. Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. helpline offers a confidential listening and support service.

 **0800 132 737** • Text 'help' to 81066
 www.callhelpline.org.uk

Caniad

North Wales Area Planning Board (APB) and Betsi Cadwaladr University Health Board (BCUHB) commission Caniad to provide an integrated service for people with an experience of using their mental health and/or substance misuse services, or their carers. As part of their service, they hold monthly meetings for service users and carers on the fourth Tuesday of every month in Abbey Road Centre, Bangor 1-3pm.

 **07970 436209 (mental health)** •  donna.jones@caniad.org.uk
 **07436 037615 (substance misuse)** •  steph.jones@caniad.org.uk •
 **0800 0853382** •  caniad@caniad.org.uk
 <https://caniad.org.uk/>

Care Inspectorate Wales (CIW)

CIW is responsible for the regulation and inspection of institutions that provide social care, early years and social services in Wales. If you are looking for a suitable provision, you can view inspection reports on their website.

☎ 0300 7900 126 • ✉ ciw@wales.gov

🌐 <https://careinspectorate.wales/>

Care and Repair Gwynedd a Môn (under the management of Canllaw)

They respond to the housing needs of older or vulnerable people by enabling them to live independently in their communities, by providing the following:

- Care and Support Gwynedd a Môn: A free advice service for people over 60 on how to maintain, improve and adapt their homes. This is specific to the private sector.

Canllaw provides:

- Home Adaptation Service: it offers suitable adaptations in the homes of older and vulnerable people, to enable them to maintain their independence.
- Technical Services: Professional service in designing, planning, inspecting and overseeing building work, be it large or small.

☎ 0300 111 3333 • ✉ gofalathrwsio@gofalathrwsio.org

🌐 www.gathmon.org

Carers Outreach Service

Carers Outreach Service is a registered charity committed to providing information and support to unpaid carers aged 18+. It provides a listening ear, information and support for people who look after relatives, friends or neighbours. The organisation can help unpaid carers to get their entitlements and apply to benevolent funds for grants for essential items. They're also able to support carers to have short breaks which are tailored around the individual's needs.




☎ 01248 370797 • ✉ help@carersoutreach.org.uk

🌐 www.carersoutreach.org.uk

Carers Trust North Wales Carers Crossroads Care Service




Carers Trust North Wales Crossroads Care Services is a charity which aims to improve the lives of unpaid carers by providing them with a respite break from

caring, allowing them time to themselves, knowing that the person for whom they care is in safe hands. The charity is registered with the CIW to provide personal care services to both adults and children.

 **01492 542212** •  northwales@nwcrossroads.org.uk
 www.nwcrossroads.org.uk

Carers Wales

Carers Wales is part of Carers UK. They provide information and advice to carers on their rights and help available to them. They also campaign for changes to improve carers' lives.

 **02920 811 370**
 **0808 808 7777** Advice line 9- 5 Wednesday and Thursday
 www.carersuk.org/uk



Cinnamon Trust

Help with pets when elderly and terminally ill people are unable to look after them. Local volunteers are used when possible.

 **01736 757900** •  ctadmin@cinnamon.org.uk
 www.cinnamon.org.uk

Cinema Pass

The Cinema Exhibitor's Card allows free cinema entry to carers accompanying a card holder. The card holder must be in receipt of certain benefits or be registered blind.

 **01244 526016** •  www.ceacard.co.uk

Citizens Advice (CAB)

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice.

 **0808 27 87 922** •  **0800 702 2020** (national helpline)
 admin@cabgwynedd.wales •  www.cabgwynedd.wales

Community Health Council (CHC)

Independent Advocacy Service for NHS Complaints. If you have a comment or complaint about health services, the Betsi Cadwaladr Community Health Council can support you by providing information and advice on the options available to

patients and their carers. The range of help on offer includes doing necessary research, writing letters on your behalf and supporting you at meetings.

☎ **01248 679284** • ✉ complaints@bcchc.org.uk
📍 www.wales.nhs.uk/sitesplus.900.home

Community Mental Health Teams

The community mental health teams offer professional help to people with serious mental health problems and their relatives or carers. Examples include psychological interventions, medication, support workers, day services, residential/nursing care and practical and emotional support. You can only access this service through a referral by your G.P.

North Gwynedd: ☎ **01248 363470** • **South Gwynedd:** ☎ **03000 852407**

Community Resources Teams

Five new teams have been jointly created between Gwynedd Council Social Services, Betsi Cadwaladr University Health Board and organisations from the third sectors. They provide services for adults over the age of 18 who need care and support, whether this is because of illness, a physical disability, memory problems, concern over an individual's safety and for older people who are frail or ill. Advice can also be provided through this team on aids and adaptations for your home.

They provide a service for carers who need care and support, which means you can ask for an assessment of your needs as a carer. The teams also provide information, advice and support to help people solve their concerns before they get worse. This means helping carers to see what support is available in your communities. You can contact one of the teams which operates in your area, below:

Llyn area ☎ **01758 704099** • ✉ OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area ☎ **01286 679099**

OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area ☎ **01248 363240**

✉ OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area ☎ **01766 510333**

✉ OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area ☎ **01341 424499**


✉ OedolionDeMeirionnydd@gwynedd.llyw.cymru

📍 www.gwynedd.llyw.cymru

Please see the map of the above teams at the end of this document.






Contact Cymru

Provides advice, information and support to the parents of all disabled children. Free workshops and events – e-bulletin available by signing up on the following link: <https://actions.contact.org.uk/page/54852/subscribe/1>

 **02920 396624/07904 67614 (Kate Wyke, Wales Manager)**
 **07884 741907 (Dylan Harding-Jones, Information and Networking Coordinator)**
 **0808 808 3555 (helpline)** •  helpline@contact.org.uk
 www.contact.org.uk

Cruse Bereavement Care

Provides one to one emotional support, counselling sessions and information.

 **01492 536577** •  northwalescruse@cruse.org.uk
 **0808 808 1677 (national helpline)** •  helpline@cruse.org.uk
 www.crusebereavementcare.org.uk






Cymrod

Provides transport support for disabled, older and vulnerable people in the Dwyfor area.

 **01758 614311**

Cymru Versus Arthritis (formerly Arthritis Care Wales)

Provides information, support and empowerment training for people with arthritis, through publications, information points and self-management courses; it also campaigns for improved services. They have branches throughout Wales that provide social support.

 **0800 756 3970** •  cymru@versusarthritis.org
 **0800 5200 520 (helpline 9-8)** •  helpline@versusarthritis.org
 www.versusarthritis.org

Deafblind Cymru

Deafblind Cymru is part of the UK charity, Deafblind, which supports people with sight and hearing loss. In Wales, they offer a helpline; wellbeing and emotional support; befriending (telephone, text, email); technology support; holidays; the Open Hand magazine; and services for veterans.

 **01733 358356** •  **0800 132 320 (helpline)** •  info@deafblind.org.uk
 www.deafblind.org.uk

Dementia Actif Gwynedd

The main aspect of the Dementia Actif Gwynedd programme is the DementiaGo physical activity classes which support and enhance quality of life for people affected by dementia. There are classes delivered throughout Gwynedd, where people can take part in gentle exercise to help improve strength, balance and co-ordination. Other aspects of the Dementia Actif Gwynedd programme include a Gwynedd Boccia League and tournaments, Sporting Memories Clubs, a DEEP support group, activities with care homes, and raising awareness about dementia through information sessions. The programme also delivers online activities and supports people to become digitally inclusive. There is a strong social and support element to the programme so to find out more why not go to the website, or contact Emma Quaeck by emailing or phoning

 **07766 988095**

 emmajanequaeck@gwynedd.llyw.cymru

 www.dementiaactifgwynedd.cymru/en/

Dementia UK

This is a national charity, committed to improving quality of life for all people affected by dementia. Admiral Nursing DIRECT is a national telephone helpline, provided by experienced Admiral Nurses and supported by the charity Dementia UK. It offers practical advice and emotional support to people affected by dementia.

 **020 8036 5400**

 info@dementiauk.org


 **0800 888 6678 (helpline)**

 help@dementiauk.org

 www.dementiauk.org

Derwen - Integrated Team for Disabled Children

Integrated service, for disabled children and young people; it includes clinical psychologists, child development community nurses, social workers and support service.

 **01286 674686 (Arfon)**

 **01758 740425 (Dwyfor)**

 **01341 424503 (Meirionnydd)**

 Derwen@gwynedd.llyw.cymru

Diabetes UK Cymru

Working to raise awareness, improve care and provide help, support and information for people with diabetes and their families across Wales.


 **029 2066 8276** •  wales@diabetes.org.uk
 www.diabetes.org.uk/in_your_area/wales

Direct Payments

Direct Payments offer a way in which people can make their own care arrangements. Instead of receiving services from the Council, you can choose to receive money and buy the services elsewhere, giving you and the person you care for more choice and control. Please note, in order to be eligible, the person you care for has to have a “care and support” plan and you would need to contact your local **Community Resource Team** to make enquiries. (See above and the map at the end of this document).

Down’s Syndrome Association

The Down’s Syndrome Association (DSA) is the only charity in the UK dealing with all aspects of Down’s syndrome. Its aim is to help people who have Down’s syndrome live full and rewarding lives.

 **0333 1212 300 (helpline)**
 www.down-syndrome.org.uk/wales

Emergency Dental Treatment

All appointments must be made through NHS Direct Wales. There are some clinics where no appointment is required. Contact the number below to find out details of clinics in your area.

 **0845 46 47**

Emergency Out of Hours Team

Emergency Out of Hours Social Services and Homelessness Team for Gwynedd and Anglesey.

 **01248 353551**

Epilepsy Wales

Epilepsy Wales exists to improve the lives of people in Wales affected by epilepsy. They assist people with epilepsy, their families and their carers by

providing support, advice and information, and promoting local support groups
Lynne Pearce is the North Wales field worker.

 **07525 806511** •  Lynnepearce@epilepsy.wales

 **0800 228 9016**

 info@epilepsy.wales

 www.epilepsy.wales

Epilepsy Action Cymru

Epilepsy Action Cymru provides advice, information and support services for the estimated 32,000 people in Wales who have epilepsy. They have set up local support groups in Caernarfon and Porthmadog, and hope to launch family support networks in Wales to link families together.

Workshops on epilepsy and memory, and epilepsy and depression, are also organised. The aim is to enable people to better manage their condition by helping them understand that there are strategies they can use to help them do so.

 **07739 093211** •  jpaterson@epilepsy.org.uk

National

 **07767 242658** •  asivapatham@epilepsy.org.uk

 www.epilepsy.org.uk/involved/branches/cymru

EPP Cymru Health and Wellbeing Courses

Caring for Me & You (C4M&U) – this course held online is a free course to help people who care for someone to maintain and improve their quality of life through self-management. The course involves seven weekly sessions, each lasting two and a half hours (including breaks). The course covers topics such as staying healthy, getting help, challenging behaviours, improving fatigue and relaxation. Chronic Disease Self-Management Course (CDSMP) – this course, held locally, is for anyone living with any long term health condition and for carers. It aims to help participants manage symptoms, deal with stress and anxiety, relax, eat healthily and exercise. The course involves a series of six sessions of 2 ½ hours, one session a week for six weeks; the course is free of charge. Both people with chronic conditions and carers can also access the course online.

 **03000 852280** •  eppcymru@wales.nhs.uk

 www.wales.nhs.uk/sites3/home.cfm?orgid=537

Family Fund

The Family Fund is an independent grant-giving organisation helping low-income families caring for a severely disabled child. Families of children under the age of 17 who meet the criteria can apply for grants once a year.

☎ 01904 550055 • ✉ info@familyfund.org.uk
🌐 www.familyfund.org.uk

Family Information Service

The Family Information Service (FIS) offers specialist information free of charge to the residents of Gwynedd and professionals. FIS will provide guidance on childcare, support services, young people and family issues. We keep up to date information on our social media sites, so why not follow us!

☎ 01248 352436 • ☎ 07976 623816
✉ GGTGwyneddFIS@gwynedd.llyw.cymru
🌐 www.gwynedd.llyw.cymru/HwbTeuluoedd • 🌐 www.ggd.cymru
Facebook – Gwasanaeth Gwybodaeth i Deuluoedd Gwynedd Family Information

Family Information Service

Future Learn is a website that offers online courses from a number of universities worldwide. They have over 700 courses on a number on a wide range of subjects and which are free.

🌐 www.futurelearn.com/courses

GOV.UK

The official UK government website for citizens covers a wide range of topics including carers' issues and information about money, tax and benefits.

🌐 www.gov.uk

GP Out of Hours Service

☎ 0300 123 5566


Green bottle in the fridge

This is a small plastic container in which you can put a copy of the patient's prescription. There are labels with green crosses on them, one of which should be attached to wherever the 'bottle' has been placed (usually in the 'fridge') and the other by whichever door the emergency services would enter the house.

The emergency services are aware of the scheme and, in the event of there being no one else in the house, would find the bottle to take with the patient to hospital. Green bottles are available from the information stand in Ysbyty Gwynedd or from the Carers Support Officer, Gwynedd Council.

Gwynedd Council - general enquiries

Monday - Friday

 **01766 771000**

 www.gwynedd.llyw.cymru

Gwynedd Children's Referral and Intake Team

The team is responsible for receiving all referrals for the Children and Families Service and for assessing whether they need a care and support plan. It includes children who need to be safeguarded, families who need support, children with disabilities and information, advice and assistance for families to enable them to have early help within their communities.

 **01758 704455** •  cyfeiriadauplant@gwynedd.llyw.cymru

 www.gwynedd.llyw.cymru

Hafal

Hafal is a member-led charity supporting people with mental health problems – with a special emphasis on those with a serious mental illness – and their carers and families. They also support others with a wide range of disabilities and their carers and families. Covering all areas of Wales, their services are underpinned by a unique Recovery Programme. Based on modern principles of self-management and empowerment, it offers a methodical way of achieving recovery by focusing on all areas of life.

 **07970 436297 (Sam Hughes, County Manager)**

 samanthahughes@hafal.org

 www.hafal.org/in-your-area-gwynedd/

Headway Gwynedd

Headway Gwynedd is a branch of Headway UK, a charity set up to give help and support to people affected by brain injury and their carers and families. There are many possible causes of brain injury, e.g. a fall, a road accident, tumour, stroke, brain haemorrhage, and carbon monoxide poisoning.

Monthly support meetings are held in Caernarfon on the second Saturday of the month and in Llwyngwril on the fourth Saturday of the month - all welcome.

 **07377 745591** •  gwynedd@headway.org.uk

 www.headwayinnorthwales.org.uk


Facebook – Headway Gwynedd

 **0808 800 2244 (helpline)** •  helpline@headway.org.uk

 www.headway.org.uk

Home Fire Safety Checks

The Fire Service will visit you at home on advice on how to make your home safe and, where appropriate, will fit a free smoke alarm.

 **01745 535259**

 www.nwales-fireservice.org/keeping-you-safe/at-home/free-smoke-alarm

HOPE (Helping others participate and engage)


Age Cymru's HOPE project provides independent advocacy support to local older people (50+) and carers so they can help shape the key decisions affecting their own lives and thereby avoid getting into a crisis situation. The project helps people who may need information and support with issues such as housing, accessing services, dealing with loneliness and isolation or getting financial and other entitlements they need. HOPE will also help older people to engage with professionals, take part in community activities, understand their rights as an older person, access information to make informed choices and have their voices heard.

 **07943 186673** •  adocacy@agecymru.org.uk

 www.age.cymru.org.uk/advocacy

Hospital Transport

Patient transport services are available for people who have a health condition or disability that prevents them from using public transport. A relative or carer may be able to accompany people who need care throughout the journey or have communication difficulties.

 **0300 123 2317**


Huntingdon's Disease Association

The Huntingdon's Disease Association is a UK registered charity which supports people affected by Huntingdon's disease (HD). They also provide information

and advice to families, friends, and healthcare professionals who support families affected by Huntingdon's disease.

Specialist HD Advisor North Wales: Alwena Potter

 **01492 549462** •  alwena.potter@hda.org.uk

 **0151 331 5444 (Head office)**

 <http://hda.org.uk>

Hynt

Hynt is a national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their carers. If the person for whom you care needs support or assistance to attend a performance at a theatre or arts centre, then they may be eligible to join Hynt. The card is free and valid for three years, but the card holder must be in receipt of certain benefits or care packages. Information, and application form, is available of their website. Application forms can also be obtained from participating venues, including Galeri, Neuadd Dwyfor, Pontio, Ucheldre Centre, Venue Cymru, Theatr Colwyn and Clwyd Theatr Cymru.

 **01446 401744** •  applications@hynt.co.uk

 www.hynt.co.uk/en

Integrated Autism Service

The North Wales Integrated Autism Service provide support in partnership with a wide range of organisations in the community. They offer support to parents and carers of autistic individuals, including ASDinfoWales resources; post diagnostic information and support and signposting advice, support to understand and develop the child's coping strategies, organising and life skills; links to training opportunities and support groups; support and advice in relation to challenging behaviours.

 **01352 702090** •  NA.IAS@flintshire.gov.uk

 www.AutismWales.org

Joint Stores

If a piece of equipment (e.g. hoist) breaks/isn't working, contact the Joint Stores who will then contact the relevant company who will then come out to fix it – normally on the same day.

 **01248 682523 Monday to Friday 8.30-1630**

 **01978 758111 Out of hours number**

Jobcentre Plus

If you are caring for someone and want to go back to work or combine paid work with your caring responsibilities, there is help available from your local Jobcentre Plus, including benefits advice and information on how to access respite (replacement) care for the person you look after.

 **0800 012 1888**

Key to Disabled Public Toilets

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. There are 9,000 accessible toilets across the UK fitted with the NKS lock.

For a small fee, you can obtain one of these 'Radar' keys from Gwynedd Council to unlock the doors of participating public toilets. To find out how to get one, contact Galw Gwynedd on **01766 771000** - they are available from any Siop Gwynedd.

Libraries

If someone is housebound or you are a full time carer, the Library Service can bring books and audio books to your door every four weeks. The library has a variety of books for carers, some of them written by carers. Contact your local library for further details, or ring **01286 679465** or 01341 422771, or e-mail llyfrgell@gwynedd.llyw.cymru or you can make an application online www.gwynedd.llyw.cymru/en/Residents/Libraries-and-archives/Mobile-library-and-home-library-service.aspx

Macmillan Cancer Support

Provides practical, medical and financial support and pushes for better cancer care. The Macmillan Information and Support Centre in the Ysbyty Gwynedd reception area provides information 24/7 and support 9.00-16.00 if a member of staff is available - contact details:






 **01248 384902** •  dave.roberts@wales.nhs.uk

National

 **0800 808 0000** •  www.macmillan.org.uk

Mantell Gwynedd

Mantell Gwynedd is an umbrella organisation for third sector organisations and community groups in Gwynedd. They are members of every strategic partnership in the county, including the local Public Services Board. They can ensure an independent voice for third sector organisations and facilitate a number of networks. They are a link between third sector and statutory organisations and can share information quickly and effectively to a wide audience. They also recruit volunteers, and they have information about local organisations, community groups and support groups.


 **01286 672626** •  ymholiadau@mantellgwynedd.com
 **01341 422575** •  dolgellau@mantellgwynedd.com
 www.mantellgwynedd.com

Marie Curie

The Marie Curie Nursing Service is available across North Wales, caring for people who have palliative care needs or are terminally ill with cancer or other illnesses. The Marie Curie nurses provide care at home overnight from 10pm to 7am. Occasionally they can provide care during the day. Nursing care is given to the patient as well as practical and emotional advice and support for the patient and their family. This service is free to patients, their families and carers. Referral for this service is via the district nurse.

 **0800 634 4520** •  www.mariecurie.org.uk

The Marie Curie Nursing Service also provides a Palliative Care Rapid Response service, which is available across North Wales between 10pm-7am to provide urgent care at short notice in a patient's home. This service is accessed by family, patients or carers through the Out of Hours GP service by phoning.

 **0300 123 5566**

Meic


National information, advice and support line for children and young people in Wales. (Also offers information and resource service to parents and carers).

 **0808 802 3456** • **Text 84001**

 www.meiccymru.org

Mencap Cymru

Mencap Cymru is a voice for learning disability in Wales. Everything they do is about making sure people with a learning disability are valued equally, listened to and included.

 **0808 8000 300 9am-5pm** (Monday to Friday)

 information.wales@mencap.org.uk

 helpline.wales@mencap.org.uk

 www.mencap.org.uk/wales

Mental Health Advocacy Scheme

A free and independent service that works with adults to ensure that the individual's rights are upheld and their voice is heard.

 **01248 670450** (24 hour answer phone)

 advocacy@mmas.org.uk

 www.advocacyscheme.co.uk

Motability Scheme

The Motability Scheme enables disabled people to exchange the Higher Rate Mobility Component of their Personal Independence Payment/Disability Living Allowance or their War Pensioners' Mobility Supplement to obtain a new car, powered wheelchair or scooter.

 **01279 635999** •  www.motability.co.uk

Motor Neurone Disease Association

The Motor Neurone Disease Association offers a range of services to support people living with MND and their carers, and to health and social care professionals.

North West Wales Group – Contact: Jo Cunnah

 **01604 800628** •  jo.cunnah@mndassociation.org

 www.mndnorthswestwales.org/index.html

MND Connect (helpline)

 **0808 802 6262** •  mndconnect@mndassociation.org

 www.mndassociation.org

Multiple Sclerosis Society

Offers those affected by MS the services of a dedicated support team, grant funding for essential equipment and services, a full range of information literature, a carers' support network, and information events.

Gwynedd and Môn Branch

☎ 07712 739761 - Susannah Robinson • ✉ gwyneddmon@mssociety.org.uk

National

☎ 0208 438 0700 • ✉ mscymru@mssociety.org.uk

☎ 0808 800 8000 (MS national helpline weekdays 9.00am–7.00pm)

✉ helpline@mssociety.org.uk

🌐 www.mssociety.org.uk/contact-us/cymru

Myaware (formerly Myasthenia Gravis Association)

The association offers support to myasthenics and their families, works to increase public and medical awareness, and raises funds for research. Facilitates get-togethers and on-line support, provides a quarterly magazine, welfare and benefits advice and a counselling service for members. Membership is free. Booklets and leaflets for those living with and affected by myasthenia, and medical practitioners can be obtained from Head Office. Contact the support worker (see below) for details of the North Wales Branch. North Wales Support Worker: Karl Parr

☎ 07395 794063 • ✉ karl.parr@myaware.org

National

☎ 01322 290219 • 🌐 www.myaware.org

Nest

Welsh Government's Warm Homes Nest scheme looks to support households in Wales living on a lower income who receive a means tested benefit or live with a respiratory, circulator or mental health condition. The Nest scheme offers a range of free, impartial advice and, if eligible, a package of free home energy improvements such as a new boiler, central heating or insulation. This can lower energy bills and benefit health and wellbeing.

☎ 0808 808 2244 • ✉ advicewales@nest.org.uk • 🌐 <https://nest.gov.wales>

Facebook: Nest Wales • Twitter: @NestWales

NHS 24 Hour Helpline

☎ 0845 46 47

National Deaf Children's Society (NDCS)

The National Deaf Children's Society (NDCS) is the leading charity dedicated to creating a world without barriers for deaf children and young people. The society offers family support work to families with a child with any hearing loss.

☎ 0808 800 8880 • ✉ helpline@ndcs.org.uk • 📞 www.ndcs.org.uk

Noddfa

Noddfa in Penmaenmawr, Conwy, welcomes carers and offers a chance to relax and enjoy the beauty of the sea and the hills. It's possible to go there when there will be other carers there or at other times. Noddfa will make every effort to provide accommodation on the dates and times that suit the carer. The cost for carers is £55 a day (2021) for accommodation and full board.

☎ 01492 623473 • ✉ noddfapen@aol.com
📞 www.noddfa.org.uk

North Wales Advice and Advocacy Association (NWAAA)

Provides support, advice and advocacy to people facing disadvantage, including carers.

☎ 01248 670852 • ✉ enquiry@nwaaa.co.uk • 📞 www.nwaaa.wales

North Wales Society for the Blind

Services include CD and Braille transcription service, daily living skills and mobility training, benefits advice, grants, resource centre and IT training.

☎ 01248 353604 • ✉ admin@nwsb.org.uk • 📞 www.nwsb.org.uk

O Ddrws i Ddrws

Service for disabled and elderly people in the Dwyfor area who are unable to reach public transport.

☎ 01758 721777 • ✉ oddrwsiddrws@yahoo.co.uk

📞 www.facebook.com/oddrwsiddrws

OpenLearn

OpenLearn is the Open University's website that offers free courses. They are based on material from the Open University's modules.

📞 www.open.edu/openlearn/

Parkinson's UK

Parkinson's UK offers one-to-one and confidential support to anyone affected by Parkinson's disease.

North West Wales Information and Support Worker: Catrin Shorney-Jones

☎ **0344 225 3787** • ✉ adviser1.wales@parkinsons.org.uk
🖱 www.parkinsons.org.uk

Power of Attorney

This is a legal procedure which enables a person to give someone else responsibility to make decisions about financial matters. Since October 2007, under the Mental Capacity Act, Lasting Power of Attorney also gives decision making power on health matters. For more information, contact the Office of the Public Guardianship.

☎ **0300 456 0300** • ✉ customerservices@publicguardian.gov.uk

Public Transport

Traveline Cymru

Traveline Cymru provide a public transport information service; their purpose is to offer a 'one stop shop' for travel information in Wales, to include bus, coach, rail and ferry. They can assist you with planning your journey, by providing you with timetables etc. They can also provide contact details of bus and rail companies so you can contact them directly for further information e.g. whether or not the buses on a particular route have wheelchair friendly access. For further information, contact them on **0800 464 0000**, or visit www.traveline.cymru/travellers-with-a-disability

Free Bus Travel

People over 60 years of age and people with a disability can travel for free on all local bus services in Wales. Make an online application: <https://tfw.gov.wales/travelcards> or go to your local library. Paper forms are available from Gwynedd Council or by contacting Transport for Wales travelcards@trw.wales or **0300 303 4240**. If the person you care for cannot travel on their own, they can apply for a companion bus pass where a person can travel with them for free. Contact Gwynedd Council - **01766 771000**

Train Services

Transport for Wales provide most train services in Wales. They aim to make their trains accessible to wheelchair users, and offer assistance online to help

people plan journeys in advance so that everything is all right:

<https://tfwrail.wales/before-your-journey/accessible-travel>

For travel enquiries, 'phone **0333 3211 202**

Disabled Persons Railcard

For a yearly fee, the railcard allows the cardholder and one adult travelling with them get 1/3 off most rail fares throughout Great Britain. For more information about the railcard, contact **0345 605 0525** or www.disabledpersons-railcard.co.uk

Refuse collections


Gwynedd Council offers an assisted collection service to help people who have difficulty moving their bins. Application forms are available from Gwynedd Council and you will need your GP to verify that you are eligible. If you are eligible, the bin crews will collect the bin from your garden and return it after emptying.

 **01766 771000** •  galwgwynedd@gwynedd.llyw.cymru

 www.gwynedd.llyw.cymru

Revitalise

Revitalise is a charity which provides short breaks and holidays to people with disabilities or other conditions such as a neuro-degenerative illness, and their carers. They have volunteers who are willing to provide alternative care which means a chance for the carer to have a break. They have three accessible centres in Chigwell, Southampton and Southport.

 **0303 303 0145**

 www.revitalise.co.uk

RNIB

RNIB's family support service is available to families with a child who is blind or partially sighted, including those with multiple disabilities. The service is based on individual needs and incorporates the whole family e.g. grandparents, siblings etc.

Children and Families Support Worker: Jenny Collins

 **07776 284068** •  cypf.Mailbox@rnib.org.uk

 <https://www.rnib.org.uk/practical-help/children-young-people-and-families>

0303 123 9999 (helpline)

 <https://www.rnib.org.uk/our-services>

Scope

The Scope helpline provides free impartial and independent advice and support on issues which are important to disabled people and their families



 **0808 800 3333** (helpline 9am until 5pm Monday to Friday)

 helpline@scope.org.uk •  www.scope.org.uk

Sense

Sense is a national charity that supports and campaigns for children and adults who are deaf-blind. Provides tailored support, advice and information as well 29

as specialist information to all deaf-blind people, their families, carers and the professionals who work with them.

 and textphone **0300 330 9256** •  info@sense.org.uk

 www.sense.org.uk/

Shelter Cymru

Helpline Monday - Friday 9.30am - 4.00pm, housing advice, social services and advocacy work.

 **0800 495 495** •  www.sheltercymru.org.uk

SHINE



Supports people with spina bifida and hydrocephalus.

 **01733 555988** •  firstcontact@shinecharity.org.uk

 www.shinecharity.org.uk/wales-region/wales-region

SNAP Cymru

Supports families of children who have additional learning needs.

 **02920 348990** •  **0801 801 0608** (helpline)

 enquiries@snapcymru.org •  www.snapcymru.org

St David's Hospice

They provide specialist end of life care to adult patients and their families across the counties of Conwy, Gwynedd and Anglesey. Their Day Care Unit provides patient care, bereavement and counselling services, whilst their Inpatient Unit offers symptom control, respite and end of life care.

They have a support group for carers to gain support from professionals and a chance to meet other carers, and are also given information and skills to care for the loved one at home.

In Gwynedd, they have the Hafan Menai Therapy Centre on the Ysbyty Gwynedd site, and a palliative care team who work from Caernarfon.

☎ **01248 354300 (Hafan Menai)** • ☎ **03000 851667 (Palliative Care Team)**

☎ **01492 879058** • ✉ enquiries@stdavidshospice.org.uk

🌐 www.stdavidshospice.org.uk

The FDF Centre for Independent Living

The FDF Centre for Independent Living supports disabled people to live independently. They can help them to make informed decisions to live their own lives, being fully included in their local community, namely leisure, employment, education, health, social activities, transport, finance, equipment, advice and information. They will provide disabled people and/or their carers with free, confidential, friendly advice; information and advocacy; telephone befriending; support completing benefit applications and appeals; full benefit checks, PIP, UC, ESA, housing, blue badges.

☎ **01352 756618** • ✉ admin@thefdf.org.uk • ✉ advice@thefdy.org.uk

✉ befriender@thefdy.org.uk • 🌐 www.the.fdf.org.uk

The Guy Howland Jackson Memorial Trust

Grants and assistance from The Guy Howland Jackson Memorial Trust are available to residents of Gellydan, Trawsfynydd, Bronaber, Maentwrog, Llan Ffestiniog, Talsarnau and Llandecwyn. They are able to support individuals and/or groups, where there are residents attending, with grants towards quality of life issues. This could be assistance equipment not readily available on the NHS, heating grants, respite care, holding social events etc. There is a maximum of £100 in any 12 month period. For more information, contact Angela Swann, the Secretary.

☎ **01766 770686** • ✉ angelaswann@hotmail.com

The Open University

The Open University has The Carers Scholarships Fund which offers free entry for unpaid carers to the Open University's courses. Information is available on their website (see link below).

🌐 www.open.ac.uk/courses/fees-and-funding/carers-scholarship-fund

For information and advice, contact the Open University:

🌐 www.open.ac.uk/contact

The Outside Clinic

Free home eye tests and hearing tests for the over 60s who can no longer visit the high street optician alone.

☎ 0800 60 50 60 • ✉ info@outsideclinic.com

🌐 www.outsideclinic.com

The Red Cross

The Red Cross provides short-term care in your home following an admission to hospital. The service offered is available for up to four weeks. The trained volunteers complement the help which social and community health workers may provide and are able to assist you to regain your independence through a service tailored to your specific needs. They are also able to supply equipment such as wheelchairs on short term loan.

☎ 01248 364677 • ☎ 07899 913203

✉ hwilliams@redcross.org.uk • 🌐 www.redcross.org.uk

The Samaritans

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

☎ 116 123 • ☎ 0808 164 0123 Welsh language line (Every day 7pm – 11pm)

✉ jo@samaritans.org • 🌐 www.samaritans.org

The Stroke Association

The Stroke Association helps stroke survivors and their families cope with all aspects of life after stroke. The information, advice and support service provides a holistic assessment of needs post stroke to identify the level of support required for each individual to adapt with life after stroke. These services can be accessed through referral by the NHS. The Stroke Association also has groups and projects running in Gwynedd to help stroke survivors regain confidence and independence post stroke.

☎ 01286 671145 • ☎ 07720 365228

✉ jamiescase@stroke.org.uk • 🌐 www.stroke.org.uk

tide

tide 'together in caring everyday' is a UK charity with a network of carers and former carers of people living with dementia. Their mission is to be the voice

friend and future of all carers and former carers of people with dementia. tide offers opportunities to carers to connect and to use a collective voice to raise awareness of their unique needs, have their rights respected and be empowered to influence practice, policy and research at all levels.

☎ **0151 237 2669** • ✉ carers@tide.uk.net • 🌐 www.tide.uk.net

TGP Cymru

Works with children and young people to promote and realise their rights through a range of projects, training and campaigning, including an advocacy service in North Wales.

☎ **01268 238007** • ✉ northwalesadvocacy@tgpcymru.org.uk
🌐 www.tgp.cymru.org.uk

Wales Dementia Helpline

The 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.

They have a comprehensive database of services which may be able to help and can also supply self-help and agency leaflets free of charge, Calls are free and the caller need not give any personal details.

☎ **0808 808 2235** • 🌐 www.callhelpline.org.uk/Dementia-Helpline.asp

Wales Drug and Alcohol Helpline (DAN 24/7)

A free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting free information or help relating to drugs or alcohol. The helpline will assist individuals, their families and carers to access appropriate local and regional services.

☎ **0808 808 2234**

Text DAN and any question to 81066

🌐 www.dan247.org.uk


Wales Learning Disability Helpline

☎ **0808 808 1111 (Option 3) 10am-3pm (Monday to Friday),**

✉ helpline.wales@mencap.org

Welsh Association of ME and CFS Support (WAMES)

The Welsh Association of ME and CFS Support (WAMES) works in Wales to improve the lives of people with ME, CFS and PVFS, their families and carers. Their services include supporting young people with ME, providing information in Welsh and English for people with ME and their families, and supporting local groups.

 **029 2051 5061 (helpline)**


 helpline@warmes.org.uk

 www.warmes.org.uk/cms-english/carers/

Welsh Water Assist

Welsh Water operates a scheme called 'Help U', which offers reduced charges for qualifying households who are on a low income/have large families and/or a family member with a medical condition that requires a significant amount of extra water, and are also on qualifying benefits or tax credits.

People who apply for Welsh Water Assist 'Watersure Cymru' because someone in the household has a medical condition that requires extra water will also be placed on the Additional Services register and Welsh Water will provide the household with an alternative supply during emergency interruptions.

 **0800 052 0145**

 www.dwrcymru.com

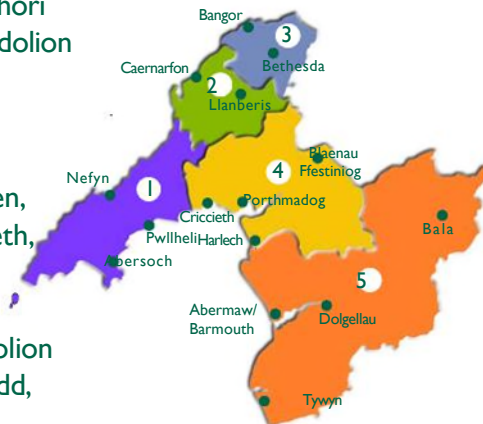
Area map of the Community Resource Teams

**MANYLION CYSWLLT NEWYDD AR GYFER
GWASANAETHAU GOFAL I OEDOLION**

**NEW CONTACT DETAILS FOR
ADULT CARE SERVICES**

Mae gwasanaeth newydd yn cymryd lle Tîm Cyngori ac Asesu Oedolion Gwynedd.

O hyn ymlaen, am wybodaeth, cyngor a chymorth ar gyfer oedolion yng Ngwynedd, cysylltwch â:



A new service is replacing the Gwynedd Adult Advice and Assessment Team.

From now on, for information, advice and assistance for adults in Gwynedd, please contact:

1 Llyn 01758 704099
OedolionLlyn@gwynedd.llyw.cymru

2 Caernarfon 01286 679099
OedolionCaernarfon@gwynedd.llyw.cymru

3 Bangor 01248 363240
OedolionBangor@gwynedd.llyw.cymru

4 Eifionydd-Gogledd/North Meirionnydd 01766 510300
OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

5 De/South Meirionnydd 01341 424499
OedolionDeMeirionnydd@gwynedd.llyw.cymru