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Cardiff and Vale
University Health Board



Reaching out to carers in the Vale of Glamorgan and Cardiff

Do you look after someone?

Find out more from this Directory about support, advice and information for carers in the Vale of Glamorgan and Cardiff

Produced by VCVS and C3SC in partnership with the Cardiff & Vale Carers Strategy Working Group

Useful contacts:

Cardiff and Vale University Health Board (UHB)

Works with local authorities and voluntary organisations to provide carers with better support and information. For any carer-related enquiries telephone 029 2033 5468, 029 2074 5359 or email cardiffandvale.carers@wales.nhs.uk

Cardiff Third Sector Council (C3SC)

Promotes, develops and supports voluntary action and community development in Cardiff. Telephone 029 2048 5722, email enquiries@c3sc.org.uk or visit www.c3sc.org.uk

Local Authority:

Vale of Glamorgan Council - Contact OneVale (C1V)

Telephone 01446 700111, email C1V@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk

Cardiff Council - Connect 2 Cardiff (C2C)

Telephone 029 2087 2087, email c2c@cardiff.gov.uk or visit www.cardiff.gov.uk

NHS Direct Wales

A health advice and information service available 24 hours a day, every day of the year. You can call 0845 46 47 if you are feeling ill and are unsure of what to do, or for health information on a wide range of conditions, treatments and local health services.

Visit www.nhsdirect.wales.nhs.uk/

Vale Centre for Voluntary Services (VCVS)

Promotes, develops and supports voluntary action and community development in the Vale of Glamorgan. Telephone 01446 741706, email vcvs@valecvcs.org.uk or visit www.vcvs.org.uk

For information on benefits, allowances and grants please refer to the Carers' Handbook. A copy is available by contacting your Local Authority - contact details above.

Large print and Braille versions are available on request. Contact UHB, C3SC, C1V, C2C or VCVS - details above.

Do you look after someone who is ill, frail or disabled?

Many carers do not recognise themselves as carers because they see their role as being a spouse, partner, sibling, parent, child, friend or neighbour. They are doing what comes naturally - caring for someone who needs them.

Each caring situation, carer and cared for person is unique; there is no such thing as a typical carer. Carers can live in the same house as the person they care for or live nearby or a distance away. Carers are not paid a wage to provide support and are sometimes referred to as unpaid or informal carers.

Caring can be rewarding but it can also affect your home life, work life, free time and your relationship with the person you care for.

There are a number of services available in the Vale of Glamorgan and Cardiff to support you in your role as a carer, as well as maintaining your own health and wellbeing. The organisations listed in this booklet offer information, advice and support to carers in a range of situations.

If your needs are more substantial and are likely to require input from social services, the way to access carers support is through a Carers' Assessment from your local council. If you are over the age of 18, this will look at your needs and the support that may be available, including a break from caring, access to training, access to carers' events and directing to relevant services.

Carers under 18 years of age can also have an assessment and may be directed to specific services which are funded to provide support for younger carers.

Who can help you in the Vale and Cardiff?

4Winds

Provides a user-led, mental health resource centre. Open seven days a week, provides opportunities for social contact, peer support, emotional support, vocational support and information on mental health issues. Telephone 029 2038 8144 or email contact@4winds.org.uk

ABCD Cymru

Working to improve access for black and minority ethnic children with disabilities and/or chronic illnesses 0 - 25 years. Telephone 029 2025 0055, email info@abgcdymru.org.uk or visit www.abgcdymru.org.uk

Action for Children

Gofal I Chi aims to raise self-esteem, increase confidence, promote resilience and provide respite to children and young people aged between 7-18 years who have caring responsibilities. We offer individual and group work activities. All young carers must have an open and active case with Children's Services. Telephone 029 2048 7356, email carys.rees@actionforchildren.org.uk or visit www.actionforchildren.org.uk

Action on Hearing Loss Cymru

Provide a wide range of services to individuals with hearing loss or tinnitus. Offers support to people with hearing loss at home and at work, courses for people who are interested in working with people who are deaf, day-to-day care for people who are deaf and have additional needs. Telephone 029 2033 3034 or email wales@hearingloss.org.uk

Advocacy Matters (Wales)

Provides advocacy services for adults with a learning disability and/or Asperger syndrome and also for parents with learning disabilities involved in child protection and child care procedures. Telephone 01446 724007, email info@advocacymatterswales.co.uk or visit www.advocacymatterswales.co.uk

Advocacy Support Cymru

Delivers independent advocacy services in parts of South and Mid Wales. Provides Independent Mental Health Advocacy (IMHA) and Community Mental Health Advocacy. Telephone 029 2054 0444 or email info@ascymru.org.uk

Age Connects Cardiff & the Vale

Provides a range of services including advocacy, activities and events, Good Neighbour Schemes, advice on welfare benefits and a hospital discharge service. Telephone 029 2068 3600, email info@age-concern-cardiff.org.uk or visit www.age-concern-cardiff.org.uk

Alzheimer's Society – Cardiff and the Vale

Supports people with all forms of dementia, their families and carers. **Ty Hapus in Holton Road, Barry** is designed to support people who are living with dementia. Telephone 01446 738024. **Oldwell Court in Cardiff** offers a specialist Day Care Service. Telephone 029 2043 4972, the Information & Support Helpline on 029 2043 4960, email cardiffandvale@alzheimers.org.uk or visit www.alzheimers.org.uk

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. Telephone 01446 700111 or visit http://www.valeofglamorgan.gov.uk/en/living/armed_forces/Armed%20Forces%20Covenant.aspx

Arthritis Care

Exists to support people with arthritis. We are the UK's largest charity working with and for all people who have arthritis. Telephone 029 2044 4155, email wales@arthritiscare.org.uk or visit www.arthritiscare.org.uk

Barnardo's Community Link Service

Supports children and young people who have learning disabilities by providing short break services. Telephone 029 2057 1910, email community.links@barnardos.co.uk or visit www.barnardos.org.uk

Barry RAF Association

Provides advice, support and friendship to the ex-RAF community and their dependants living within the Vale. Telephone 01446 740522, email geoff@horton.co.uk or Sonja Booy on 01446 790610, email sonja.booy@btinternet.com or Jim Mason on 029 2084 4893, email jmjamesmason433@googlemail.com

Bipolar UK

Supports individuals with bipolar, their families and carers. Services for carers include a one-to-one mentoring scheme, self help groups, a members helpline and a web-based discussion forum. Telephone 01633 244244, email walesinfo@bipolaruk.org.uk or visit www.bipolaruk.org.uk

Bobath Children's Therapy Centre Wales

Provides specialist Bobath therapy to children throughout Wales who have cerebral palsy. Bobath therapists provide a trans-disciplinary approach combining physiotherapy, occupational therapy and speech and language therapy. Telephone 029 2052 2600 or email info@bobathwales.org.uk

Breast Cancer Care

Offers a range of free services for anyone affected by breast cancer. They bring people together; provide information and support and campaign for improved standards of care. Telephone 029 2023 4070 or email cym@breastcancercare.org.uk

British Heart Foundation Cymru

Plays a leading role in the fight against disease of the heart and circulation. Telephone 029 2038 2368 or email Wales@bhf.org.uk

British Lung Foundation

Provides nurses, benefits advisers and also counselling via the BLF Helpline for anyone affected by a lung condition. Runs local Breathe Easy groups for people with lung conditions and their carers. Telephone the helpline 03000 030 555 or visit www.blf.org.uk/Page/Looking-after-someone-with-lung-disease

British Polio Fellowship Cardiff & Vale

Support group for polio affected people and their carers. Email coral.williams44@sky.com or visit www.britishpolio.org

British Red Cross:

Provides a range of services in Cardiff and the Vale.

The **Gofal y Ddolen** project is a 12 week service helping people over 50 improve their independence and confidence. Telephone 07921 404327 or email CardiffandValeCSS@redcross.org.uk

Mobility Aids Service - Provides short term loans of medical equipment, such as wheelchairs, for people with a disability or illness. Telephone 0844 4122756

Carers Respite Service - This service in Cardiff provides respite breaks for carers of older people and those with physical disabilities. Telephone 029 2081 5685. For information on other services telephone 01633 245750 or email Newport@redcross.org.uk

Cardiff and Vale Action for Mental Health

Working to progress mental health services by service user, carer and third sector involvement. For information and involvement in older people's mental health services contact the Nexus Project. For further information, access to a Directory of Mental Health Services and **DIRECTIONS**, the carers' handbook about older people's mental health, telephone 029 2022 2200, email mail@cavamh.org.uk or visit www.cavamh.org.uk

Cardiff and Vale of Glamorgan Community Health Council

Independent NHS 'watchdog' that represents the interests of local patients and public in the NHS. Provides free and independent advocacy and advice for people

when they have a concern about NHS services.

Telephone 029 2037 7407, email chief.officer@cavogchc.org.uk or visit www.communityhealthcouncils.org.uk/cardiffandvale

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 2033 5468, 029 2074 5359 or email cardiffandvale.carers@wales.nhs.uk

Putting Things Right – raising a concern about the NHS

If you are not happy with care or treatment provided by or for the NHS in Wales or have any other concerns you think the NHS should know about, contact the Cardiff and Vale University Health Board Concerns Team. For concerns, complaints or compliments telephone 029 2074 2202, or email concerns@wales.nhs.uk

Cardiff Food Bank

Provides emergency food to help and support those suffering financial hardship and who are facing the reality of being unable to feed themselves or their families. To access the foodbank you must be referred by a partner organisation or professional and given a voucher. Telephone 029 2048 4120, e-mail info@cardifffoodbank.org.uk or visit www.cardiff.foodbank.org.uk

Cardiff Institute for the Blind (part of RNIB Group)

Welfare services for the blind. Telephone 029 2039 8900, email michelle@cibi.org.uk or visit www.cibi.co.uk

Cardiff Mind

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 email admin@cardiffmind.org

Cardiff Older Persons Forum

Improves the lives of older people and minority ethnic elders in Cardiff. Telephone 029 2087 2647, email lmaher@cardiff.gov.uk or visit www.cardiffopstrategy.co.uk/

Cardiff People First

A self-advocacy and community advocacy organisation, run by people with a learning disability. Email cardiffpeople1st@btconnect.com or visit www.cardiffpeoplefirst.org.uk

Cardiff Third Sector Council (C3SC)

Promotes, develops and supports voluntary action and community development in Cardiff. Telephone 029 2048 5722, email enquiries@c3sc.org.uk or visit www.c3sc.org.uk

Cardiff YMCA “TIME 4 ME” Young Carers Project

Provides support and a break for Young Carers, a chance to meet other Young Carers, make new friends and have some fun!

Telephone 07971 305833, email julie.griffiths@cardiffymca.co.uk

Care & Repair

Provides expert advice, support and practical assistance to help older and disabled people and their carers to repair, adapt and maintain their homes. For the Vale telephone 01446 704308, for Cardiff telephone 029 2047 3337, email

care&repair@newydd.co.uk or visit www.cadarn.co.uk

Carers’ Development Officer (Local Authority contacts)

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

For the Vale telephone 01446 700111, email C1V@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk/carers

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

Carers Support Officers

Carers Support Officers are based at the University Hospital of Wales (UHW) and University Hospital Llandough (UHL). They offer free support to carers who live within Cardiff and the Vale of Glamorgan. They can provide literature, support and are able to signpost carers to sources of information, including a carers assessment of their needs. Telephone UHL on 029 2071 5522 or UHW on 029 2074 3244.

Carers UK Vale of Glamorgan Branch

Supports carers in the Vale and by meetings at Salem Baptist Church Hall on the last Tuesday of every month. Telephone 01446 749395 or email

las.carersVGB@hotmail.co.uk

Carers UK Cardiff Branch

Helps people who care for family or friends. Provides information and practical and emotional support for carers, campaigns to influence policy makers, employers and service providers, to help them improve carers' lives. Telephone 029 2048 7635,

email posyakande@yahoo.co.uk or visit www.carersuk.org

Carers Wales

Information and campaigning organisation for carers across Wales.

Telephone 029 2081 1370 or visit www.carerswales.org

The Castaways

An independently run luncheon club which meets twice weekly 11.30am - 3pm at Holy Trinity Church Hall, Barry. Telephone 01446 734387

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

Community Transport Services:

Dinas Powys Voluntary Concern - Provides a transport service in particular to the elderly and people with disabilities. Telephone 029 2051 3700 or email wendy@dpvc-dinaspowys.com

East Vale Community Transport - Provides transport for local organisations, mainly the elderly and disabled in the East Vale area. Telephone 029 2070 5138 or email eastvale.ct06@virgin.net

Greenlinks - Serving residents of the rural Vale for shopping trips, social visits, day trips or hospital visits. Telephone 0800 294 1113 or email greenlinks@valeofglamorgan.gov.uk

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

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, email vest@talktalk.net or visit www.vestcardiff.talktalk.net

Contact the Elderly

A national charity solely dedicated to tackling loneliness and social isolation among older people. Telephone 01792 862702 or email info@contact-the-elderly.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, email info@cardiffcu.com or visit www.cardiffcu.com

Crossroads in the Vale (EMI)

Provides practical and emotional support for those with late-life dementia and depression, and their family carers. Support includes domiciliary care, social groups and day centre provision for those with care needs, and social and support groups and a free counselling service for carers. Telephone 029 2070 0057, email business@crossroads-vale.org.uk or visit www.crossroads-vale.org.uk

Cruse Bereavement Care

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

groups. Telephone the designated referral line 029 2022 6166 or email cardiff@cruse.org.uk

Deafblind Cymru

Offers specialist services and human support to people with combined sight and hearing loss and their carers. We offer peer support groups and a befriending service across Wales. Telephone 029 2060 1471 or email ross.evans@deafblind.org.uk

Diabetes UK

Gives support to all diabetics, their carers, families and friends throughout Cardiff. Telephone 029 2073 4827 or email stephensims241@btinternet.com

Dimensions UK

Provides a range of different services to people who have a learning disability and/or autism, including respite, transitional support, supported living and social enterprises. Telephone 029 2192 1300 or email ceri.meloy@dimensions-uk.org

Dinas Powys Voluntary Concern

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Telephone 029 2051 3700, email wendy@dpvc-dinaspowys.com or visit www.dpvc-dinaspowys.com

Disability Wales

The national association of disabled people's organisations, striving to achieve the rights, equality and independence of disabled people in Wales. Telephone 029 2088 7325, email info@disabilitywales.org or visit www.disabilitywales.org

Diverse Cymru Advocacy Service

Provides a free independent advocacy service for service users and carers who have experienced discrimination. Telephone 029 2036 8888, minicom 029 2036 8887, email info@diverseecymru.org.uk or visit www.diverseecymru.org.uk

Down's Syndrome Association

Provides information and counselling for people with Down's Syndrome, their families and carers. Telephone 0845 2300372 or visit www.downs-syndrome.org.uk

Education Programmes for Patients (EPP Cymru)

Looking After Me. A self management course for carers, 2.5 hours a week for 6 weeks. Telephone 029 2033 5403 or visit www.eppwales.org

Entry to Drug and Alcohol Services (EDAS)

Single access point into substance misuse treatment and support including support for those affected by someone else's use of drugs or alcohol. Telephone 0300 300 7000

Epilepsy Penarth

Supports and advises people with epilepsy, their carers and families within the area. Telephone 0800 413774 or email epilepsywales@aol.com

FACT – Families Achieving Change Together (Vale)

A service which supports families to overcome difficulties, make positive changes and signposts to a range of services. Telephone 01446 729640 or visit www.valeofglamorgan.gov.uk/familiesfirst

The FAN Charity

FAN Groups are hour long weekly meetings which help create a network of support particularly for lonely or pressured people. Telephone 0798 904 1495, email welcome_all@thefancharity.org or visit www.thefancharity.org

Friendly AdvantAGE

Provides befriending to older people including those who are carers and the cared for living in the Vale and Cardiff. Telephone 01446 741706, email sandra@valecvcs.org.uk or cath@valecvcs.org.uk or visit www.vcvcs.org.uk

Friendly Trust

Provides advice and practical help to disabled people including people with learning disabilities and their carers in the management of current assets and future inherited resources. Telephone 029 2022 5200, email alison@friendlytrust.org.uk or visit www.friendlytrust.org.uk

George Thomas Hospice Care

Provides specialist home based nursing and practical advice, emotional and spiritual support, medical equipment, therapies, treatments and day care activities and bereavement counselling. Telephone 029 2052 4150, email info@gthc.org.uk or visit www.gthc.org.uk

Hafal

Carer and family support service for serious and enduring mental illness. Telephone 07989 473375, 01446 733331 or visit www.hafal.org

Headway Cardiff (Rookwood Hospital)

Provides support and services to people affected by acquired brain injury throughout South East Wales. Services include a specialist day centre, carers groups, social

events, outreach service, information, support and advice. Telephone 029 2057 7707, email info@headwaycardiff.org or visit www.headwaycardiff.org

Journeys Towards Recovery

Supports people suffering from depression by providing a free counselling service, courses, peer support groups and information. Telephone 029 2069 2891, email info@journeyonline.org.uk or visit www.journeyonline.org.uk

Macmillan Cymru

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

Macmillan Information and Support Centre, University Hospital of Wales, Health Park, Cardiff

Provides information on services such as counselling, self help and support and benefits advice. Open Monday to Friday 8.30am to 4.30pm. Telephone 029 2074 5655

Marie Curie Cancer Care

Dedicated to the care of people with terminal cancer and other illnesses and offer practical support for carers. Telephone 029 2042 6000 or email supporter.services@mariecurie.org.uk

Marie Curie Helper Service

The Marie Curie Helper Service is provided by specially trained volunteers who can offer one-to-one support individuals with a terminal diagnosis and their carers. The service provides companionship and emotional support, practical support, a short break for carers, information on further support and services. Telephone 0845 073 8596 or e-mail southwaleshelper@mariecurie.org.uk

ME Support in Glamorgan

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers. Telephone 029 2076 2347, email mesigwales@gmail.com or visit www.mesupportinglamorgan.co.uk

MIND in the Vale of Glamorgan

Advice, information and support for carers of people experiencing mental ill health. Telephone 01446 730792 or visit www.mindinthevale.org.uk

Motor Neurone Disease Association

Provides support to local people with MND and their carers. Telephone 08457 626 262

Multiple Sclerosis Society

Support for all people with or affected by multiple sclerosis. Telephone 029 2030 8267, email anthony.wiggins@ntlworld.com or visit www.mssociety.org.uk/cardiff

The National Autistic Society Cymru

Offers support and services to people affected by autism.

Telephone 029 2062 9310, the National Helpline on 0808 800 4104, email Cymru@nas.org.uk or visit www.autism.org.uk

National Deaf Children's Society

Offers free information and support to families who have a child with any kind of hearing loss. Telephone 0808 800 8880 or visit www.ndcs.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, fuel tariffs and benefit entitlement. In addition to 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. To make an application to Nest, please call 0808 808 2244 or visit the website, www.nestwales.org.uk

NHS Direct Wales

A health advice and information service available 24 hours a day, every day of the year. You can call on 0845 46 47 if you are feeling ill and are unsure of what to do, or for health information on a wide range of conditions, treatments and local health services. Visit www.nhsdirect.wales.nhs.uk/

Parkinson's UK

Provides support and information for anyone affected by Parkinson's Disease. Telephone 0844 225 3784, confidential helpline 0808 800 0303 or email wales@parkinsons.org.uk

Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. Also produces learning disability specific information and arranges workshops and events. Telephone 029 2022 7800, email admin@parentsfed.org or visit www.parentsfed.org

Pedal Power

Accessible cycling and cycle hire. Have specially adapted bikes and will do an assessment for people with disabilities. Telephone 029 2039 0713, email info@cardiffpedalpower.org or visit www.cardiffpedalpower.org

Penarth Live at Home Scheme

Offers a lunch club, befriending service, arranges day trips and provides an advocacy service for older people. Telephone 029 2071 2516 or email penarthlahs@talktalk.net

Penarth Youth Project

Provides weekly Youth Club for young people with Asperger Syndrome aged 11 - 18 and also provides school holiday Teen Schemes for disabled young people aged 11 - 19. Attendance is by referral only. Telephone 029 2040 5305 or email cbcp@penarthyouthproject.org.uk

Prostate Cymru

<http://www.prostatecymru.com/>

Recovery Road

Provides support to families and carers of people affected by sleeping pills, other benzodiazepines and antidepressant dependency and withdrawal through a helpline service and our website. Visit www.recovery-road.org

Riverside Advice

Provides a holistic welfare rights and debt advice service, from enquiries and signposting to specialist case work and representation. Telephone 029 2034 1577, email barbara.kerridge@riverside-advice.co.uk or visit www.riverside-advice.co.uk

Royal British Legion

Provides practical care, advice and support to the Armed Forces family - service, ex-service and their dependents. Telephone 08457 725 725

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, email cardiffvalercthub@royalvoluntaryservice.org.uk or visit www.royalvoluntaryservice.org.uk

RNIB Cymru

Campaigns for the inclusion of people with sight loss and runs pilot projects within communities. Promotes eye health by running public awareness campaigns and works in partnership with organisations across Wales to provide local services. Telephone 029 2045 0440 or email Cymru@rnib.org.uk

Samaritans

Provides a safe, confidential and non-judgemental listening service 24 hours a day, 7 days a week to anyone who may be in distress. Telephone the helpline service on 08457 909090, email jo@samaritans.org or call into the office at Green Street, Bridgend

School Nurses and Health Visitors for young carers

Work with other professionals supporting Young Carers. Overall the aim is to reduce the chances of Young Carers being isolated, excluded and discriminated against by helping them overcome barriers to receiving health, education and other support services. Telephone 029 2093 2604

Scope

Face 2 Face scheme offers emotional and practical support to parents of a disabled child. Telephone 029 2081 5455, email maizie.elfin@scope.org.uk or visit www.scope.org.uk

SHINE

Supports individuals and families as they face the challenges arising from spina bifida and hydrocephalus. Telephone 01656 864102, email wales@shinecharity.org.uk or visit www.shinecharity.org.uk

SNAP Cymru

Works with families, young people and professionals on issues regarding additional learning needs and disabilities. Telephone 01446 724005, email cardiff@snapcymru.org or visit www.snapcymru.co.uk

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health including: telephone support line, call back service, one-to-one support, groups support, social groups, drop in service. Telephone 029 2052 9832

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

South East Wales Down's Syndrome Support Group

Offers support, advice, events and social activities and promotes awareness of Down's Syndrome. Telephone 029 2089 2124

Speakeasy Advice Centre

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

Telephone 029 2045 3111, email info@speakeasyadvice.co.uk or visit www.speakeasyadvice.co.uk

Substance Misuse Family Support Service

Provides a range of structured support and interventions aimed at supporting whole families who are affected by substance misuse. Telephone 0300 300 7000

Sunshine Club

Supports carers/parents of children and young people with special needs. Email Kay.griffiths@live.co.uk

Tearing your hair out

Formed and run by the carers of substance misusers to give support and help to people in the same situation. Telephone 029 2070 5295, email

help@tearingyourhairout.co.uk or visit www.tearingyourhairout.co.uk

Telecare Services

A range of services and devices are available to enable vulnerable people to live with greater independence and safety in their own home. For services in the Vale of Glamorgan contact C1V on 01446 700111 or email C1V@valeofglamorgan.gov.uk. For services in Cardiff contact C2C on 029 2087 2087 or email c2c@cardiff.gov.uk

Tenovus – Your Cancer Charity

Offers support, advice and treatment for anyone touched by cancer in the Vale of Glamorgan and across Wales. Freephone Support Line 0808 808 1010, email post@tenovus.org.uk or visit www.tenovus.org.uk

Vale Centre for Voluntary Services (VCVS)

Promotes, develops and supports voluntary action and community development in the Vale of Glamorgan. Telephone 01446 741706, email vcvs@valecvcs.org.uk or visit www.vcvs.org.uk

Vale Citizens Advice Bureau

Helps people resolve their legal, money and other problems by providing free, independent and confidential information and advice, and by influencing policymakers. Telephone 0844 477 2020, email advice@valecab.org.uk or visit www.cardiffandvalecab.org.uk or www.adviceguide.org.uk to find out times and locations of drop in services

Vale Counselling Service

Provides a free counselling service for the community of the Vale of Glamorgan and surrounding areas. Telephone 07592 417043 or email glamorganvcs@hotmail.co.uk

Vale Family Support Service and Vale Young Carers project

Provides a range of family support services for families who are in crisis and provides a support service for young carers. Telephone 01446 724070, email sue.malins@actionforchildren.org.uk or visit www.actionforchildren.org.uk

Vale 50+ Strategy Forum

The forum ensures that the over fifties have a voice on any strategic plans, policies and service developments that affect them. Telephone 01446 450201 or email jporter@valeofglamorgan.gov.uk

Vale Foodbank

Helps to feed local people in crisis and will provide food packages for individuals and families that are struggling to put food on the table. Telephone 07879 562077, e-mail valefoodbank@ymail.com or visit www.vale.foodbank.org.uk

Vale Insight

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

Vale People First

A self-advocacy organisation for and led by people with a learning disability, that live, work or have a connection with the Vale of Glamorgan. Telephone 01446 724010, email liz.davidson@learningdisabilitywales.org.uk or visit www.valepeoplefirst.org.uk

Valeways

Promotes country walking, hiking and rambling in the Vale. Also arranges easy walks with a walk leader for new walkers. Telephone 01446 749000 (limited office hours), email info@valeways.org.uk or visit www.valeways.org.uk

Velindre Cancer Centre

Provides specialist cancer services and a range of information services for patients and carers including leaflets and access to support groups. Telephone 029 2061 5888 or visit www.wales.nhs.uk/sites3/page.cfm?orgid=357&pid=4792

Veterans Mental Health Support Group

Support for veterans of the Armed Forces who have mental health problems. Telephone 029 2022 2200, email matthew@cavmah.org.uk or visit www.cavmah.org.uk

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales. Penarth Hard of Hearing Group and Llantwit Major Hard of Hearing Group welcome new members. Telephone 01443 485687 or email mail@wcdeaf.org.uk

Wales Council for the Blind

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, email richard@wcb-ccd.org.uk or visit www.wcb-ccd.org.uk

Welsh Widows and Widowers

Offers support for people who have experienced bereavement. Telephone 077495 42858 or email friends@welshwidows.co.uk

Carers' Strategy

In January 2012 the Carers Strategies (Wales) Measure 2010 came into force. Since then Cardiff and Vale University Health Board (UHB) has been working in partnership with the Vale of Glamorgan Council, Cardiff Council, voluntary organisations and carers themselves to develop a local Carers Strategy.

The Strategy will:

- Show how information and guidance will be provided to carers to assist them in carrying out their caring role;
- Show how carers will be consulted and involved in decisions affecting them and those they care for.

If you would like to know more about the Carers' Strategy, receive a copy or read the summary leaflet, please contact Cardiff and Vale University Health Board, Connect 2 Cardiff (C2C) or Contact OneVale (C1V), see page 2 for details.

A free online service is also available for carers.

Please visit the following website to find out more about this free resource, which is designed for anyone providing care to someone at home, in a hospital or nursing home. Visit www.cavogcarersresource.org