



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

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

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Included in this directory is information about:

Advocacy Services
Befriending Services
Bereavement Services
Carers Services
Condition Specific Services
Counselling Services
Day Centres
Dementia Services
Domiciliary Care Services
Falls Awareness and Prevention
Food Banks & Food Co-ops
Good Neighbour Schemes
Health & Wellbeing Promotion
Hospital Discharge
Housing Adaptations
Leisure & Physical Activities
Lunch Clubs
Miscellaneous Services
Self Care, self help and self management
Sensory Impairment
Shopping
Social Activities
Stroke Services
Transport Services
Veteran Support
Volunteering
Welfare advice and financial management
Other sources of information about voluntary services

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Advocacy services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and Vale Advocacy Service

If you live in a care home and need help solving a problem, our advocates provide a free and independent service which identifies with and represents a person's views and concerns. This help has also been extended to people who live at home in the Vale of Glamorgan. The advocate can help individuals to write letters, make phone calls, or represent their wishes and/or negotiate with outside agencies.

Telephone 029 2068 3683 for Cardiff or 01446 795632 for the Vale.

Age Connects Cancer, Older People Advocacy

This service, in partnership with Macmillan and OPAAL, provides independent advocacy for people affected by cancer.

Telephone 029 2068 3683.

Advocacy Matters (Wales)

Provides advocacy services for adults with a learning disability and/or Autism Spectrum Conditions. We also provide advocacy services for parents with learning disabilities involved in child protection and child care procedures as well as a Victim Assist Project for adults with a learning disability who have been the victim of a crime.

Telephone 029 2023 3733, e-mail info@advocacymatterswales.co.uk

or visit www.advocacymatterswales.co.uk

Advocacy Support Cymru

Delivers independent advocacy services in parts of South and Mid Wales. Provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Community Mental Health Advocacy.

Telephone 029 2054 0444 or e-mail info@ascymru.org.uk

Cardiff People First (C)

A self-advocacy and community advocacy organisation, run by people with a learning disability.

Telephone 029 2023 1555, e-mail cardiffpeople1st@btconnect.com or visit

www.cardiffpeoplefirst.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Cardiff and Vale of Glamorgan Community Health Council

Independent Statutory NHS 'Watchdog' that represents the interests of local patients and public in the NHS. Monitors your local health services by inspecting NHS premises and ensures patient experience is fed in to any proposals for service change. Provides a free and independent Advocacy Service which offers support, advice and guidance when you have any concerns regarding the NHS.

Telephone 029 2037 7407, e-mail cavog.chiefofficer@waleschc.org.uk or visit www.communityhealthcouncils.org.uk/cardiffandvale

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail penarthlahs@talktalk.net

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale People First (V)

A self-advocacy organisation for and led by people with a learning disability, that live, work or have a connection with the Vale of Glamorgan.

Telephone 01446 724010, e-mail liz.davidson@learningdisabilitywales.org.uk or visit www.valepeoplefirst.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Befriending services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action on Hearing Loss Cymru – Hear to Meet befriending service

Hear to Meet is a chance for adults (50+) with hearing loss to make new friends, get information and advice, feel supported and enjoy speakers and activities. Groups are free, friendly and fun. Also, there are volunteering opportunities for people of all ages. For information, contact Martin Griffiths, Action on Hearing Loss Cymru, Anchor Court North, Keen Road, Cardiff CF24 5JW. Telephone 029 2033 3034, send sms text to 07958 101649, e-mail martin.griffiths@hearingloss.org.uk or visit www.hearingloss.org.uk/wales We are also on Facebook (Action on Hearing Loss Cymru) and Twitter (@hearinglossCYM)

Age Connects Cardiff & Vale

Offers a range of befriending services delivered through the Good Neighbours Schemes and Healthy and Active Partnership.
Telephone 029 2240 0029 for Cardiff or 01446 795549 for the Vale

Alzheimer's Society (C)

Side by Side is a free service to help people with dementia stay active and involved in their local community. Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Deafblind Cymru – Befriender service

The Befriender service aims to help reduce isolation and loneliness sometimes experienced by people with a combined sight and hearing loss by linking them with a volunteer befriender. This can be either a home befriender, social befriender or tele-befriender. We also have digital befrienders to assist with learning how to use tablet devices, which enables deafblind people to keep in touch with family/friends, access information or do a weekly shop on-line. Our social groups are enjoyed by many, these are held in North and South Wales.

To find out more please contact our Information & Advice Line, Freephone number on 0800 132320 or e-mail info@deafblind.org.uk

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area.

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri), e-mail dpvc@btinternet.com or visit www.dpvc.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Marie Curie Helper Service

The Marie Curie Helper Service is provided by specially trained volunteers who can offer one-to-one support for individuals with a terminal diagnosis and their carers. The service provides companionship and emotional support, practical support, a short break for carers, information on further support and services.

Telephone 0845 073 8596 or e-mail southwaleshelper@mariecurie.org.uk

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail penarthlahs@talktalk.net

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Bereavement (see also Counselling) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

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 029 2022 6300, the designated referral line 029 2022 6166, or e-mail cardiff@cruse.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, e-mail jo@samaritans.org or call into the office at Green Street, Bridgend.

Tenovus Cancer Care

Bereavement support for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Carers services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

For more detailed information about services for carers please see the Cardiff & Vale Carers Directory, accessible via <http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Alzheimer's Society

Provides a support group at Oldwell Court, Cardiff, for any person currently in a caring role. Also offer Carer Information and Support Programme (CRiSP) for family carers to learn more about dementia in a supportive and friendly environment.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Ategi Shared Lives

The Ategi Shared Lives Scheme arranges long term accommodation and support or short breaks in the homes of carefully chosen, assessed, trained and supported people called Shared Lives Carers. People who would rather live in an ordinary household are matched with Shared Lives Carers who provide consistent support and include individuals within their family lifestyle and activities.

Telephone 029 2081 3434 or 029 2081 4800, e-mail slsadmin@ategi.co.uk or visit www.ategi.co.uk

Carers' Services (Local Authority contacts)

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

For the Vale telephone 01446 700111, e-mail c1v@valeofglamorgan.gov.uk or visit www.valeofglamorgan.gov.uk/carers

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

Cardiff and Vale University Health Board

Works with local authorities and voluntary organisations to provide carers with better support and information.

For any carer-related enquiries, telephone 029 2074 5307 or e-mail cardiffandvale.carers@wales.nhs.uk

Carers Trust Wales

Carers Trust Wales exists to provide action, help and advice to carers throughout Wales. Our staff work to improve support, services and recognition for anyone living with the challenges of caring. With our local Network Partners we aim to ensure that information, advice and practical support are available to all carers across the country.

Telephone 029 2009 0087, e-mail wales@carers.org or visit www.carers.org/wales

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Crossroads in the Vale (EMI) (V)

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, e-mail business@crossroads-vale.org.uk or visit www.crossroads-vale.org.uk

Marie Curie Hospice Cardiff and Vale – carers’ service

Services for carers can be accessed via the day therapy unit and the inpatient unit.

Services include emotional support, help with practical issues, advice and signposting and a range of complementary therapies.

Telephone 029 2042 6000.

Marie Curie Carers Project

Provides support for carers of people who are approaching the end of their lives and experiencing progressive illness.

Telephone 029 2042 6000.

Marie Curie Carers Café

Learn more about the Caring for Carers Project and the support offered to carers in Cardiff and the Vale. The café is held on the first and last Tuesday of each month at the hospice in Penarth.

Telephone 029 2042 6000 or e-mail susan.court@mariecurie.org.uk

Telecare Services

Use a combination of discreet sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed; additionally, services can be offered to support carers in a range of ways.

For services in the **Vale of Glamorgan**, contact C1V on 01446 700111 or e-mail c1v@valeofglamorgan.gov.uk

For services in **Cardiff**, contact C2C on 029 2087 2087 or e-mail c2c@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Condition Specific services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action on Hearing Loss Cymru

Provide a wide range of services and support to people with hearing loss or tinnitus. We provide information and advice, social groups, hearing aid drop in services, local or at home services to help people get online or to use assistive equipment, employment services, campaigns, community fundraising and more. People with hearing loss with additional needs can get Care and Support services. Organisations and groups can get hearing loss awareness training, access audits, equipment installation and maintenance services and more. Contact us for full description of our current services.

Telephone 029 2033 3034, e-mail wales@hearingloss.org.uk or visit www.hearingloss.org.uk/wales Follow us on Facebook (Action on Hearing Loss Cymru) and Twitter (@hearinglossCYM)

Age Connects Cancer, Older People Advocacy

This service, in partnership with Macmillan and OPAAL, provides independent advocacy for people affected by cancer.

Telephone 029 2068 3683.

Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides information and social support for all people with dementia living in the Vale of Glamorgan and day support opportunities for those under 65 with a diagnosis of dementia.

Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Offers a range of services, including a specialist day care service.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Arthritis Care

Supports individuals with arthritis and their families. They are the UK's largest charity working with and for all people who have arthritis. Telephone 029 2044 4155, free helpline 0808 800 4050, e-mail wales@arthritiscare.org.uk or visit www.arthritiscare.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Bipolar UK

Supports individuals affected by bipolar, those with a diagnosis, their families and carers. Services include a Link Mentoring Service, Support Groups, Youth Groups and a web-based discussion forum - e-Community.

Telephone Information and Support Line 0333 323 3880 / Link Mentoring 0333 323 4458, e-mail mentoring@bipolaruk.org or visit www.bipolaruk.org

Blind Veterans UK

The No One Alone campaign is reaching out to ex-Service men and women who are now battling severe sight loss and who could be eligible for support. Regardless of how a veteran lost their sight, Blind Veterans UK can help. If you are a vision impaired ex-Service man or woman or care for someone who is, telephone 0800 389 7979 or visit www.noonealone.org.uk

Breast Cancer Care

Offers a range of free services for anyone affected by breast cancer.

Telephone 029 2023 4070 or e-mail cym@breastcancercare.org.uk

British Heart Foundation

Provides a range of services and useful resources.

Telephone 029 2038 2368 or e-mail Wales@bhf.org.uk

British Lung Foundation

Breathe Easy Cardiff is a support group for people affected by lung conditions including their friends, family and carers. Breathe Easy groups are run by local people affected by lung disease. The group meet on the 2nd Friday of the month from 2pm – 4pm at the Spectrwm Centre, Bwlch Road, Fairwater.

Contact Bernise Williams on 029 2091 4317, e-mail bernise.williams@ntlworld.com or telephone the National Helpline on 03000 030 555.

Community Advice and Listening Line (C.A.L.L.)

C.A.L.L. provides a 24 hour Wales wide is a mental health telephone helpline service. The helpline offers emotional support to people suffering mental distress as well as their friends, carers and relatives. Freephone 0800 132 737 or visit www.callhelpline.org.uk

Cardiff and Vale Action for Mental Health (CAVAMH)

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, e-mail mail@cavamh.org.uk or visit www.cavamh.org.uk

Cardiff Institute for the Blind

Cardiff Institute for the Blind provides local services and lifelong support, so that blind and partially sighted people in South Wales can live independently and make the most of their lives. We work closely with RNIB Cymru to make every day better for people affected by sight loss.

Telephone 029 2039 8900, e-mail CIBPostmaster@cibi.co.uk or visit www.cibi.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Deafblind UK and Deafblind Cymru

Deafblind UK enables our deafblind members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have a holiday caravan on the East Norfolk Coast, available exclusively to our members and gives people a break from everyday life.

Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru has two support groups, in Cardiff and Barry, which meet once a month. These groups are supported by volunteers who either have diabetes or care for someone with diabetes. They arrange a programme of activities including speakers and social activities. Diabetes UK Cymru has also launched a Peer Support Service, which provides support by telephone or by e-mail.

For Cardiff telephone 029 2066 8276, for Barry telephone 01446 746639, or e-mail wales@diabetes.org.uk

Epilepsy Wales

Provides support, information and advice to people affected by and living with epilepsy. We now have Coffee and Chat groups meeting in Barry, Penarth and Cardiff.

Telephone 01978 312 325, Freephone 0800 228 9016 or e-mail lesley@epilepsy.wales

Hafal Family Support Service (V)

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

Telephone 01446 733331 or e-mail Julie.pickin@hafal.org

Headway Cardiff

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

Telephone 029 2057 7707 or e-mail info@headwaycardiff.org.uk

Macmillan Cymru

Provide a range of services including practical, medical and financial support and push for better cancer care.

Telephone 0808 808 0000.

There is a Macmillan Information Centre at University Hospital of Wales, Cardiff.

Telephone 029 2074 5655.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Marie Curie - Improving care and support for people with diverse needs

Marie Curie can help you improve your quality of life if you are living with any terminal illness, and can provide care and support to meet your specific needs. All our services are free of charge. We offer expert care, guidance and support to help people get the most from the time they have left. Our Nurses work day and night, in people's homes across the UK, providing hands on care and vital emotional support.

Our Cardiff and the Vale Hospice is located in Penarth by the sea, with wonderful views overlooking the Bristol Channel. We provide a peaceful and welcoming environment, offering specialist care and support, in a friendly, welcoming environment, for people living with a terminal illness and their loved ones.

Our **support line** is a confidential helpline for anyone who has questions, needs support or just wants to talk - 0800 090 2309.

Our **website** has a wide range of information on practical and emotional matters - www.mariecurie.org.uk.

Our **online forum** is for people to share experiences and find and give support - www.mariecurie.org.uk/help for more information.

Including diverse communities in end of life care in Cardiff and the Vale Marie Curie believes everyone should have equal access to all the care and support they need if they're living with a terminal illness, regardless of their condition, disability or religious preference. We've launched a three-year project to look at the needs of three specific groups of people living with a terminal illness in Cardiff and the Vale:

- People with dementia
- People with learning disabilities
- People with different religious views, including those with no religious beliefs

Telephone 029 2042 6025, e-mail Shameem.nawaz@mariecurie.org.uk or tweet @ShameemNawaz

ME Support in Glamorgan

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers.

Telephone 029 2076 2347, e-mail mesigwales@gmail.com or visit www.mesupportinglamorgan.co.uk

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 2167 8922 or e-mail katie.cooke@mssociety.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability.

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

Parkinson's UK

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

Telephone 0344 225 3718, e-mail wales@parkinsons.org.uk or call the confidential helpline 0808 800 0303.

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 2082 8500 or e-mail Cymru@rnib.org.uk

RNIB Eye Clinic Liaison Officer

The RNIB has an Eye Clinic Liaison Officer who works directly with people with low vision, deteriorating vision, sight loss or impending sight loss, and their carers. The support is both practical and emotional and is offered at the University Hospital of Wales, Cardiff.

Telephone 029 2074 6860 or e-mail ruth.rhydderch@cibi.co.uk

Scope

Scope Sully Adult Service offers disabled adults a wide range of social/leisure opportunities and activities. These are facilitated both in the community and at the service. Everyone attending the service has an individual support plan that takes account of their needs, expectations and rights. With our accessible facilities, we give individuals the independence and choice to do the things they enjoy, in a safe, friendly and stimulating environment. We support the development of people's skills including work experience, voluntary work and life skills and also offer a wide range of meaningful activities for adults with complex learning, physical and sensory impairments. Our group activities are for disabled adults with any impairment or condition.

Telephone 01446 733418 or e-mail info.sully@scope.org.uk

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information phone 029 2052 9832 (office) or 029 2052 9848 (helpline).

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

South Wales Myeloma Support Group

Myeloma is a non-curable form of bone cancer. The support group for patients, partners, family and friends brings together people from all over South Wales. It takes the form of a speaker, a cup of tea and a sharing of experiences.

Telephone 029 2047 1234, e-mail sheiladee@btinternet.com or visit www.myeloma.org.uk

The Stroke Association

The mission is to prevent strokes and achieve life after stroke through providing services, campaigning, education and research.

Telephone 029 2052 4400, e-mail info.cymru@stroke.org.uk or visit www.stroke.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Tenovus Cancer Care

Bereavement support for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

Vale Insight (V)

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

Telephone 01446 795940.

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

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales.

Penarth Hard of Hearing Group welcome new members.

Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.org.uk

Wales Dementia Helpline

The free helpline offers emotional support to anyone, of any age, who is caring for someone with dementia as well as other family members or friends. The service will also help and support those who have been diagnosed with dementia. Freephone 0808 808 2235 or visit www.dementiahelpline.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Welsh Association of ME and CFS Support (WAMES)

WAMES helpline provides information about a wide range of topics which affect people living with ME and CFS and those who care for them or provide services for them. We also signpost to other organisations for further information and/or advice. Open Monday – Friday 10am – 7pm.

Telephone 029 2051 5061, e-mail helpline@wames.org.uk or visit www.wames.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Counselling (see also Bereavement) services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Cardiff Mind (C)

Promotes positive mental wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life.

Telephone 029 2040 2040 or e-mail admin@cardiffmind.org

Crossroads in the Vale (EMI) (V)

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, e-mail 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 029 2022 6166 or e-mail cardiff@cruse.org.uk

Journeys (part of Gofal)

Supports people suffering from depression by providing a free counselling service, courses, peer support groups and information.

Telephone 029 2069 2891 or e-mail journeysinfo@gofal.org.uk

Tenovus Cancer Care

Counselling and bereavement counselling for anyone affected by cancer. One-to-one, group and family counselling available.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Vale Counselling Service (V)

Provides a free counselling service for those over the age of 16 in the Vale of Glamorgan and surrounding areas.

Telephone 07592 417043 or e-mail admin@valecounsellingservice.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Day Centres for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides day support opportunities for those under 65 with a diagnosis of dementia.

Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Specialist day care service for those with a diagnosis of dementia. Referrals are through Social Services although there are a limited number of private places available.

Telephone 029 2043 4972 or e-mail southeastwales@alzheimers.org.uk

Crossroads in the Vale (EMI) (V)

For those with later life dementia or depression.

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, e-mail business@crossroads-vale.org.uk

or visit www.crossroads-vale.org.uk

New Horizons Day Opportunities Centre (V)

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

Telephone 01446 731935 or e-mail LVPayne@valeofglamorgan.gov.uk

<http://www.valeofglamorgan.gov.uk/Documents/Living/Social%20Care/Public%20Information%20Catalogue/Updated-Approved-Care-Directory-June-2013.pdf>

<http://www.valeofglamorgan.gov.uk/Documents/Living/Social%20Care/Public%20Information%20Catalogue/Day-Opportunities-for-Adults--July-2013.pdf>

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Dementia services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Alzheimer's Society

Ty Hapus, Holton Road, Barry.

Provides information and social support for people with dementia living in the Vale of Glamorgan and day support opportunities for those under 65 with a diagnosis of dementia.

Telephone 01446 738024 or e-mail southeastwales@alzheimers.org.uk

Oldwell Court, Ty Gwyn Road, Penylan, Cardiff.

Offers a range of support services, including a specialist day care service.

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Alzheimer's Society Dementia Support Service

The Society now provides a Dementia Support Service to people with dementia and their carers. This will be a one-to-one service based on individual circumstances. The service will provide information, guidance, signposting, referral, practical and emotional support to promote independence and to enable carers and people with dementia to live well with dementia. Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

Crossroads in the Vale (EMI) Ltd (V)

Provides practical and emotional support for those with late-life dementia and depression, and their family carers. Support includes domiciliary care, social groups, day centre provision, social and support groups and a free counselling service for carers.

Telephone 029 2070 0057 or e-mail business@crossroads-vale.org.uk

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information phone 029 2052 9832 (office) or 029 2052 9848 (helpline).

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Telecare Services

Use a combination of discreet sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed; additionally, services can be offered to support carers in a range of ways.

For services in the **Vale of Glamorgan** contact C1V on 01446 700111 or e-mail

c1v@valeofglamorgan.gov.uk

For services in **Cardiff** contact C2C on 029 2087 2087 or e-mail c2c@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Domiciliary Care services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

NB: This does not list independent agencies.

Age Connects Cardiff & Vale Hospital Discharge Scheme

This service provides short term, flexible support for older people on discharge from hospital. Anyone over the age of 60 living in Cardiff or the Vale of Glamorgan can receive this service. Settlement Aides make home visits and can provide practical support such as, assist with personal care if required, prepare a meal, do a small shop, provide information and support and will contact other services on behalf of the older person. Telephone 029 2068 3693

British Red Cross

Camau Cadarn (Positive Steps)

An 8 week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Crossroads in the Vale (EMI) Ltd (V)

For those with later life dementia and depression.

Telephone 029 2070 0057 or e-mail business@crossroads-vale.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Falls awareness and prevention for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff & Vale

Maintains a list of exercise classes for older people and provides some community falls prevention classes.

Telephone 029 2233 1113 for Cardiff or 01446 732385 for the Vale.

Age Cymru

Provides a range of useful resources about falls prevention.

<http://www.ageuk.org.uk/cymru/health--wellbeing/keeping-fit/falls/>

British Red Cross

Camau Cadarn (Positive Steps)

An 8 week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Care & Repair Cardiff and the Vale

Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- A Healthy Homes Check - identifying the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions
- Financial information - welfare benefit check and information giving, help with applying for grants for identified works to be carried out
- Administration - practical help with form filling or obtaining builders' estimates and co-ordination of work
- Technical assistance - information about approved contractors, technical surveys, plans and specifications
- Monitoring - monitoring the quality of repairs and any building work

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

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

ElderFit

We are a Community Interest Company who specialise in exercise for the older person. Our aim is to reduce falls through strength and balance exercises, as well as offering a socially stimulating environment.

The sessions are fun, educational and increasingly challenging- but most importantly they are engaging, thus reducing isolation and loneliness. Elderfit provides a social element where individuals can meet like-minded people, make friends, and get fitter whilst doing it. The sessions currently run in private care homes and community facilities, with group sessions and private one on one sessions available. All ranges of ages and abilities are covered, ensuring that all clients' skill levels are catered to. We can offer group, one to one and bespoke services

Telephone 07515 462 191 or e-mail info@elderfit.co.uk

Telecare Services

Use a combination of discreet sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed; additionally, services can be offered to support carers in a range of ways.

For services in the **Vale of Glamorgan** contact C1V on 01446 700111 or e-mail c1v@valeofglamorgan.gov.uk

For services in **Cardiff** contact C2C on 029 2087 2087 or e-mail c2c@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Food Banks & Food Co-ops in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Foodbanks

Foodbanks provide free emergency food aid for local people experiencing financial crisis situations. Foodbank Centres in the **Vale** are located in Barry, Dinas Powys, Llantwit Major and St Athan.

Telephone 07879 562077, e-mail valefoodbank@ymail.com or visit www.vale.foodbank.org.uk

For details of the **Cardiff** Food Banks telephone 029 2048 4120, e-mail info@cardiff.foodbank.org.uk or visit www.cardiff.foodbank.org.uk

Food Co-ops

There are a number of food co-ops in the Vale and Cardiff. The food co-ops sell affordable fruit, vegetable and seasonal salad bags on a weekly basis. Run by local volunteers from the community. Bags cost £2.50 - £3 each.

E-mail Hannah.james@rru.org.uk or telephone 07717 205438 or 029 2023 2943.

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Good Neighbours Schemes (see also Hospital Discharge) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Good Neighbours Schemes in the Vale (V)

Are you isolated, lonely or housebound and in need of help and support or company from time to time? We are here to help and can provide that little bit of extra support to help you maintain your independence. Our committed staff and volunteers provide:

- Information and answers to queries you may have
- Regular befriending home visits or phone calls
- Practical support - transport, light shopping, changing light bulbs, small DIY jobs, general correspondence, etc

Telephone 01446 795549 or 01446 747654.

Age Connects Healthy and Active Partnership – Keeping People Connected (C)

Many older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, mobility or income. 'Keeping People Connected' aims to empower and enable older people to continue to live independently by providing access to services which reduce social isolation. If you feel lonely or isolated the Keeping People Connected team will support you to be socially active and involved in your community in a way that is right for you.

Telephone 029 2240 0029 or e-mail HAP@ageconnectscardiff.org.uk

British Red Cross

Camau Cadarn (Positive Steps)

An 8 week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri) or e-mail dpvc@btinternet.com

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes and in this context they provide three main types of service; Transport, Shopping and Companionship. The type of journeys their volunteers undertake include taking clients to luncheon clubs, social activities, GP appointments, visit friends, hospital appointments.

Telephone 029 2075 0751, e-mail admin@goodneighboursinnorthcardiff.co.uk or visit www.gninc.co.uk

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits.
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying.
- Sitting for carers to take a break, go to appointments etc.
- Companionship.

Telephone 029 2061 7009, e-mail info@havenhomecare.org or visit www.havenhomecare.org

Royal Voluntary Service

Our volunteers deliver personal and practical support to help older people stay independent at home, active in their local community and to live the life they want to every day.

Telephone 0845 600 5885, e-mail cardiffvalehub@royalvoluntaryservice.org.uk or visit www.royalvoluntaryservice.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Health and Wellbeing Promotion in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Cymru – Add to your Life

Health self-assessment

If you're 50 or over addtoyourlife.co.uk is a free online health assessment from NHS Wales to help you make informed decisions about your health and wellbeing. It can help you to improve your physical and mental health and point you towards useful sources of support.

Telephone 029 2043 1555 or visit

www.ageuk.org.uk/cymru/health--wellbeing/add-to-your-life-self-assessment/

ASH Wales

Action on Smoking & Health (ASH) Wales is the leading voluntary organisation in Wales tackling tobacco use. Our main aim is to achieve a reduction in and eventual elimination of the health problems associated with smoking and tobacco use.

Telephone 029 2049 0621 or visit www.ashwales.org.uk

Barry Communities First (V)

Has a number of services and projects for people 50+ living in the Communities First area of Barry, including:

- Job Support for people looking for work
- Support from Community Wellbeing Coaches about healthy lifestyles e.g. information and support around healthy eating and weight management, sports and exercise classes, sexual health and mental health and wellbeing in general.
- Help with getting online via Digital Inclusion courses. The 'Digital Drop-Ins' are a place for people to access computers and the Internet for free, learn new skills such as using e-mail or find out how to use a tablet or smartphone.
- A Luncheon Club which meets once a month at Parkside Christian Centre, Gibbonsdown.

For all enquiries, see the 'What's On' page at

<http://www.valeofglamorgan.gov.uk/en/working/regeneration/Communities-First/Calendar.aspx> or telephone 01446 709432.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Co-Creating Healthy Change Project at Diverse Cymru

This project helps people in Cardiff and the Vale to share their views about health, social care and wellbeing services with the people who run them.

Call 029 2036 8888, e-mail shelagh.maher@diverse.cymru or visit www.diverse.cymru.org.uk

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity.

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

Stop Smoking Wales

Offers free, local NHS support. Telephone 0800 085 2219, e-mail stop.smoking@wales.nhs.uk or visit www.stopsmokingwales.com

Tenovus Cancer Care

Support and advice on healthy lifestyles and cancer prevention including support to quit smoking, advice on staying safe in the sun and free online healthchecks.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

With Music in Mind provides singing and social networking groups for anyone over the age of 60. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes and hand massage. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Hospital discharge (See also Good Neighbours Schemes) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff & Vale Hospital Discharge Scheme

This service provides short term, flexible support for older people on discharge from hospital. Anyone over the age of 60 living in Cardiff or the Vale of Glamorgan can receive this service. Settlement Aides make home visits and can provide practical support such as; assist with personal care if required, prepare a meal, do a small shop, provide information and support and will contact other services on behalf of the older person. Telephone 029 2068 3693

British Red Cross

Camau Cadarn (Positive Steps)

An 8 week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Care & Repair Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return to their homes from hospital as well as help to prevent admission or re-admission to hospital by providing a small scale, quick adaptation or repair service that reduces hazards or risks identified within the home environment.

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

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri) or e-mail dpvc@btinternet.com

Royal Voluntary Service

Our volunteers deliver personal and practical support to help older people stay independent at home, active in their local community and to live the life they want to every day.

Telephone 0845 600 5885 or visit www.royalvoluntaryservice.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Telecare Services

Use a combination of discreet sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed; additionally, services can be offered to support carers in a range of ways.

For services in the **Vale of Glamorgan** contact C1V on 01446 700111 or e-mail

c1v@valeofglamorgan.gov.uk

For services in **Cardiff** contact C2C on 029 2087 2087 or e-mail c2c@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Housing adaptations for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Cymru HandyVan Service

We offer a service in Cardiff, Penarth, Sully and Dinas Powys to help people in later life feel safer in their own homes. We assist with all sorts of small repairs and odd jobs. We have a mixture of free and paid for services and the only eligibility is that you have to be over the age of 50. Our free services include light bulbs, draught excluder, smoke alarms, carbon monoxide alarms and radiator foil.

Telephone 029 2043 1555 or e-mail handyvan@agecymru.org.uk

British Legion Poppy Calls

If you're having trouble with those small household repairs and minor adaptations around your home and you're eligible for our help, The Royal British Legion might be able to help you through our handy van service known as Poppy Calls.

To be eligible for the service you must:

- have served in the Armed Forces for at least seven days, or be the dependant of someone who has served (widows, widowers, civil partners and cohabiting partners); and
- be receiving a means-tested benefit, or be aged 75 or over (irrespective of whether you receive a means-tested benefit or not).

If you are not eligible, we can provide a competitive quotation based upon your needs.

If you're unsure about whether this includes you, give us a call – free.

Telephone 0800 032 0306 or e-mail homesupportadmin@britishlegion.org.uk If we can help, we will.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Care & Repair Cardiff and the Vale

Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- **A Healthy Homes Check** - identifying the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions.
- **Financial information** - welfare benefit check and information giving, help with applying for grants for identified works to be carried out.
- **Administration** - practical help with form filling, or obtaining builders' estimates and co-ordination of work.
- **Technical Assistance** - information about approved contractors, technical surveys, plans and specifications.
- **Monitoring** - monitoring the quality of repairs and any building work.

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

Care & Repair Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return to their homes from hospital as well as help to prevent admission or re-admission to hospital by providing a small scale, quick adaptation or repair service that reduces hazards or risks identified within the home environment.

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

Managing Better

A new service partnership has been set up between Care & Repair Cymru, RNIB Cymru and Action on Hearing Loss Cymru, to deliver a critical prevention service, to be known as Managing Better, for older people across Wales.

The new service features Critical Prevention Caseworkers in every part of Wales, helping older people who live in poor housing, and are frail, have dementia, sensory impairment or are vulnerable in other ways. The service will work with primary healthcare practitioners, GPs, hospitals, social care, and third sector organisations to reach older people most in need of help, to keep them safe, warm and independent at home. The specialist Caseworkers, working out of local Care & Repair Agencies, will visit older people in their own homes, assess their needs and identify bespoke solutions to the housing and sensory loss problems they face.

For more information contact Care & Repair on 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Telecare Services

Use a combination of discreet sensors and other equipment to enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed; additionally, services can be offered to support carers in a range of ways.

For services in the **Vale of Glamorgan** contact C1V on 01446 700111 or e-mail c1v@valeofglamorgan.gov.uk

For services in **Cardiff** contact C2C on 029 2087 2087 or e-mail c2c@cardiff.gov.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Leisure and Physical Activities for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and the Vale Ageing Well Programme

The Ageing Well programme encourages older people to participate in social and physical activities that promote good health and wellbeing. Daily activities are based in Barry, Llantwit Major, Ely, Fairwater and Llanrumney. In addition, we can help individuals find the right activity with our extensive knowledge and information resources.

For Cardiff telephone 029 2233 1113 or for the Vale telephone 01446 732385.

Brockhill Way Mind Matters – Penarth (V)

To provide brain-gym activities for older people in an informal, mutually supportive setting; to help people manage positively and constructively age-related conditions affecting memory and cognitive skills; to provide opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Brockhill Way Extend Group – Penarth (V)

To provide low-impact physical activities for older people, in an appropriately structured, enjoyable setting; to help people live with age-related physical conditions; to provide opportunities for informal social interaction and encourage older people to live full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity.

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

Cardiff Ramblers (C)

Cardiff Ramblers are the local group of the Ramblers. We organise walks in the south Wales area and beyond, including the Brecon Beacons, Black Mountains, Gower, Wye Valley and elsewhere. Walks vary from 2 to 20 miles - mainly on Wednesdays and weekends, but also include Friday strolls, summer Thursday evenings and other times. We also organise coach trips, family-friendly walks, rail rambles and monthly social events and keep a watch on the local footpath network. Visit www.cardifframblers.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Intersensory Club (V)

Vale Adaptive Cycling Club offers specialist adaptive bikes, trikes, tandems etc enabling children, young people and adults with varying disabilities to access cycling.

Telephone 01446 420533 or e-mail valecycleclub@outlook.com

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Valeways (V)

Offers Coffee Shop Strollers, fully accessible walks, no more than one hour, with no steps, stiles or steep inclines. These walks are led by an experienced Walk Leader within a safe and sociable environment.

For full programme of walks, telephone 01446 749000 (limited office hours), e-mail info@valeways.org.uk or visit www.valeways.org.uk

Vale Leisure Centres (V)

http://www.valeofglamorgan.gov.uk/en/enjoying/leisure_and_activities/leisure_and_activities.aspx

Vale Community Centres (V)

http://www.valeofglamorgan.gov.uk/en/enjoying/community_centres/community_centres.aspx

With Music in Mind provides singing and social networking groups for anyone over the age of 60. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes and hand massage. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Lunch clubs (see also Social Activities) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Barry Communities First (V)

Has a number of services and projects for people 50+ living in the Barry Communities First area, including:

- Job Support for people looking for work.
- Support from Community Wellbeing Coaches about healthy lifestyles e.g. information and support around healthy eating and weight management, sports and exercise classes, sexual health and mental health and wellbeing in general.
- Help with getting online via Digital Inclusion courses. 'Digital Drop-Ins' are a place for people to access computers and the Internet for free, learn new skills such as using e-mail or find out how to use a tablet or smartphone.
- A Luncheon Club which meets once a month at Parkside Christian Centre, Gibbonsdown.

For all enquiries, see the 'What's On' page at

<http://www.valeofglamorgan.gov.uk/en/working/regeneration/Communities-First/Calendar.aspx> or telephone 01446 709432.

The Castaways (V)

A social club for older people living independently in the Vale of Glamorgan, meets Mondays and Fridays, 11.00am – 2.30pm at the Castleland Drop In Centre, Barry. Telephone 01446 734387.

Penarth Live at Home Scheme (V)

Volunteer based charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail penarthlahs@talktalk.net

RVS Lunch Clubs

RVS provide lunch clubs in various areas. Please call for more information. Telephone 0845 600 5885.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Miscellaneous Services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Medical Equipment Loan

British Red Cross Mobility Aids Service

Provides short term loans of medical equipment, such as wheelchairs, for people with a disability or illness.

Telephone 08444 122756.

Nail Cutting

Age Connects Cardiff and the Vale

Do you struggle to cut your toenails on a regular basis? Age Connects Cardiff and the Vale offers a nail cutting service by trained staff. The nail cutting service costs £12 per session and there are some medical restrictions.

For more information phone 029 2233 1113.

Pet Care

Cinnamon Trust

Help with pets when the elderly and terminally ill are unable to look after them.

Telephone 01736 757900 or visit www.cinnamon.org.uk

Other

Advant-Age Products

Age Connects has developed a range of products and services with the needs of the over 50s in mind but available to all ages. These include:

- Personal alarms
- Funeral plans
- Stairlifts
- Insurance services
- Equity release

Visit www.ageconnectscardiff.org.uk or telephone 029 2068 3604.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals.

If you want to talk to someone directly, in Welsh or English, call us on 08000 223 444 (open between 9am and 5pm, Monday - Friday) or e-mail advice@agecymru.org.uk

Barry Communities First (V)

Has a number of services and projects for people 50+ living in the Barry Communities First area, including:

- Job Support for people looking for work.
- Support from Community Wellbeing Coaches about healthy lifestyles e.g. information and support around healthy eating and weight management, sports and exercise classes, sexual health and mental health and wellbeing in general.
- Help with getting online via Digital Inclusion courses. 'Digital Drop-Ins' are a place for people to access computers and the Internet for free, learn new skills such as using e-mail or find out how to use a tablet and smartphone.
- A Luncheon Club which meets once a month at Parkside Christian Centre, Gibbonsdown.

For all enquiries, see the 'What's On' page at

<http://www.valeofglamorgan.gov.uk/en/working/regeneration/Communities-First/Calendar.aspx> or telephone 01446 709432.

Butetown Riverside Grangetown (BRG) – Communities First (C)

The programme aims to support our most disadvantaged communities in our most deprived areas of Butetown, Riverside and Grangetown with the aim of contributing to alleviating persistent poverty.

South Riverside Community Development Centre, Brunel St, Cardiff, CF11 6ES
Telephone 029 2022 0309 or visit www.brgcardiff.com/aboutus-2

Cardiff & Vale of Glamorgan Community Health Council, your Independent Statutory local NHS 'Patients' Watchdog' that represents the interests of local patients and public in the NHS.

- We visit NHS premises and ensure patients have a good experience.
- We ensure the public and service users are engaged in any service change proposals.
- We provide a free and independent Advocacy Service which offers support, advice and guidance when someone has any concerns regarding the treatment given by the NHS.
- We need to hear your views / comments on your experience if using NHS services within the Cardiff and Vale of Glamorgan area from your GP, Pharmacy to Hospital Services, through patient stories or why not join our 'Health Watch' Group.

Our members are volunteers and if you would like to become involved please contact the CHC on 029 2037 7407, e-mail cavog.chiefofficer@waleschc.org.uk or visit www.communityhealthcouncils.org.uk/cardiffandvale

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

ECLP Communities First (C)

ECLP is short for **East Cardiff, Llanedeyrn and Pentwyn**. The area 'East Cardiff', in the context of Communities First, includes Llanrumney, Rumney, St. Mellons and Trowbridge. Communities First teams work with local community groups and individuals, schools, businesses and basically anyone else who can help in any way to create positive change in their area. Visit www.eclp.org.uk/contact/

STAR Communities First (C)

STAR is funded by the Welsh Government to employ a Communities First staff team to work with residents, community organisations, business and other key agencies across the Cardiff South Cluster (Splott, Tremorfa, Adamsdown, Roath).

Telephone 029 2046 8488, 029 2048 2600, email starcf@ccha.org.uk or visit www.starcommunitiesfirst.com/about-us

Supporting People Team

Supporting People is a service for the provision of housing related support. This is support that enables people to access and maintain their accommodation and includes help and advice to maximise benefits and budgeting, assistance with correspondence, signposting to other appropriate services and general counselling and emotional support. For the **Vale** telephone 01446 709793 or e-mail supportingpeople@valeofglamorgan.gov.uk
For **Cardiff** telephone 029 2053 7353 or e-mail supportingpeople@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Wiltshire Farm Foods

Home delivery of healthy dietician approved frozen meals. In addition to the standard range diets catered for include "free from", ethnic and pureed, soft and fork mashable meals for those with chewing and / or swallowing difficulties.

Telephone 029 2034 2008, e-mail Cardiff@wiltshirefarmfoods.co.uk or visit www.wiltshirefarmfoods.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Self Care, Self Help and Self-Management

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

4 Winds

Open access drop-in and resource centre for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

British Lung Foundation Breathe Easy Group

Breathe Easy offers friendship and support to anybody affected by a lung condition, and also to those who are looking after somebody who is.

Contact Bernise Williams on 029 2091 4317, e-mail bernise.williams@ntlworld.com or telephone the National Helpline on 03000 030 555.

Cardiff Institute for the Blind

Provides a wide range of local services and support to blind and partially sighted people.

Telephone 029 2039 8900, e-mail cibpostmaster@cibi.co.uk or visit www.cibi.co.uk

NHS (Free) - Education Programmes for Patients (EPP Cymru)

Self-management courses/workshops for anyone with a long term health condition, or anyone who is a carer.

General Health and Well-being courses - 6 weeks, (2½ hours a week)

Diabetes specific self-management courses - 6 weeks, (2½ hours a week)

Carers Workshops - 2 weeks, (2 hours a week)

Confidence building workshops - 4 weeks, (1½ hours a week)

Telephone 029 2033 5403, e-mail carol.stingl@wales.nhs.uk or visit www.eppwales.org

Mind in the Vale of Glamorgan (V)

Advice, information and support for carers of people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

Primary Mental Health Support Service (PMHSS)

Provides support to carers experiencing common mental health issues like stress, anxiety and low mood. Anyone can attend our open access courses without a referral. Speak to your GP to be referred to the team for further support.

Visit www.stepiau.org

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



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

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action on Hearing Loss Cymru

Provide a wide range of services and support to people with hearing loss or tinnitus. We provide information and advice, social groups, hearing aid drop in services, local or at home services to help people get online or to use assistive equipment, employment services, campaigns, community fundraising and more. People with hearing loss with additional needs can get Care and Support services. Organisations and groups can get hearing loss awareness training, access audits, equipment installation and maintenance services and more. Contact us for full description of our current services.

Telephone 029 2033 3034, e-mail wales@hearingloss.org.uk or visit www.hearingloss.org.uk/wales Follow us on Facebook (Action on Hearing Loss Cymru) and Twitter (@hearinglossCYM)

Blind Veterans UK

No One Alone campaign is reaching out to ex-service men and women who are now battling severe sight loss and who could be eligible for support but do not realise it. Regardless of how a veteran lost their sight or when they served, Blind Veterans UK can help. If you are a vision impaired ex-service man or woman, or care for someone who is, telephone 0800 389 7979 or visit www.noonealone.org.uk

Cardiff Institute for the Blind

Cardiff Institute for the Blind provides local services and lifelong support, so that blind and partially sighted people in South Wales can live independently and make the most of their lives. We work closely with RNIB Cymru to make every day better for people affected by sight loss.

Telephone 029 2039 8900, e-mail CIBPostmaster@cibi.co.uk or visit www.cibi.co.uk

Deafblind UK and Deafblind Cymru

Deafblind UK enables our deafblind members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have a holiday caravan on the East Norfolk Coast, available exclusively to our members and gives people a break from everyday life.

Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

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 2082 8500 or e-mail Cymru@rnib.org.uk

RNIB Eye Clinic Liaison Officer

The RNIB has an Eye Clinic Liaison Officer who works directly with people with low vision, deteriorating vision, sight loss or impending sight loss, and their carers. The support is both practical and emotional and is offered at the University Hospital of Wales, Cardiff.

Telephone 029 2074 6860 or e-mail ruth.rhydderch@cibi.co.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

Vale Insight (V)

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

Telephone 01446 795940.

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

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales.

Penarth Hard of Hearing Group welcome new members.

Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Shopping (See also Good Neighbours Scheme) services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and Vale Good Neighbours Schemes (V)

Based upon available volunteer resources, the Good Neighbour Schemes can offer support and practical help to people over 60 in their own homes. Volunteers may be able to help with befriending, help with daily living, information, transport, small practical tasks and light shopping.

Telephone 01446 795549 or 01446 747654.

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri) or e-mail dpvc@btinternet.com

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes and in this context they provide three main types of service; Transport, Shopping and Companionship. The type of journeys their volunteers undertake include taking clients to luncheon clubs, social activities, GP appointments, visit friends, hospital appointments.

Telephone 029 2075 0751, e-mail admin@goodneighboursinnorthcardiff.co.uk or visit www.qninc.co.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social Outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying
- Sitting for Carers to take a break, go to appointments etc
- Companionship

Telephone 029 2061 7009, e-mail info@havenhomecare.org
or visit www.havenhomecare.org

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Social activities (see also Lunch Clubs) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

4Winds (C)

Open access drop-in and resource centre in Cardiff for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

ACE Cardiff (C)

ACE (Action in Caerau & Ely) is a Charity located in Ely and Caerau, Cardiff. ACE aims to bring the community together, support community groups, manage and develop local projects, and find ways of regenerating the local community.

Telephone 029 2000 3132 (Hub), 029 2000 3710 (Dusty Forge) or visit www.aceplace.org

Age Connects Cardiff and the Vale

At Age Connects Cardiff and the Vale we know how important it is to keep fit and active. Why not come and join in one of our daily activities based in Barry, Bonvilston, Ewenny, Llantwit Major, Ely, Fairwater and Llanrumney? In addition to our own programme, we can also help find the right activity for you with our extensive knowledge and information resources. The Ageing Well Programme encourages older people to participate in social and physical activities that promote good health and wellbeing.

Telephone 029 2233 1113 for Cardiff and 01446 732385 for the Vale.

Age Connects Healthy & Active Partnership – Volunteer Support Programme - Cardiff

If you know someone who is lonely or isolated, the Healthy and Active team will work with them to explore how they can be supported to stay socially active in a way that is right for them. Older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, mobility or income. The Healthy & Active Partnership aims to empower and enable older people to continue to live independently by providing access to services which reduce social isolation, i.e befriending.

Telephone 029 2240 0029, e-mail HAP@ageconnectscardiff.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Age Connects Senior Health Shop (V)

The Senior Health Shop's aim is to improve the health and wellbeing of older people in the Vale of Glamorgan. We do this by providing:

- a place to meet, socialise, make new friends with the Café open from 9am till 12.30pm on weekdays. (38 Holton Rd, Barry)
- a centre for information relating to older people.
- volunteering opportunities to get older people involved in the community.
- exercise & social opportunities, i.e. extend, keep fit and zumba gold, stitch & bitch, afternoon tea and health screening sessions.

Telephone 01446 732385 or e-mail shs@ageconnectscardiff.org.uk

Alzheimer's Society

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

Telephone 029 2043 4960 or e-mail southeastwales@alzheimers.org.uk

The Beacon Centre (C)

The centre is already used by local community groups, children and parents, local forums, various societies, educational establishments, disability groups and local business.

Telephone 029 2036 2888, e-mail info@beaconcentre.org.uk or visit www.beaconcentre.org.uk

Brockhill Way Mind Matters and Extend Group – Penarth (V)

To provide brain-gym activities and low-impact physical activities for older people in an informal, mutually supportive setting; to help people manage, positively and constructively, age-related conditions affecting memory, cognitive skills and age-related physical conditions. Also provides opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Canton Meeting Point (C)

If you are feeling lonely or isolated then the Canton Meeting Point friendship club is a good place to meet people and make new friends. They have speakers and sing-a-longs. They meet at the Methodist church in Conway Road, Canton, Cardiff, CF11 9NT every Tuesday at 2.30 - 4.30pm.

Telephone Sheila Cannell 029 2066 8392

Cardiff Men's Shed (C)

The "Shed" is basically somewhere for men to go to undertake practical activities such as wood work, metal work, electronics or anything else that those attending wish to do. It is primarily aimed at older men and aims to get them out, meeting others, making friends, learning new skills, utilising existing ones and making a positive contribution to the community and others. So if you are feeling lonely or isolated then this club which meets at Rhiwbina Baptist Church, Lon Ucha, Rhiwbina CF14 6HL on Wednesdays at 2 - 6pm could be a good place to meet people and make new friends.

Telephone Gareth 07534 669348 or Mike Wright 07929 468031

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Contact the Elderly

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

Telephone 01792 862702 or e-mail info@contact-the-elderly.org.uk

Cowbridge Senior Citizens Association (V)

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

Telephone 01446 775508.

Crossroads in the Vale (EMI) (V)

For those with later life dementia or depression. 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, e-mail business@crossroads-vale.org.uk or visit www.crossroads-vale.org.uk

Dow Corning Retirees Association

Promotes communication, sport, recreation, welfare and social activities for members of the association. Membership is available to retirees from the Barry Dow Corning factory and those in receipt of a pension from Albright and Wilson, Midland silicones LTD or Dow Corning LTD plus spouses/partners.

Telephone GVS for more information 01446 741706 or e-mail enquiries@gvs.wales

Friends and Neighbours (V)

A social group for senior citizens which meets on the third Wednesday in the month at Age Connects Senior Health Shop, Holton Road, Barry from 2pm to 4pm. Various speakers, bingo, quiz etc.

Telephone 01446 400044.

Group 617

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD). The group meets on Tuesday mornings in Penarth Pavilion.

Telephone 07871 936195.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying
- Sitting for carers to take a break, go to appointments etc
- Companionship

Telephone 029 2061 7009, e-mail info@havenhomecare.org
or visit www.havenhomecare.org

Insole Court 50+ Group (C)

If you are feeling lonely or isolated then the Insole Court 50+ friendship group is a good way to meet people and make new friends. As Insole Court is now closed, this group now meet at St Michaels College, 54 Cardiff Road, Llandaff, Cardiff CF5 2YJ on Wednesday 10am-12pm.

Telephone Bob Hardy 029 2055 9039 or e-mail chairman@insolecourt50plus.com

Llandaff North Friendship Group (C)

If you are feeling lonely or isolated then the Llandaff North Friendship Club is a good place to meet people and make new friends. The club meets every 3rd Friday of the month at 2 - 4pm. in the Copleston Road Church Hall, Llandaff North, Cardiff. They have a variety of activities including speakers, trips and meals. At 12.30, prior to the Friendship club starting, there is a pre club 3 course luncheon for only £3.00.

Telephone Mrs Shelia Andrews 01656 862291

Marie Curie Carers Café

Learn more about the Caring for Carers Project and the support offered to carers in Cardiff and the Vale. The café is held on the first and last Tuesday of each month at the hospice in Penarth.

Telephone 029 2042 6000 or e-mail susan.court@mariecurie.org.uk

Mind in the Vale of Glamorgan (V)

Provides a range of social activities for people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Murch Afternoon Club (V)

To combat isolation in older people and give them something to look forward to every week.

Telephone 029 2051 4195.

Parkinson's UK

There are various branches, support groups and cafes in the Vale and Cardiff areas.

Telephone 0844 225 3784.

Penarth Live at Home Scheme (V)

Volunteer based Charity, helping the older people of Penarth. Offers lunch club, befriending service, day trips and an advocacy service.

Telephone 029 2071 2516 or e-mail penarthlahs@talktalk.net

Salvation Army – Canton (C)

Visit www.salvationarmy.org.uk/cardiff-canton

Salvation Army – Cardiff East (C)

Walker Road, Splott CF24 2EG

Telephone 029 2049 9895, e-mail paula.hubbard@salvationarmy.org.uk or

tanya.vermeulen@salvationarmy.org.uk or visit www.salvationarmy.org.uk/cardiff-east

Salvation Army – Cathays (C)

Visit www.salvationarmy.org.uk/cardiff-cathays

Salvation Army – Grangetown (C)

Corporation Road Grangetown CF11 7AY

Telephone 029 20640714 or visit www.salvationarmy.org.uk/cardiff-grangetown

Salvation Army – Penarth (V)

Provides a range of services.

101A Plassey Street, Penarth, CF64 1EL

Telephone 029 2070 1916

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Tenovus Cancer Care

Join Tenovus Cancer Care's Sing with Us choirs in Cardiff and Barry. Join our fun, weekly choir sessions for anyone affected by cancer. No musical experience necessary - every voice counts!

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

Thornhill Church Centre (C)

Based in Cardiff, Thornhill Church is made of people from many church backgrounds, or no church background at all. At the heart of Thornhill, you will find the Thornhill Church Centre offering a warm welcome to all.

Visit www.thornhillchurch.org.uk/centre/aboutcentre/

Vale Friendship Group, Llantwit Major (V)

A social group bringing together isolated older people living in the Llantwit Major area. Informal get togethers, trips out and a lot of chatting! Organised in partnership with South Wales Police and Wiltshire Farm Foods.

Contact Sergeant Mark John: 07584 003886, PCSO Serena James: 07805 5301370 or Rosi Caves: 029 2034 2008.

Whitchurch Friendship Group (C)

If you are feeling lonely or isolated then the Whitchurch friendship club is a good place to meet people and make new friends. The club meets at Earl Haig Memorial Club (British Legion), 23-25 Penlline Road, Whitchurch, Cardiff, CF14 2AA on Thursday 2-4 pm. Join in with the comprehensive programme of activities including dancers, singers, speakers and talks, occasional bingo and raffles and a trip in the summer months.

Telephone RVS 029 2073 9000 or 0845 600 5885.

With Music in Mind

Provides singing and social networking groups for anyone over the age of 60. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes and hand massage. The cost at present is £4 per session which includes refreshments.

Location: Duke of Wellington, Cowbridge from 10:30am - 12:30pm each Friday.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

Women's Institute

Glamorgan Federation of WI – WI's in the Vale of Glamorgan.

<http://thewi.org.uk/become-a-member/structure-of-the-wi/wales/glamorgan/find-a-wi>

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Stroke Services in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

The Stroke Association

The mission is to prevent strokes and achieve life after stroke through providing services, campaigning, education and research.

Telephone 029 2052 4400, e-mail info.cymru@stroke.org.uk or visit www.stroke.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Transport services in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and the Vale Good Neighbours Schemes (V)

Based upon available volunteer resources, the Good Neighbour Schemes can offer support and practical help to people over 60 in their own homes. Volunteers may be able to help with befriending, help with daily living, information, transport, small practical tasks and light shopping.

Telephone 01446 795549 or 01446 747654.

Dinas Powys Voluntary Concern (V)

Provides a transport service in particular to the elderly and people with disabilities, who live in the area of Dinas Powys.

Telephone 029 2051 3700 or e-mail dpvc@btinternet.com

East Vale Community Transport (V)

Provides transport for local organisations, mainly the elderly and disabled in the East Vale area.

Telephone 029 2070 5138 or e-mail eastvale.ct06@virgin.net

Greenlinks (V)

Serving residents of the Vale for shopping trips, social visits, day trips or hospital visits.

Telephone 0800 2941113 or e-mail greenlinks@valeofglamorgan.gov.uk

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.

Telephone 029 2061 7009, e-mail info@havenhomecare.org

or visit www.havenhomecare.org

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Hospital Transport Service

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

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

Voluntary Emergency Service Transport

Provides a comprehensive transport service for those residents of Cardiff and the Vale of Glamorgan who because of age, illness or disability have difficulty using conventional public transport.

Telephone 029 2049 0335, e-mail vest@talktalk.net or visit www.vestcommunitytransport.org

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Veteran support in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Armed Forces Community Covenant

For veterans, serving members of the Armed Forces and their families for concerns about mental health, health, housing and other welfare considerations.

For the **Vale** telephone 01446 700111 or visit

http://www.valeofglamorgan.gov.uk/en/living/armed_forces/Armed%20Forces%20Covenant.aspx

For **Cardiff** telephone 029 2087 2087 or visit

<https://www.cardiff.gov.uk/ENG/Your-Council/Armed-Forces-Covenant/Pages/default.aspx>

Blind Veterans UK

No One Alone campaign is reaching out to ex-service men and women who are now battling severe sight loss and who could be eligible for support but do not realise it.

Regardless of how a veteran lost their sight or when they served, Blind Veterans UK can help. If you are a vision impaired ex-service man or woman, or care for someone who is, telephone 0800 389 7979 or visit www.noonealone.org.uk

British Legion Pop in Shop

Our Pop In advice and information centre is a welcoming space for Service personnel and veterans to get practical help and advice, and for members of the public to find out more about the wide range of services and community activities provided by the Legion.

Our Pop In advice and information centre is at **18/19 High Street, Cardiff CF10 1PT.**

www.britishlegion.org.uk/get-support/the-legion-near-you/cardiff/

British Legion Poppy Calls

If you're having trouble with those small household repairs and minor adaptations around your home and you're eligible for our help, The Royal British Legion might be able to help you through our handy van service known as Poppy Calls.

To be eligible for the service you must:

- have served in the Armed Forces for at least seven days, or be the dependant of someone who has served (widows, widowers, civil partners and cohabiting partners); and
- be receiving a means-tested benefit, or be aged 75 or over (irrespective of whether you receive a means-tested benefit or not).

If you are not eligible, we can provide a competitive quotation based upon your needs.

If you're unsure about whether this includes you, give us a call – free.

Telephone 0800 032 0306 or e-mail homesupportadmin@britishlegion.org.uk If we can help, we will.

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Group 617

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD).

Telephone 07871 936195.

RAF Association – Vale and Barry and Cardiff

Provides advice, support and friendship to the ex-RAF community and their dependents living in the Vale.

Telephone 01446 740522 or e-mail Geoff@Horton.co.uk

Royal British Legion (V)

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

Telephone 08457 725725.

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.

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

Veterans Mental Health Support Group (V)

Support for veterans of the Armed Forces who have mental health problems.

Telephone 029 2022 2200, e-mail matthew@cavamh.org.uk or visit www.cavamh.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Volunteering in the Vale and Cardiff

Glamorgan Voluntary Services (V)

Provides advice and information on local national and international volunteering opportunities; to provide advice and information to voluntary organisations re good practice for working with volunteers.

Telephone 01446 741706 or e-mail enquiries@gvs.wales

Voluntary Community Service (C)

Cardiff Volunteer Centre offers a one-stop resource for information, advice and guidance on all aspects of volunteering both for volunteers of all ages and recruiting organisations.

Telephone 029 2022 7625 or e-mail volunteer@c3sc.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Welfare advice and financial management

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and the Vale of Glamorgan (V)

The Welfare Rights Service offers free benefit advice and assistance to people aged 60 or over. A member of the team can arrange home visits.
Telephone 029 2068 3682.

Age Connects Money Wise Service

Helping pensioners become money wise. If you struggle to meet the rising costs of everyday living, are baffled by bills or need help to balance a budget, telephone 029 2071 6815.

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals.

If you want to talk to someone directly, in Welsh or English, call us on 08000 223 444 (open between 9am and 5pm, Monday - Friday) or e-mail advice@agecymru.org.uk

British Red Cross

Camau Cadarn (Positive Steps)

An 8 week person-centred service, helping people aged 50 and over to improve their independence and confidence. This includes personal support, self-management, information and signposting to other organisations.

Telephone Robert Purnell, Community Support Team Leader on 07921 404327 or e-mail positivestepsc&v@redcross.org.uk

Citizens Advice Cardiff & Vale

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

Telephone 0344 477 2020 or visit either www.citizensadvicecardiffandvale.org.uk or www.citizensadvice.org.uk to find out times and locations of drop in services.

Credit Union

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

Telephone 029 2087 2373, e-mail info@cardiffcu.com or visit www.cardiffcu.com

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

Friendly Trust

Provides advice and practical help to disabled people and their carers.
Telephone 029 2022 5200 or e-mail alison@friendlytrust.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.

Mind in the Vale of Glamorgan (V)

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

Nest

Nest is the Welsh Government's fuel poverty scheme, open to all householders in Wales. Nest provides advice on saving energy, money management, fuel tariffs and benefit entitlement. In addition to advice, if you own or privately rent your home and someone you live with received a means tested benefit, you may also be eligible for free home improvements.

To make an application to Nest, call 0808 808 2244 or visit www.nestwales.org.uk

Riverside Advice (C)

Provides a holistic welfare rights and debt advice service, from enquiries and signposting to specialist case work and representation.

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

Speakeasy Advice Centre (C)

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

Telephone 029 2045 3111, e-mail info@speakeasyadvice.co.uk or visit www.speakeasyadvice.co.uk

Tenovus Cancer Care

Free service for advice, guidance and support with money matters for anyone affected by cancer. We can advise on welfare benefits, grants, or practical help you might be entitled to.

Free cancer Support Line 0808 808 1010, e-mail info@tenovuscancercare.org.uk or visit www.tenovuscancercare.org.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)



Sources of information about voluntary sector services for older people in the Vale and Cardiff

Glamorgan Voluntary Services

Telephone 01446 741706 or visit www.gvs.wales

Vale 50+ Strategy Forum

The Vale 50+ Strategy Forum is a voice for all people aged over fifty who live or work in the Vale of Glamorgan.

Telephone 01446 709779 or e-mail jporter@valeofglamorgan.gov.uk

Cardiff 50+

Is the voice for residents of Cardiff. Contact Andrew Lucas Equalities Officer.

E-mail Alucas@cardiff.gov.uk

Cardiff Third Sector Council (C3SC)

Telephone 029 2048 5722 or visit www.c3sc.org.uk

Cardiff and Vale Action for Mental Health

Telephone 029 2022 2200 or visit www.cavamh.org.uk

Directories of Services

<http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Information & Support Centre, Llandough Hospital

The Centre displays a wide variety of leaflets and information sheets of services in the Vale and Cardiff. The Centre is located in the Plaza.

Macmillan Information Centre

There is a Macmillan Information Centre at University Hospital of Wales, Cardiff and the Vale.

Telephone 029 2074 5655

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 01446 729534 / 07964 974386 or e-mail

Ana.Phillips@wales.nhs.uk

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

This directory has been produced by Glamorgan Voluntary Services (GVS)