

*Pembrokeshire Carers  
Information & Support Service*

# PCISS

# CARERS' GAZETTE



**croesffyrdd  
hafal  
crossroads**



GIG  
CYMRU  
NHS  
WALES

Iwawrd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**hafal.org**

Issue 62 Autumn 2020

# Pembrokeshire Carers Information & Support Service (PCISS)

croesffyrdd  
**hafal**  
crossroads



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

Hafal Crossroads are commissioned by Hywel Dda University Health Board and Pembrokeshire County Council to deliver a Carers Information and Outreach Service to Carers in Pembrokeshire.

## **Outreach Support and Information for Carers plus Drop-in centre**

Carers are invited to register with PCISS and can choose any or all of the following:

- **Carers Information Pack**

Information packs are available through the postal service. This includes basic information about support/services that may help you in your caring role.

- **Carers' Gazette**

A newsletter containing news, information and articles of interest to unpaid carers. Download a copy here: [www.crossroadsmww.org.uk](http://www.crossroadsmww.org.uk)

- **Carers Emergency Back-up Scheme**

A card designed to fit in a purse or pocket, containing a 24hr contact number identifying the carrier as a carer and alerting others to the fact that someone relies on them for care and support.

- **Carers Recognition Card**

A card identifying the carrier as an unpaid carer, giving them access to discounts such as the Pembrokeshire Passport to Leisure scheme which enables carers to use their local leisure centre at a reduced rate.

- **Carers Outreach Service**

Carers who would like to discuss their situation with an experienced adviser can have a phone consultation on a wide range of topics. Face-to-face appointments will be available in the community or at home once government guidelines deem it safe. This service is currently available by telephone only in line with Covid-19 restrictions.

- **Carers Drop-In Centre**

Once Covid-19 restrictions are lifted, carers will be welcome to call into our Centre at 37 Merlins Hill, Haverfordwest for information, advice and support. The Centre will be open between 9am and 4pm, Monday to Friday.

- **Carers Events** – A number of free events for carers throughout the year, including Carers Week in June and Carers Rights Day in November.

**Joanne Thomas – Service Co-ordinator - [pciss@hafal.org](mailto:pciss@hafal.org)**

**Katie Hawkins – Outreach Worker - [katie.hawkins@hafal.org](mailto:katie.hawkins@hafal.org)**

**Rachael Bird – Outreach Worker - [rachael.bird@hafal.org](mailto:rachael.bird@hafal.org)**

**Crossroads House, 37 Merlins Hill, Haverfordwest,  
Pembrokeshire, SA61 1PE**

**Contact: [01437 611002](tel:01437611002)**

If you have further questions please ring, email or write to PCISS using the number/addresses provided.





# Welcome to Delta CONNECT



Are you worried about your health? Are you feeling isolated? Delta Connect can help you live the life you want in your home for longer.

Delta supports independent living and wellbeing using the latest innovative technology.

Their aim is prevention by providing...

- 1. Lifeline pendant giving 24 hour around the clock support**
- 2. Individual Wellbeing Plans**
- 3. Regular phone calls to check in with clients**
- 4. Digital tablets so clients can stay connected with friends and family via video calling, and many more useful online skills!**

If you would like any further information, or just an informal chat, call **0300 333 222** to speak to a Wellbeing Officer.

Delta Connect has been commissioned by the Welsh Government's Transformation Fund, enabling the West Wales Care Partnership Board to work together to help shape the future of health and social care services across West Wales.

# Alzheimer's Society Cymru - Pembrokeshire



Dementia Connect, from Alzheimer's Society, is a new personalised support service for anyone with dementia, their carers, families and friends. We understand that dementia affects everyone differently.

So whether you, a loved one, a friend or neighbour needs dementia support, we're here for you. Whilst our face to face support continues to be suspended, we are continuing to deliver our services over the telephone and virtually – bilingually.

Our Pembrokeshire Dementia Advisers Maxine and Heather are continuing to support anyone with a diagnosis of dementia, anyone with a Mild Cognitive Impairment diagnosis, anyone waiting to be diagnosed or going through the diagnosis process and their carers. Call Dementia Connect on 0333 150 3456 or 03300 947 400 if you would like to access the service in Welsh.

If you have any questions please email [Donna.Jenkins@alzheimers.org.uk](mailto:Donna.Jenkins@alzheimers.org.uk). If you need our support or advice – please get in touch. We are here to support you.



# Carers Support Groups in Pembrokeshire

Name of group	Contact details
<p><b>Alzheimer's Society -</b> Support and advice for those with dementia, their carers, friends and family.</p>	<p>Heather Harrison - 07484 053263, heather.harrison@alzheimers.org.uk</p> <p>Maxine Ford – 07713 391702 maxine.ford@alzheimers.org.uk</p>
<p><b>Breathe Easy, Haverfordwest -</b> Support group for anyone with a lung condition, their family, friends and cares. Provided by the British Lung Foundation.</p>	<p>01437 741296 enquiries@blf.org.uk</p>
<p><b>Camomile Club -</b> A group for carers to unwind and relax with guest speaker, activities and outings, information, support and more.</p>	<p>Gill Leese - 01348 831434 andrewcwmwdig@aol.com</p>
<p><b>Forget Me Knot Pembrokeshire -</b> Offers support for all affected by dementia.</p>	<p>Lisa Marshall - 07810 205021</p>
<p><b>Hafal Carers Support Group</b></p>	<p>Rachael Bird - 07970 435965 rachael.bird@hafal.org</p>
<p><b>Headway Pembrokeshire -</b> Aims to improve life after brain injury through a range of services and support.</p>	<p>Matthew Owen - 07958 105596 headwaypembrokeshire@hotmail.co.uk</p>

<p><b>Living Memory Group -</b> A group for those who have become isolated due to health issues. The group meet at Narberth Rugby Club for a cuppa and a chat with a variety of different activities on offer.</p>	<p>Mary Adams - 01834 831219 maryadams@hotmail.co.uk</p>
<p><b>Local History Group -</b> Join us at the Pembroke Dock Heritage Centre. We welcome everyone of all ages.</p>	<p>Gareth Mills - 01646 684220 Enquiries @sunderlandtrust.com</p>
<p><b>Memory Café and Lunch Group</b></p>	<p>Annie Halliwell - 01437 720 713 anniehalliwell@btinternet.com</p>
<p><b>MIND -</b> Carers project, carers lunch and coffee mornings.</p>	<p>Karina - 07813 797 615</p>
<p><b>National Autistic Society Pembrokeshire -</b> Local support for those affected by ASD pre and post diagnosis.</p>	<p>Lisa Phillips - 07425 622363 pembrokeshire@nas.org.uk</p>
<p><b>Newport &amp; Area Carers Support Group -</b> An informal meet up for carers.</p>	<p>Melanie Stark - 01239 820 397</p>
<p><b>Action For Children -</b> Young carers group, social enterprise project, support to disadvantaged children.</p>	<p>01437 761 330 vikki.booth@actionforchildren.org.uk</p>
<p><b>Parkinsons UK</b></p>	<p>delythgaynor@hotmail.co.uk</p>

<p><b>Pembrokeshire Cancer Support -</b> Practical and emotional support for all affected by cancer.</p>	<p>01646 638078 pembrokeshirecancersupport@btinternet.com</p>
<p><b>Pembrokeshire Sibling Group</b></p>	<p>pembrokeshiresiblinggroup@hotmail.co.uk</p>
<p><b>Sign &amp; Share -</b> Support groups, activity groups &amp; outings for those who are hard of hearing for all ages. BSL supported.</p>	<p>07378 611181 signandshare@outlook.com</p>
<p><b>Pembrokeshire Stroke Recovery Service -</b> The service provides practical advice, emotional support and information for those affected by stroke living in Pembrokeshire.</p>	<p>Naomi Shilling - 07799 436 025 Naomi.shilling@stroke.org.uk</p>
<p><b>Tenby Memory Café -</b> Running activities for people with dementia, their friends and families.</p>	<p>memorycafetenby@outlook.com</p>
<p><b>Ubiquitous Pembrokeshire Carers -</b> For all carers living in Pembrokeshire.</p>	<p>Sandy Williams - 01348 874815 sandra.williams123@btinternet.com</p>
<p><b>West Wales NRAS Rheumatoid Arthritis</b></p>	<p>0845 4583969</p>

**If you are interested in any groups and wish to find out further information, please contact them directly. Due to Covid-19 restrictions these groups will be operating under Government Guidelines.**



# Have you registered as a carer at your GP surgery?

Registering as a carer with your GP will help your surgery care team understand your caring responsibilities, signpost you for help and support, offer a free flu jab, and much more.

Ask your GP Surgery for further information and a form to provide them with details of your caring role. Forms can also be found on the County Council and Health Board websites. These can now be completed on line and emailed to the surgery.

The form also has a section that you can complete for a referral for further help and support. Also look out for the leaflet (see picture) which will help you understand the benefits of this process.

If you have a relative, friend or neighbour who you think might be a carer you might be able to help them by letting them know that they can register with their GP surgery as a carer.



## Change in circumstances

If you are already registered as a carer at your GP surgery and there is a change in your circumstances it would be helpful to let your surgery know so that they can keep their records up to date.

## Investors in Carers Scheme

The Investors in Carers scheme works with GP surgeries and other settings to help people who support someone with a long term disability or illness identify themselves as carers and find information and support available from a wide range of organisations.

For more information about the Investors in Carers Scheme please contact: Pennie Muir, liC Lead at the Health Board:

[pennie.muir@wales.nhs.uk](mailto:pennie.muir@wales.nhs.uk)

# Hospital Carer Officer

Unpaid carers have a vital role to play in the care and discharge planning of the person they care for when they are admitted to hospital.



In recognition of the contribution of unpaid carers to supporting the care of family members and friends Hywel Dda University Health Board has commissioned a pilot project to establish a Carer Officer in Withybush Hospital. The pilot project is a partnership between the Health Board and our local authority partners, and in Pembrokeshire is being delivered by Hafal Crossroads.

The aim of the project is to provide carer awareness, information, support and training to staff at the hospital in order to help staff understand the issues facing carers and to support carer involvement in the discharge planning process. In addition the Carer Officer will provide a direct one-to-one support for carers to help ensure a smooth discharge.

Clare Hale, Strategic Partnership and Inclusion Manager said, "The Carer Officer plays a vital role helping to support and provide advice to unpaid carers through their hospital journey, whether as a carer and/or patient.

“The Carer Officer works directly on hospital wards and encourages staff to signpost carers to other services for specific support. They will support carers and educate staff about issues facing unpaid carers to ensure effective liaison on areas such as hospital discharge.”

Karen Butler (right), Carer Officer for Withybush Hospital, spoke about the role and how the officers have adjusted their services during the COVID-19 period.



“The role is all about inclusion. It champions a person-centred approach to unpaid carers when they interact with the hospital. Informal carers can offer hospital professionals with patient information that staff wouldn’t otherwise have access to. Including the carer in discharge planning about the patient will improve outcomes for the patient and the carer as they resume their caring role.

“It’s important to remember that decisions made about patient care may have a big impact on the lives of carers, family and friends. Including carers in the process of patient care is key to better short and long term outcomes for the patient.

“My role is to support and encourage the relationship between carers and hospital professionals. We work at ward level to provide information and training to staff, and help encourage inclusion of unpaid carers in decision making about carer and discharge planning.”

Hospital staff and informal carers are encouraged to contact the Carer Officer for more information:

- **07712 658331 (Mon-Fri 9am-5pm)**
- **[karen.butler@hafal.org](mailto:karen.butler@hafal.org)**

# Chronic pain management

It has long been thought that the best treatment for chronic pain is weeks or months of rest.

The NHS, Arthritis Association and others now recommend exercise as the most effective non-pharmaceutical treatment for arthritis pain management.

Exercise is associated with numerous other health benefits such as reducing the risk of chronic disease i.e. diabetes, coronary heart disease and can improve mental wellbeing.



The idea of exercising can be daunting for some people but there is help and support available to find suitable activities.

**NHS UK** has a webpage about chronic pain management which addresses exercise, long term use of pain killers and other relevant topics. Information is available from: [www.nhs.uk/live-well/healthy-body/ways-to-manage-chronic-pain/](http://www.nhs.uk/live-well/healthy-body/ways-to-manage-chronic-pain/)

The NHS also has a range of Fitness Studio exercise videos that include specific conditions such as arthritis and back pain, available from: [www.nhs.uk/conditions/nhs-fitness-studio/?tabname=pilates-and-yoga](http://www.nhs.uk/conditions/nhs-fitness-studio/?tabname=pilates-and-yoga)

**ESCAPE-pain Online** support people to exercise in their own home. Information can be found at: <https://escape-pain.org/>

**Versus Arthritis** contains information about pain management and how to exercise different parts of the body. There are a wide range of booklets to download or that can be order for free on subjects relating to pain management. Information can be found at: [www.versusarthritis.org](http://www.versusarthritis.org)





# Mental Health & Money Advice

Mental Health & Money Advice is the first UK-wide online advice service designed to help you understand, manage and improve your financial and mental health. It combines support for both mental health and financial problems.

The website has lots of helpful advice and offers support for anyone with a mental illness who is struggling with their money, as well as anyone whose financial problems are affecting their mental health. Lots of people in the UK have both mental health and money problems, and many more at risk because they are having financial difficulties.

Together these issues can create a worrying cycle that can lead to problems with relationships, work and housing.

## ***What help is available on the website?***

- Expert advice
- Free financial tools and calculators
- Sample letters and templates you can send to organisations
- Real life stories
- Useful contacts

The service is currently an online service only, however, if you need to speak to someone you can use the 'Help and Contacts' section of the website to get local and national contact details of organisations you can talk to.

For more information visit:

[www.mentalhealthandmoneyadvice.org/wal/](http://www.mentalhealthandmoneyadvice.org/wal/)



# Useful numbers

 <p><b>Age Cymru Advice</b></p> <p><b>08000 223 444</b></p>	 <p><b>Delta Connect</b></p> <p><b>0300 333 222</b></p>	 <p><b>Dementia Connect</b></p> <p><b>0333 150 3456</b></p>
 <p><b>Mencap Cymru</b></p> <p><b>0808 8000 300</b></p>	 <p><b>Hafal Carers' Support Group</b></p> <p><b>07970 435965</b></p>	 <p><b>Care and Repair Cymru</b></p> <p><b>0300 111 3333</b></p>
 <p><b>Royal Voluntary Service</b></p> <p><b>0808 196 3646</b></p>	 <p><b>Pembrokeshire Young Carers Service</b></p> <p><b>01437 761330</b></p>	 <p><b>We are MacMillan, Cancer Support</b></p> <p><b>01437 773859</b></p>
<p><i>Pembrokeshire Carers Information &amp; Support Service</i></p> <p><b>PCISS</b></p> <p><b>Pembrokeshire Carers Information &amp; Support Service</b></p> <p><b>01437 611002</b></p>		

# Pembrokeshire Dementia Supportive Communities

## THE PLEASURE OF POETRY AND SHORT STORIES

Don't let dementia stop you from enjoying poetry.

Though the actual act of reading poetry may become more difficult for someone living with dementia, listening to others read, allows people to once again experience the emotions aroused by poetry and can lead to rediscovering forgotten memories.

Come along and join our poetry and reading group from Wednesday August 5th at 11.00am and then every fortnight following.

For further information and joining details please contact:

**Cherry Evans**

**07849 086009**

**[cherry.evans@pavs.org.uk](mailto:cherry.evans@pavs.org.uk)**



## Carers Rights Day 2020

**Thursday 26th November 2020**

The theme for Carers Rights Day 2020 is 'Know Your Rights'. Whether you are a new carer or have been caring for someone for a while, we believe that it's important that you understand your rights and are able to access the support that is available to you as soon as you need it.

There will be more information on events & activities for carers on Connect Pembrokeshire - **[www.connectpembrokeshire.org.uk](http://www.connectpembrokeshire.org.uk)**. Or you can contact **PCISS** to find out more.

# Pembrokeshire Trading Standards Promote Scams Awareness

Each year many people fall victim to fraudsters, intent on stealing their personal and financial information and conning them out of their cash. The fraudsters sound convincing and may claim to represent a business you know, such as your bank. They may pressurise you to act quickly. It only takes a single response to be inundated with many different scams as the scammers sell on your details.

Scams generally fall into four different categories Mail, Telephone, Online and Doorstep.

**Mail Scams** - Letters are mass produced and made to look like personal letters or important documents. The intention is to trick you into giving your personal information, bank details or to send cash or make a money transfer. Examples include lotteries and prize draws; clairvoyant and miracle cures.

**Telephone Scams** - The contact you receive from the scammers will appear to be professional and they can claim to be from an official body or legitimate company including a Bank, HMRC, Utility Service Providers etc. We advise people to never give out personal or bank details over the phone unless you made the call and the phone number comes from a trusted source. If you receive a phone call from someone you don't know you should verify this information by calling the company yourself. Always wait at least 10 minutes before phoning to ensure the line is clear. Typical telephone scam examples include computer virus software scams and Bank scams.

The Trading Standards Team have a number of call blocking devices available to fit to landlines for Pembrokeshire residents on a loan basis to reduce nuisance phonecalls.



**Online** - Many people prefer the convenience of shopping online for goods and services or keeping in touch through social networking sites such as Facebook, Instagram, twitter etc. They also provide a platform for scams in many forms including emails, pop-ups, social media messages and bogus websites. Examples include romance scams and spam and phishing emails. Common scam emails reported recently include TV Licensing, Council Tax rebates and those claiming issues with Amazon and Paypal accounts. Do not open or reply to suspicious emails or open any attachments. Forward them to the National Cyber Security Centre at [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

**Doorstep Scams** - Doorstep scams may involve a trader selling goods or services that are poor quality, unnecessary or very expensive. We know from experience that the price originally quoted for the work often increases after work has begun. Therefore, we advise people not to immediately agree to any offers but to take time to find out more details and whether it is a good deal by comparing prices with other businesses.

This year protecting people against scams is more important than ever. During the coronavirus pandemic Trading Standards have issued a number of press releases to raise awareness of specific Covid-19 related scams – please see [www.pembrokeshire.gov.uk/newsroom](http://www.pembrokeshire.gov.uk/newsroom) for more information on these.

Trading Standards in Pembrokeshire want to get more people talking about scams and reporting them so that action may be taken against these fraudsters and victims supported.

To report a scam please contact the Citizens Advice Consumer Helpline on 0808 223 1133 (0808 223 1144 for Welsh Speakers). Your concerns will be shared with Trading Standards who may also contact you by phone to offer support and advice.



## COMMUNITY CONNECTORS

# NEED HELP TO GET ONLINE?



TABLET, SMARTPHONE,  
COMPUTER

We can help you - 1 to 1 or in a small group

**Fern Jones - West Pembs**

**Tel: 07595 192935**

**Jo Brookman Lloyd-East Pembs**

**Tel: 07595 192933**

**Julie Campbell - North Pembs**

**Tel: 07595 192937**

**Mia Gillies - South Pembs**

**Tel: 07595 192931**

**Email [CommunityConnectors@pavs.org.uk](mailto:CommunityConnectors@pavs.org.uk)**





## **Invitation to join Tea and Natter Every Tuesday at 2.30pm**

Tea and natter is an opportunity for people living with dementia, their family, friends and carers to come together to connect with people in a similar situation.

Everyone is guaranteed a warm welcome a friendly smile and the pleasure of sharing a cuppa with friends.

**If you would like to details on how to join the sessions  
please email [Cherry.evans@pavs.org.uk](mailto:Cherry.evans@pavs.org.uk) or call 07849 086009**



# How can PCISS support you?

Pembrokeshire Carers Information and Support Service (PCISS) has been providing information and support to unpaid carers since 2016.

We invite all unpaid adult carers in Pembrokeshire to register with our service.

The PCISS Carers Outreach service offers a wide range of information to carers on an individual basis, advising you of your rights and signposting you to other sources of support.

At our offices in Crossroads House, Merlins Hill, Haverfordwest we have a Carers' Drop-in Centre, where carers are welcome to call in for information and a chat. The Centre is open Monday to Friday 9am-5pm. We are next to the fire station and have free on-road parking outside, with a designated bay for disabled visitors.

If you would like to tell us what you'd like to see in the Gazette, or for more information about any of the above, please contact us on the details below.

## **Pembrokeshire Carers Information and Support Service (PCISS)**

**Contact: 01437 611002**

**Joanne Thomas - Service Co-Ordinator**  
**[PCISS@hafal.org](mailto:PCISS@hafal.org)**

**Rachael Bird - Carers Outreach Worker**  
**[rachael.bird@hafal.org](mailto:rachael.bird@hafal.org)**



Follow us on Twitter: [@PCISS11](https://twitter.com/PCISS11)  
Like us on Facebook: [Pembrokeshire Carers Information and Support Service](#)

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