

Is there someone who cannot manage without your help?

- *An elderly relative?*
- *A disabled child or adult?*
- *Someone with drug or alcohol problems?*
- *Someone with mental health difficulties?*
- *Someone with a long-term health issue?*

If so, you are a Carer and you're not alone

Information for Carers in Swansea



Supported by:
CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE



Are you a carer?

A carer is somebody who looks after a relative or friend who cannot manage at home without help because of mental or physical illness or disability and/or the effects of old age. The help they provide is unpaid.

This leaflet has been written to give you an idea of the services which are available for carers in Swansea.

Most of the help received by people in society who need support comes from friends or relatives acting as carers. A substantial number of these are children and young people.

As a carer, you do a very difficult and demanding job. The physical and emotional demands involved in caring for somebody else can lead to strain, isolation and even illness (mental or physical). You need to have your own needs for help and support recognised.

The organisations listed in this leaflet can all, in their different ways, help you in your caring role. Some of the things they can provide include:

- ◆ Listening to you
- ◆ Help with looking after yourself
- ◆ Information to help you with caring tasks
- ◆ A break from your caring role

If you are not sure where to start, the Swansea Carers Centre may be able to help you. You can contact them on 01792 653344

The voluntary sector

The voluntary sector is made up of a large number of voluntary and charitable organisations which provide information and support of particular interest to carers. This includes information on particular illnesses or disabilities (e.g. disability equipment), welfare benefits, support groups, training, listening, advocacy or emotional support.

Swansea Social Services

Swansea Social Services provides information, personal support and social care services to people who are vulnerable and in need of support and/or protection.

Many of these services are intended to help support carers in their caring role. Carers legislation entitles carers over the age of 16 to have an assessment in their own right (a 'carer's needs assessment'). This assessment is carried out by Social Services.

The health service

Abertawe Bro Morgannwg University Health Board (NHS) provides health services for the people of Swansea.

These are provided locally by GPs, dentists, opticians and pharmacists. There is an increasing range of services offered by practice nurses.

ABM Health Board also provides hospital services as well as other community-based services and mental health services (e.g. Community Psychiatric Nurses).

Your local voluntary services

The organisations listed below are available to provide advice, information or support to carers.

Please note that not all organisations listed offer a 24-hour service.

Carers' Organisations

Swansea Carers Centre	01792 653344
	www.swanseacarerscentre.org.uk
Carers Wales	0808 808 7777
	www.carersuk.org/wales
Carers Trust Swansea Bay	01792 790296
	carerstrust-swanseabay.org.uk

Children and Young People

Action for Children	01792 299330
Contact a Family Wales	02920 396624
Special Needs Advisory Project (SNAP CYMRU)	01792 457305
Swansea Bay Young Carers Service	01792 761895
Swansea Parent Carer Forum (SCVS)	01792 544019
Ethnic Youth Support Team (EYST)	01792 466980

Learning Disability

Swansea Participation Project	01792 474090
Swansea People First	01792 466866

Mental Health and Dementia

Alzheimer's Society Swansea	01792 531208
HAFAL Carers Group	01792 466990
MDF the BiPolar Organisation Cymru	08456 340080
Mental Health Forum (SCVS)	01792 544021
Swansea MIND	01792 642999
CALL Helpline	0800 132 737
Wales Dementia Helpline	0800 808 2235

Older People

Age Cymru Swansea Bay	01792 648866
Stroke Association (National Helpline)	0303 3033 100
Parkinson's UK Cymru	0844 225 3774

Physical and Sensory Disability

Wales Mobility and Driving Assessment Service	02920 555130
DANSA Community Transport	01639 751067
Swansea Disability Forum (SCVS)	01792 544018
RNIB Helpline	0303 123 9999
Action on Hearing Loss	02920 333034
Dewis Centre for Independent Living	01792 209055

Substance Misuse

AADAS (Abertawe Alcohol and Drug Assessment Service 18+)	01792 642759
The Place (for young people)	01792 472002
Wales Helpline DAN 24/7	0800 808 2234
Al-Anon Family Groups Helpline.	0207 4030888

Other Useful Organisations

Cancer Information and Support (CIS)	01792 655025
Care & Repair Swansea	01792 798599
Citizen's Advice Bureau	08444 772020
LASA Credit Union	01792 643632
Samaritans	01792 655999
Swansea Mobility Hire	01792 461785
Terrence Higgins Trust Cymru	01792 477540
Swansea Healthy City Directory	

www.healthycitydirectory.co.uk

Your local Social Services

www.swansea.gov.uk/carers

Child and Family Services

Information, enquiries and referrals	01792 635700
Child Disability Team	01792 635180
Family Support Services	01792 633888
Family Information Service	01792 517222

Older People and Disabled Adults

Information, enquiries and referrals	01792 636519
Sensory Services Team	01792 315969

Learning Disability Services

Community Support Team	01792 614100
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Mental Health

West Swansea	01792 517800
Central Swansea	01792 517853
North Swansea	01792 545780

Other Useful Social Services Contacts

Emergency Duty Team (out of hours)	01792 775501
Adult Safeguarding	01792 636854
Swansea Vale Resource Centre	01792 785020

Other council services

Blue Badges	01792 637366
Council Tax	01792 635382
Housing Benefit	01792 635353
Housing Renewals and Adaptation	01792 635330
Housing Options (Office Hours)	01792 533100
Hynt Scheme for Carers	0344 255305

Your local health services

www.nhsdirect.wales.nhs.uk

Primary Care

Lists and details of GPs (General Practitioners), Dentists, Opticians, Pharmacists, Nursing advice and health related information are available from:

NHS Direct Wales (24 hours a day) 0845 4647

Community Health Services

Chiropody, Continence Advisory Service, family planning, speech therapy and children's audiology can all be contacted via Central Clinic on 01792 651501. If you want to contact any Community Clinics contact the Switchboard at Central Clinic.

Hospitals

Cefn Coed Hospital	01792 561155
Morrison Hospital	01792 702222
Singleton Hospital	01792 205666
Gorseinon Hospital	01792 704184
Tŷ Garngoch	01792 531200

Information about Carers Allowance

www.gov.uk/carers-allowance

Community Health Council

Community Health Councils are commonly referred to as 'the local health watchdog'. Abertawe Bro Morgannwg CHC can be contacted on 01639 683490.

Complaints and comments

Voluntary Organisations

Please contact individual organisations for their complaints procedures.

Social Services

Complaints Officer

01792 637345

Health

Email ABM.Complaints@wales.nhs.uk or contact the Community Health Council

01639 683490

Local Authority Housing

Customer Services Officer

01792 635037

Swansea Carers Action Group

Swansea Carers Action Group involves representatives of the voluntary sector, health, housing and social services. This group works to improve support and services for all carers in Swansea.

Please ring the Social Services Strategic Management Support Unit on 01792 636693 to get in touch with Swansea Carers Action Group.

You should also use this number to order further copies of this leaflet or to obtain copies in other formats.

Disclaimer:

While Swansea Carers Action Group is committed to working in partnership to improve services for carers, the inclusion of any given organisation in this leaflet should not be understood to imply endorsement of its aims, objectives and / or actions by any of the organisations involved. This list is not exhaustive.