

DIRECTIONS

2022/23

Cardiff and the Vale of Glamorgan

A guide to older people's mental health services,
including younger people with dementia

Details correct at time of print

Local Services Directory



Contents

Adult Care Services	p5	Day Hospitals - Mental Health Services For Older People - Cardiff And Vale of Glamorgan	p17
Age Connects Cardiff and the Vale	p6	Dental Service - Community	p17
Alzheimer's Society (South East Wales Locality)	p8	Dental Services - Hospital	p17
Bladder & Bowel Service (formerly Continence Advice Service)	p8	Dieticians	p18
Cardiff and Vale Citizens Advice	p9	Diverse Cymru	p19
Cardiff Mind	p10	Emergency Duty Work Team (Cardiff and Vale of Glamorgan)	p20
Care & Repair Cardiff and the Vale	p10	Forget-me-not Chorus	p20
Care Inspectorate Wales (CSSIW)	p11	General Practitioners	p20
Carers Trust South East Wales	p12	In-Patient Services – Mental Health Services For Older People	p21
Carers Trust Wales	p13	Memory Team	p22
Carers Wales (a part of Carers UK)	p13	Mental Health Services For Older People (MHSOP) Community Services	p23
Community Advice and Listening Line (C.A.L.L.)	p15	Mind in the Vale of Glamorgan	p23
Community Health Councils	p15	Parkinson's UK (Cardiff and Vale Services)	p24
Cruse Bereavement Care (Cardiff and the Vale of Glamorgan)	p16	Primary Mental Health Support Service (PMHSS)	p26

Re-live	p28	Wales Dementia Helpline (C.A.L.L)	p37
Red Sea House	p28	Woody's Lodge	p37
RNIB	p29	Younger People With Dementia (Cardiff & The Vale)	p38
Samaritans Cardiff & District	p30		
Solace- Cardiff & Vale UHB	p30		
Speech, Language And Communication	p32		
Telecare (Cardiff) - Community Alarm Service	p33		
Telecare (Vale of Glamorgan) - Community Alarm Service	p34		
The Stroke Association	p34		
Vale of Glamorgan Veterans Advice Service	p34		
Veterans' Mental Health Support Group	p35		
Veterans' NHS Wales	p36		
Voluntary Emergency Service Transport (VEST)	p37		

Adult Care Services

We provide and arrange care services for adults who need support, care or protection, including people leaving hospital and carers in difficult situations. We may provide any of the following to help you live more independently:

- information and advice
- supported activities in day centres and other community settings
- support to enable you to access training or employment
- short breaks for carers
- home adaptations or special equipment to help people with an illness or disability with their everyday activities
- communication equipment to monitor your safety and enable you to call for help or provide you with supported accommodation or residential or nursing home care.
- personal care and support provided in your home

If you are an adult with social care needs that might affect your health, safety or independence, you may need extra support. We have a duty to assess your needs and ensure

they are met in a way that best suits you.

For services provided at home - you will have to pay some of the cost of your care if your savings or capital (excluding the value of your house) is above a certain amount. There will be a cap on how much you will be charged weekly.

Some people prefer to make their own arrangements. If we are funding your services, the Direct Payments Scheme allows you to do this and pay your care staff yourself while we oversee that money is properly used.

For services in a care home - if your savings or capital (excluding the value of your house) is:

- above a certain amount, you will have to pay the cost of your care, with a cap on how much you will be charged weekly.
- below that capital limit, and your only income is the state pension (plus guarantee credit if applicable), then you will be left with a personal allowance

Your Social Worker or Visiting Officer will tell you the capital limits current maximum charge per week.

INFORMATION DIRECTORY

For information about well-being in Wales, please go to Dewis Cymru, the site has information that can help you think about what matters to you, along with information about local organisations and services that can help!

This includes details of domiciliary providers and residential / nursing homes

www.dewis.wales/

To contact us to discuss your situation please ring

For the City of Cardiff contact:
Telephone: 029 2023 4234

For the Vale of Glamorgan contact:
Telephone: 01446 700111

Age Connects Cardiff and the Vale

Age Connects Cardiff and the Vale are committed to tackling loneliness, isolation

and poverty amongst older people and strive to create a society where older people are respected, valued and heard.

Our vision is to live in a society where older people are respected and enabled to meet their

aspirations. Below are the services we currently provide but more information can be found on our website

www.ageconnectscardiff.org.uk

Good Neighbours and Befriending Services - Older people are especially vulnerable to loneliness and social isolation. Our committed volunteers might be able to provide befriending (conversation and friendship by phone or in person); information and help to resolve minor issues; help with reading letters or filling out forms. To access this service, please call:

- 029 2068 3600 for Cardiff
- 01446 747654 for the Eastern & Central Vale
- 01446 795549 for the Western Vale

Shopping Service - If you are struggling to do shopping, our shopping volunteers can give you and your family peace of mind that someone is looking out for you. To access this service, please call:

- 029 2068 3600 for Cardiff
- 07507 416875 for the Vale of Glamorgan

There is a £5 per delivery fee for this service.

Nail Cutting Service - provides basic footcare services and information on footcare to older people.

To access this service, please call
02922 331 113

£15 for nail cutting at clinics, £22 for
a home visit – Cardiff & Penarth only

Wellbeing Centre Barry - Holton
Road, Barry provides light
refreshments, information and an
activity programme:

- Stitching Group Monday 10-
11.30am.
- Tuesday information clinics
include topics such as legal
advice, benefits, home repairs
and adaptations.
- Regular Health Screening
(including weight, blood pressure
and support) on Tuesday 10.30
-11.30.
- From September 2021 -
Wednesday Chair-based Yoga
classes start - doors open 9.45,
class 10.00 -10.40am, cost £3.00
- Friday Bingo 10.45

To find out more, please call the
Wellbeing Centre on
01446 732 385

Welfare Rights Service - Our Vale
Welfare Rights Service offers free
benefit advice and can assist older
people aged 60+ who live in the
Vale of Glamorgan complete benefit
forms. For more information call:
029 2068 3682.

**Community Care Home Advocacy
Service** - We provide advocacy
services in care homes, hospitals
and community settings, liaising
with care home staff, residents, their
family and friends as to how we can
best continue to provide support.

Community referrals are also being
supported remotely at the present
time. For more information call:
029 2068 3683

Discharge Support Service - Our
Discharge Support Officers work
within the Integrated Discharge
Service (IDS) in Cardiff and the
Vale to assist hospital patients over
the age of 60 and their families
with discharge planning. For more
information call: **07983 705568**

Broker Service - Our Vale Broker
Service works in partnership with
Cardiff Community Resource Teams,
C1 Vale Contact Centre, Ty Jenner
and the Vale Community Resource
Team to support vulnerable
individuals, their families and carer's
with hospital discharge and to
avoid hospital admissions. For more
information call: **07964 974401**

Alzheimer's Society (Cardiff & Vale)

First floor, S4C Office, Parc Ty Glas,
Llanishen, Cardiff CF14 5DU.

Cheryl James, Wales Area Manager

Sian Biddyr, Dementia Connect
Local Services Manager

Email: southeastwales@alzheimers.org.uk

Alzheimer's Society is the UK 's leading support and research charity for people with dementia, their families and carers.

Alzheimer's Society champions the rights of people living with dementia and the millions of people who care for them, supports people to live well with dementia today and funds research to find a cure for tomorrow.

Services:

- National Dementia Connect helpline open 7 days a week - [0330 150 3456](tel:03301503456) open 7 days a week.
- If you speak Welsh, call our Welsh-speaking support line on [03300 947 400](tel:03300947400). Please see: [https:// www.alzheimers.org.uk/dementia- connect-support-line](https://www.alzheimers.org.uk/dementia-connect-support-line)
- Community Dementia support service offering practical and emotional support – telephone

and face to face (please see video to highlight support provided: [https://youtu.be/ X2u6ulp0-3M](https://youtu.be/X2u6ulp0-3M)

- Support to access local services and statutory agencies
- Companion call service
- Dementia support for young people with dementia and community support service
- Information sessions for carers
- Carers Support groups
- Dementia Cafes
- Various activity groups, e.g.

Singing for the brain

- Wide range of information and fact sheets on dementia, caring and related topics
- Annual newsletter
- Training in dementia care

Referrals - Open referral system through telephone or online. This includes self-referrals, through other agencies or privately.

Bladder & Bowel Service (formerly Continence Advice Service)

Cardiff & Vale Integrated Continence Advisory Service, St David's Hospital, Glan Ely Ward, Cowbridge Road East, Canton, Cardiff, CF11 9XB

New referrals: 029 2044 4501
Admin: 029 2184 1590

Website: www.cardiffandvaleuhb.wales.nhs.uk/integrated-continence-service

Community Care clinics are run in a number of locations. Open referrals are accepted.

What can be offered for patients:

- Full assessment bladder/bowel problems
- Investigation and conservative treatments for bladder/bowel problems
- Management of incontinence – provision of continence products
- Advice/literature and support with reference to bladder/bowel continence problems

Cardiff and Vale Citizens Advice

119 Broad Street, Barry, Vale of Glamorgan. CF62 7TZ

Adviceline – 03444 772020 (Calls to this service cost the same as calling 01 and 02 numbers. They will be included as part of a mobile allowance or landline package. Please note that tariffs may vary and are subject to change, so for specific call charge details please check with your own provider.)

Website: <http://cacv.org.uk>

National Website: www.citizensadvice.org.uk

Facebook: <https://www.facebook.com/Cardiffvalecab>

Twitter: <https://twitter.com/CardiffValeCAB>

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Citizens Advice values diversity, promotes equality and challenges discrimination.

Cardiff Mind

166 Newport Road, Cardiff
CF24 1DL

Telephone: 029 2040 2040

Email: admin@cardiffmind.org

Mind's vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress fairly, positively, and with respect. The needs and experiences of people with mental distress drive Mind's work and they make sure their voice is heard by those who influence change. Mind's independence gives them the freedom to stand up and speak out on the real issues that affect daily lives. They provide information and support, campaign to improve policy and attitudes and develop local services. They do all this to make it possible for people who experience mental distress to live full lives, and play their full part in society.

Cardiff Mind offers a variety of services including:

A range of community based services for people with mental health problems who live in Cardiff. The services currently provided include supported accommodation, tenant support in their own homes, day services including counselling, personal planning, coping with life

courses, advice for debt and benefit difficulties, women only and men only groups, art group and chess club. Information and signposting also provided.

Covid 19 - Please note that at the time of this update [3rd August 2021] some of the above services, particularly the group activities, are not running.

Care & Repair Cardiff and the Vale

Care & Repair Cardiff and the Vale, Tolven Court, Dowlais Road, Splott, Cardiff CF24 5LQ.

Telephone: 029 2047 3337

Fax: 029 2047 3347

Email: careandrepair@crcv.org.uk

Care & Repair Cardiff and the Vale exists to help older people to repair, adapt and maintain their homes thereby enabling them to live as independently as possible with increased safety, security, warmth and comfort.

The core Casework Service is the focal point of the Agency and forms the nucleus from which the Agency operates its business. The service helps people complete repairs, improvements and adaptations

to their properties, through the provision of expert advice, support and practical assistance in the form of a co-ordinated, holistic, client centred, problem-led casework and technical service. The work undertaken by the Agency can range from very small items such as the repairing of a small water leak, the installation of handrails or new locks through to major jobs such as bathroom conversions or replacing a roof.

The services provided by the Agency's Caseworkers are citizen-centred and as such, are tailored according to the client's needs. The Caseworkers will listen to what an older person wants and needs and will then put together a package with support to make it happen. This is flexible, so that if a client does not agree with anything suggested, or if their needs change, the services to them will change as well. The advice service is free for clients.

Referrals: Casework clients are older people, primarily aged 75 and over, who own their own homes or are private tenants. The full formal service, however, can and does assist people aged between 60 to 74 in certain circumstances (predominantly where they are living alone, receiving pension credit and/or have a limiting long-term illness).

Clients accessing the service should be experiencing a housing problem

involving some element of repairs, maintenance, adaptations and/or improvements works.

Care Inspectorate Wales (CSSIW)

Care Inspectorate Wales, Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ

Telephone: 0300 7900 126

Fax: 0872 437 7301

Email: ciw@gov.wales

Facebook: [Care Inspectorate Wales](#)

Twitter: [@Care_wales](#)

We are the independent regulator of social care and childcare in Wales.

We register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Aims

- We carry out functions on behalf of Welsh Ministers to provide assurance on the quality and safety of services
- We decide who can provide services.

- We inspect and drive improvement of regulated services and local authority social services.
- We take action to ensure services meet legislative and regulatory requirement.
- We respond to concerns raised about social care and childcare services

Priorities

We regulate the following services:

- Adult services: care homes for adults, domiciliary support services, adult placement services and residential family centre services.
- Children's services: care homes for children, fostering services, adoption services, advocacy services and secure accommodation services
- Childcare and play services: child minders, creches, full day care, sessional day care, out of school care and open access play provision

We also review the performance of local authorities in delivery of social services functions. We carry this out through a combination of inspection and performance evaluation activity. In addition, we inspect:

- local authority fostering and adoption services
- boarding schools

- residential special schools [boarding arrangements under 295 days]
- further education colleges accommodating students under 18

Care Collective

(Cardiff & Vale Carers Gateway)
Support for unpaid carers.

We can provide:

- Information, advice and assistance
- Counselling for carers supporting people who in later life have a mental health condition such as dementia or depression. (Vale only)
- Peer Support Groups (Vale only)
- Dementia Friendly Communities Workshops
- Carers Expert Panel

To find out more please see our website www.ctsew.org.uk, e-mail us at gateway@ctsew.org.uk or contact the Carers Gateway on: 029 2192 1024

Carers Trust Wales

Carers Trust Wales, Transport House, 1 Cathedral Road, Cardiff, CF11 9HA

Telephone: 0300 7729 702

Email: wales@carers.org

Website: <https://carers.org/country/carers-trust-wales-cymru>

We are part of Carers Trust, an ambitious national charity committed to improving support and services for unpaid carers.

We do this by:

- Recognising and celebrating the essential contributions carers make
- Raising awareness of the barriers faced by carers of all ages
- Working with decision-makers to ensure that appropriate support is available to empower carers to live happy and fulfilling lives
- We work with Network Partners - local services that deliver direct support to carers - making the most of our collective experience, expertise and innovations.

You can find your nearest Carers Trust Network Partner for local support by using our Find your local service facility on our website or by calling 0300 772 9702.

Carers Wales (a part of Carers UK)

Telephone: 029 2081 1370

Email: info@carerswales.org

Website: www.carerswales.org

Cares Uk Helpline: Carers UK's telephone Helpline is available on 0808 808 7777 from Monday to Friday, 9am – 6pm or you can contact us by email (advice@carersuk.org)

Carers Wales is here to make life better for carers.

We connect carers so no-one has to care alone – By joining us you become part of a community

of carers who can support you through the ups and downs of looking after someone.

We give expert advice, information and support – Caring can sometimes feel like a battle. We're in your corner to help and guide you through being a carer in Wales.

We campaign to make carers' lives better – When you join us you also become part of a movement for change. We won't stop until every carer gets the support they need. We innovate to find new ways to reach and support carers.

Wellbeing Support

If you need to talk to someone who understands the pressures you are facing in your caring role we offer a Listening Support Service.

Carers can self-refer, and professionals or friends and family can also refer to the service with the permission of the carer. Visit the Listening Support Service page.

We also offer online wellbeing activities and sessions through our programmes 'Me Time' and 'Care for a Cuppa'. These sessions are free to carers and offer a chance to meet other carers, attend talks and get advice from professionals and take part in activities for wellbeing, such as mindfulness, yoga, craft, dance and much more. Please visit our online support page and wellbeing hub for more information.

Carers tell us that one of the most important things they need is expert advice and information. We provide this through information guides, video resources and hubs of resources. To find all our factsheets and guides, available bilingually please visit our Help & Advice pages. We have a working carers hub as well as the wellbeing hub and recently launched a money matters hub to help you find resources to help you if you are struggling to manage financially.

We also campaign on the behalf of

carers. This campaigning is directed by the voice of carers through our members. Membership of Carers Wales is free. When you join Carers Wales you will receive information about the latest news about caring in Wales, access to our online carer forum and add your voice to reflect the needs of carers in Wales. You'll become part of a supportive community and a movement for change.

For more information and to join go to: <https://www.carersuk.org/how-you-can-help/join-us?nsrc=wal>

Supporting local carers:

Carers Wales looks to support local carers by holding information stands, talks and supporting groups. To achieve this goal, we have a volunteering programme that trains people to do these activities.

There are volunteering opportunities available, including:

Events volunteer, Local Awareness volunteer, Insight volunteer, Social Media volunteer and representative volunteers. Please visit our volunteering page for more information.

If you are interested in volunteering for Carers Wales in one or more of these roles, contact volunteering@carerswales.org

Do you run a group for carers?

Become a group member of Carers Wales and we provide you with talks, all our latest information guides and exclusive information to help keep your group upto date with caring in Wales.

To join this free service, contact volunteering@carerswales.org

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

Freephone: 0800 132 737 24 hours

Or text 'help' to: 81066

For more information visit: <http://callhelpline.org.uk/>

C.A.L.L. is a mental health helpline for the people of Wales, open 24 hours a day, 365 days a year. It offers a confidential listening and support service and information/literature on mental health and related matters.

Anyone concerned about their own mental health or that of a relative or friend can access the service.

For more information visit: www.callhelpline.org.uk. You will find comprehensive information on other forms of contact via social media.

Community Health Councils

Contacts:

Mr Stephen Allen, Chief Officer,
South Glamorgan Community
Health Council

Procopy Business Centre (rear), Parc
Ty Glas, Llanishen, CF14 5DU

The office hours:

Monday to Thursday 9.00am to
4.30pm, Friday 9.00am to 4.00pm

Telephone: 029 2075 0112 email:
southglam.chiefficer@waleschc.org.uk

The CHC Advocacy Service

The CHC Advocacy Service is a small team of staff who provide a complaints and information service to the public.

The office works on an appointment system, please contact the office in the first instance:

Telephone: 029 2075 0112 email:
southglam.advocacy@waleschc.org.uk

Referrals - Any individual or organization can refer, by email, in writing, by phone or in person.

The 4 functions of the CHC are to:

- Scrutinise the operation of health services in Cardiff and the Vale of Glamorgan, to make recommendations for the improvement of that service, and to advise the University Health Board upon such matters relating to the operation of the health service as the Council thinks fit. In carrying out its functions, the CHC must have regard to the need for systematic, continuous engagement with the local population and community groups within Cardiff and the Vale of Glamorgan, in order to appropriately represent the public's view on the operation of health services in their area.
- Be consulted by the relevant Health Board and NHS Trust in respect of health services for which it is responsible.
- Enter NHS premises, to view and listen to the patients experience as they receive care.
- Provide an independent complaints advocacy service on behalf of the Welsh Ministers for those aged 18 and over.

CHC Advocacy Service

The CHC Advocacy Service is a small team of staff who provide a complaints and information service to the public.

Membership

CHCs are open to all sections of the community as their membership is made up of voluntary members appointed by the Welsh Assembly Government, Local Authority and Voluntary Sector.

If you are interested in becoming a CHC member and would like further information, please contact the Chief Officer of your local CHC whose telephone number is at the top of this entry.

Cruse Bereavement Care (Cardiff and the Vale of Glamorgan)

Bereavement Support Information & Referral line:

Tel: **029 2022 6166** (open Weds 10-12 noon, answerphone at other times)

Office: **029 2022 6300** (Mon- Fri)

Our services are:

- One-to-one 'Zoom' bereavement support
- One-to-one telephone bereavement support
- In person group bereavement support

- National website:
www.cruse.org.uk
- National helpline: 0808 808 1677
opening hours 9-5 Monday-Friday, extended opening hours
Tues, Wed, Thurs till 8.00pm

Day Hospitals - Mental Health Services For Older People - Cardiff And Vale of Glamorgan

ARU Day Service (Tier 1)
Assessment and Recovery Unit,
University Hospital Llandough,
CF64 2XX

Ward Manager: Tina Taki
Telephone: 029 2071 5644

Grand Avenue (Tier 2) Day Hospital
combined with Grand Avenue
Day Centre

Ward Manager: Tina Taki
Telephone: 029 2078 8484

Dental Service - Community

The Community Dental
Service provides a service
at community clinics and

a domiciliary service for
older people or people
with disabilities who have
difficulty obtaining dental care.
Referrals are accepted from
all health care professions and
from service users or their
carers.

For further advice on the Community
Dental Service, or to make a referral,
contact:

Riverside Health Centre, Wellington
Street, Canton, Cardiff CF11 9SH

Telephone: 029 2019 0175 Monday
to Friday 9.00 a.m. to 12.30p.m. and
1.30 to 4.30p.m.

Dental Services - Hospital

Cardiff has the benefits of the
only Dental Teaching Hospital
in Wales. In addition to
specialist dental services, the
Examination and Emergency
Department provides a service
for urgent oral and dental
problems and pain relief.

Services:

Referred dental service - Patients
may be referred to the hospital
dental service for specialist dental

treatment. This service is only accessed by referral from a dentist. Treatment may take place in various locations including hospital and smaller dental surgeries.

Emergency dental service - For people who are experiencing a dental emergency (e.g. severe dental pain) and are not currently registered with a dentist. Patients are encouraged to register with a dentist after receiving emergency treatment.

Student clinic - A free dental service delivered by supervised dentistry students. To apply for this service, patients are required to fill in a form at the dental hospital and will then go through a screening process to assess their suitability for the service.

Peripheral Hospitals Dental Service - Provides an emergency dental service to in-patients and routine dental care for patients in rehabilitation and continuing care in hospitals across Cardiff and the Vale. The service also provides advice and sometimes treatment for Day Therapies. The service liaises with the Community Dental Service to ensure access to dental services in the community. The service also provides training in oral health care for a range of health professionals and carers.

Contact: University Dental Hospital, Heath Park, Cardiff, CF14 4XY

Referred dental service -
Tel: 029 2074 2413

Emergency dental service - Tel: 029 2044 4500 (Open 24 hours, 7 days a week)

Student clinic - Telephone:
029 2074 2149

Peripheral Hospitals Dental Service
- Tel: 029 2182 5165

Dieticians

The role of the dietician is to help achieve the best possible nutritional intake, thus leading to a maximised health status. This is done in • collaboration with the service user, carers and members of the multidisciplinary team. Good nutrition will help improve quality of life and also encourage independence for as long as possible.

Community Dieticians - Riverside Health Centre
Telephone: 029 2066 8089

Nutrician & Dietetics Department
Llandough Hospital
Telephone: 029 2071 5281

Referrals can be made by any health professional

Diverse Cymru

Address: 307-315 Cowbridge Road East, Canton, Cardiff CF5 1JD

Telephone: 029 2036 8888

Email: info@diverse.cymru

Diverse Cymru is a Welsh charity committed to supporting people faced with inequality and discrimination because of age, disability, gender identity and reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or beliefs, sex and sexual orientation.

Services include:

- **Advocacy:** Free, independent support with benefits, challenging decisions, raising complaints with services, and more.
- **Direct payments** Supporting people receiving social services care to choose and manage the support to best suit their needs.
- **Black and Minority Ethnic (BME) Mental Health projects:** Providing a recovery based project for BME people living in Cardiff & Vale of Glamorgan. We use focused methods that promote recovery, empowerment and independent living in the community, improving understanding about mental health and the barriers that these

communities face in accessing support and services.

- **BME Mental Health Workplace Good Practice Certification Scheme:** Improving and equipping the mental health and social care sector to better support disadvantaged communities, focusing on improving workplace practice to ensure that the barriers specific to BME people are taken into account in the delivery of mental health services.
- **Volunteer Roles** – Befriending, Community Champions and Peer Support.
- **HYPE Cymru** – Actively helping children and young people with their mental health in Wales, through awareness, engagement activities, and green prescription work.
- **Policy, Engagement and Training:** Diverse Cymru is a specialist provider of equality and diversity consultancy and training courses.

Email us at info@diverse.cymru, or call us on 029 2036 8888 to access one of our services, or to learn more about what we do.

Emergency Duty Work Team (Cardiff and Vale of Glamorgan)

Emergency telephone number:
029 2078 83570

There is a Social Worker on duty to cover emergencies which may occur out of office hours. This line is open from 5.00pm to 8.30am, Monday to Thursday and from 4.30pm Friday to 8.30pm Monday.

Forget-me-not Chorus

Telephone: **029 2236 2064**

Email:
hello@forgetmenotchorus.com

Website:
www.forgetmenotchorus.com

The Forget-me-not Chorus supports people with dementia and their families through weekly singing sessions. They have choirs throughout Wales in communities, care homes and hospitals running in person, and online via Zoom. Virtual singing sessions are available for all to access free via their website. They warmly welcome anyone living

with and alongside dementia to sing together and have fun. You do not need a referral to access the service, and membership is free.

Calon Chorus

Calon Chorus is creating a community of shared experience and support, providing an opportunity to find company and friendship from those in similar circumstances. Through Calon, we offer a joyful and uplifting experience through the power of song, reducing feelings of isolation that can come following a bereavement.

Website:
<https://www.forgetmenotchorus.com/calon-bereavement-chorus/>

Contact: Sarah Teagle,
Administrative Director

Mobile: **07968 169424**

General Practitioners

The family doctor or GP usually arranges for someone to see a specialist Consultant Psycho-geriatrician.

GPs will only do this if they are reasonably sure that the person is suffering from a psychiatric condition and because early symptoms can vary so much, it is often difficult to be certain of this.

It is therefore very important to give the GP an accurate account of exactly what symptoms or behaviour patterns are causing problems and to what extent and how often they occur.

Some conditions can develop which cause similar symptoms and which can be treated with medication so the GP will try to eliminate these possibilities first.

However, if the symptoms or behaviour continue or become worse, then further contact with the GP and a referral to specialist services, like those offered by a Consultant in Old Age Psychiatry, is needed.

Referrals for Psychological and Counselling Services may be made as an alternative to the prescription of medicines.

A 'self-referral' can be made to several organisations, including the Memory Team and Community Mental Health Team for Older People (see entries) who specialise in the assessment and diagnosis of mental health problems in old age.

Note: GP surgeries are closed on Saturdays and Sundays. If you need to contact a GP on a Saturday, Sunday or out of normal working hours you will need to call the 'Out Of Hours Service'. To do this telephone your GP surgery as normal and a recorded message will

give you the Out Of Hours telephone number to ring.

In-Patient Services – Mental Health Services For Older People

There are 7 in-patient wards for older people's mental health spread across three sites: University Hospital Llandough and Barry Hospital. Some of these wards are Acute Assessment Wards specialising in short- term care whilst the others are Extended Assessment Wards delivering longer periods of care.

Acute Assessment Wards

Mental Health Services for Older People has 5 Acute Assessment Wards all based in Llandough Hospital. They offer 8-12 week in-patient assessment and treatment for people with acute mental health needs who cannot be supported in the community due to the severity of their behavioural and psychiatric symptoms. Admissions are prioritised for those in greatest assessed need by a bed management process.

Supported discharge to appropriate placements with follow-up is another key aim of in-patient services.

Referrals and admissions are made via CMHTs for older people or Crisis Services.

Contacts:

Llandough Hospital, Penlan Road,
Penarth CF64 2XX.

Contacts for the individual wards are as follows:

Ward East 10 (Male Dementia),
Llandough Hospital
Tel: 029 2071 5845

Ward East 12 (Female Dementia),
Llandough Hospital
Tel: 029 2071 5848

Ward East 14 (Male), Llandough
Hospital
Tel: 029 2071 5855

Ward East 16 (Female), Llandough
Hospital
Tel: 029 2071 5859

Ward East 18 (Mixed Dementia),
Llandough Hospital
Tel: 029 2071 5865

Extended Assessment Wards

Mental Health Services for Older People has 2 Extended Assessment Wards based in Barry Hospital (the Vale).

Patients assessed in acute wards as meeting "Continuing Health Care" eligibility for their mental health needs can access extended assessment in these extended psychiatric assessment wards. All patients in Extended Assessment Wards are subject to 6-monthly reviews and will move on to appropriate placements if their needs change to the extent that they no longer meet "Continuing Health Care" eligibility.

Referrals usually made from the Acute Assessment Wards in Llandough Hospital.

Contacts:

St Barrucs Ward, Barry Hospital,
Colcot Road, Barry CF62 8YH
Tel: 01446 704 003

Memory Team

Academic Centre, Llandough
Hospital, Penarth CF64 2XX
Contact: Team Secretary,
Janet Morse

Telephone: 029 2071 6961
Fax: 029 2070 4244
Email: memoryteam@wales.nhs.uk

Cardiff Memory Team consists of: medical doctors, nurse specialists, clinical psychology and speech and language therapy staff.

Cardiff Memory Team is a multi-professional team that specialises in the identification, assessment and management of older people with memory problems. They will arrange for a person with memory problems or other cognitive problems to have a full medical and psychological assessment in order to arrive at a diagnosis. Once this has been achieved appropriate care, treatment and support for both the person and family/carers are planned. Referrals often come from GP's, but the team is always ready to discuss situations with other professionals.

Mental Health Services For Older People (MHSOP) Community Services

The Community Mental Health Teams provide first-line assessment and follow-up treatment and care to patients in the community with dementia, and elderly people with other mental health problems. The service is multi-professional and is Local Authority led.

The Cardiff and Vale of Glamorgan Community Mental Health Teams

MHSOP Community Services,
Llanfair Unit, University Hospital
Llandough, Penlan Road, Llandough
CF64 2XX
Telephone: 029 2187 2845

North Cardiff
Telephone: 029 2182 4470

South and East Cardiff
Telephone: 029 2182 4462

West Cardiff
Telephone: 029 2182 4461

Eastern Vale
Telephone: 029 2182 4464

Western Vale
Telephone: 029 2182 4464

Care Home Liaison
Telephone: 029 2182 4466
029 2182 4472

Mind in the Vale of Glamorgan

**NB Please check with Mind in the
Vale with regard to any changes
COVID 19 may have made to the
services listed below**

Main office: The Old Cadoxton Clinic,
31 Barry Road, Barry, CF63 1BA

Telephone: 01446 730792

Email: admin@mindinthevale.org.uk

Website: www.mindinthevale.org.uk

Mind in the Vale of Glamorgan aims
to develop services which:

- Are based on the wishes, needs and rights of people who use the service
- Work to support and empower people with mental health problems
- Assist in developing 'good practice' in mental health services.
- Raise public awareness of mental health services.

We provide three open access Mental Health Resource Centres which serve distinct geographical communities within the Vale of Glamorgan (East, Central and West Vale). They are:

- Mind in the Vale (Mental Health Resource Centre) Barry Centre
- Mind in the Vale (Mental Health Resource Centre) Penarth Centre
- Mind in the Vale (Mental Health Resource Centre & Outreach) Western Vale Project

They provide:

User-led social activities

Information on a wide range of mental health and community resources

Signposting to appropriate specialist and general support

Access to well-being and complementary therapy groups/ courses and training

Activities & volunteering opportunities to help people fulfill vocational or educational potential

Mind in the Vale also run charity shops in Barry and Llantwit Major, offering volunteering opportunities to Service Users.

For more information contact the main office on **01446 730792**.

Parkinson's UK (Cardiff and Vale Services)

Parkinson's Local Adviser Service (Delyth Pritchard) can be accessed via the Parkinson's UK Helpline

Parkinson's UK Helpline Telephone: **0800 800 0303**

Email: hello@parkinsons.org.uk
(emails answered within 5 working days)

Website: www.parkinsons.org.uk

Parkinson's Nurse Specialists in Cardiff & Vale: Tracy Williams or Sandra Mahon

Telephone: **029 2031 3838**

Our aim is to find a cure and improve life for everybody affected by Parkinson's Disease which is

a complex, progressive, neuro degenerative condition that has a significant impact on all aspects of life for the person affected and their family. We do this through: all aspects of life for the person affected and their family. We do this through:

- Providing expert information on Parkinson's via our helpline, website, printed materials and local advisers.
- Funding ground breaking research into the condition – the causes, symptoms, effective treatments and ultimately a cure.
- Offering local friendship and support to those living with the condition, their families and carers via a network of volunteer led groups.
- Campaigning for fair treatment and uniform access to high quality services regardless of where people live and improving decision makers and the general public's understanding of the condition which affects over 8,500 people in Wales (a number which is only set to grow as we develop an increasingly elderly population).

There are a number of groups in the Cardiff and Vale area (as listed below), but due to current covid restrictions only one (Cardiff Branch) is meeting via Zoom. There are plans to resume face to face

activities as covid restriction are lifted. For more information please contact Rebecca Lydon, Volunteer co-ordinator

Email: rlydon@parkinsons.org.uk

Telephone: [0344 225 3714](tel:03442253714)

Branch Support Groups:-

Cardiff Branch: Bethel United Reformed Church, Community Hall, Llangranog Road, Llanishen, 2nd Tuesday of the month at 11am.

Vale of Glamorgan Support Group: Resource Centre, Murchfield Hall, Sunnycroft Lane, Dinas Powys. 1st Tuesday of the month at 2pm

Parkinson's Cafés

Whitchurch Community Centre, Old Church Road, Whitchurch, CF14 1AD - 1st Tuesday of the month 11.00-12.45

Rhydypenau Library, Llandennis Rd, Cyncoed CF23 6EG – 3rd Monday of the month 10.30-12.30

St Mellons Community Hub, Crickhowell Rd, Cardiff CF3 OEF – 3rd Tuesday of the month 10.30-12.30

Ely & Caerau Community Hub, Cowbridge Road, West, Cardiff CF5 5BQ – 1st Wednesday of the month 10.30-12.30

Llantwit Major Parkinson's Cafe, Llantonian Community Hall, off

Boverton Road, Llantwit Major CF61
1TF. 3rd Wednesday of the month
1.30 to 3.30pm

Live Loud!

Live Loud! is a free, fun and sociable Parkinson's UK group that meets every fortnight via Zoom. We have five groups which are run by trained volunteers.

It is estimated that about 80% of people who have Parkinson's have voice or communication difficulties. As with other symptoms of Parkinson's the "use it or lose it" maxim holds true and Live Loud! aims to offer people with Parkinson's activities that provide opportunities to use their voices.

The groups are welcoming and supportive and where the aim is to be heard, so volunteers and other group members encourage each other to speak loudly and clearly.

We discuss social strategies to help with voice problems and try to have fun alongside the work.

We have a set of Ground Rules that we ask people to observe so that everyone gets a fair opportunity to use their voice during sessions.

Live Loud! on Zoom

We are beginning a new series of All Wales Live Loud! sessions in September. Live Loud! is a volunteer-led voice support

programme designed to improve your vocal confidence. It's free and open to anyone with Parkinson's living in Wales.

Registration is now open. You will need a laptop, smartphone or tablet and internet connection to access the sessions. We can help you if you haven't used Zoom before.

We also run Zoom groups for people living in Cardiff, Monmouthshire and Newport as well as a drop-in group for people who have previously attended Live Loud! and live anywhere in Wales. For more information please contact Karin Chandler

Email: kchandler@parkinsons.org.uk

Telephone: 07966 827887

Primary Mental Health Support Service (PMHSS)

What is the Primary Mental Health Support Service (PMHSS)?

The PMHSS is a service for people of all ages living with common mental health issues, including children and older people.

Examples include low mood, feeling anxious, stressed or overwhelmed. You may also access the service for a specific concern related to your psychological wellbeing.

The service is for people who want to try new ways of helping themselves. We assist individuals in developing a personal action plan to address mental health needs.

The PMHSS covers all areas of Cardiff and the Vale of Glamorgan. It is provided by the NHS free of charge.

The PMHSS is not designed for people requiring urgent assistance or long term support.

About us:

The team is made up of professional staff from a variety of mental health backgrounds.

The service is recovery focused. This means that each person will be supported to identify goals that are important to them.

We strive to contact each person within 28 days of a referral to offer a telephone assessment, followed by information and advice about appropriate local support services or short term work directly with a member of the team.

What can we offer?

There will be a range of educational and therapeutic evidence-based courses offered. Some examples of themes include:

- Stress Control
- Mindfulness
- Acceptance and Commitment Therapy (ACT)
- CBT for anxiety and depression
- Anger Awareness
- Behavioral Activation

Groups will be run in community venues in your local area.

The staff work closely with other services within your community that might be of benefit to you.

In some circumstances, you will be able to meet with a member of staff in person.

How to access the service

Speak to your GP or a member of your local community health team if you feel this service might be appropriate for you.

Your GP/ mental health worker will be able to refer you to the service with your permission

Contact

PMHSS, Hamadryad Centre,
Clarence Embankment, Butetown,
Cardiff CF10 5UY

Telephone: 029 2090 6210

Julian Willett (PMHSS Manager)

Tel: 029 2090 6259

Re-Live

Re-Live is an award-winning charity, based in Cardiff, providing a dynamic programme of Life Story Theatre, Arts in Health group work and experiential training.

We offer online and in-room creative Life Story groups supporting people's mental health and wellbeing. Currently, we are running the following online groups:

- Memoria – online Zoom group for people living with dementia, their loved ones and carers. Meets weekly, on Thursdays.
- SPARK – online Zoom groups for isolated and lonely individuals in Wales, 50+. Meet weekly on Tuesdays and Wednesdays, until the end of July 2021.
- Coming Home To The Arts – our arts participation strand for military veterans and families. Our work with this group includes a weekly online drama group, our Coming Home choir (which will be expanding later this year to three in-person choirs meeting in South, North and West Wales), and our online

group for military veterans wanting to create a Life Story comic based on their experiences of military service and civilian life.

In addition, Re-Live also provide online training to Health and Social Care professionals in Experiencing Dementia, Compassionate Communication and working with Life Story online.

For more information, please visit: www.re-live.org.uk

Questions or enquiries should please be sent to Re-Live Artistic Director, Karin Diamond karin@re-live.org.uk

Red Sea House

Contact Abdi Sugulle on 029 2048 0078.

Alternatively, contact Taff Housing Association, Bex Gingell, Support manager, Taff Housing Association, 307-315 Cowbridge Road East, Canton, Cardiff CF5 1JD.

Telephone: 029 2025 9176

Email: info@taffhousing.co.uk

Red Sea House aims to provide good quality affordable housing for community elders. This scheme is designed for the needs of older people from the Black and Minority Ethnic backgrounds.

There are 15 self-contained flats located on Maria Street, Butetown, which benefit from the provision of a 24-hour emergency alarm service, as well as a scheme manager on site each day from 9am to 5pm. They are owned and managed by Taff Housing Association.

There are 13 x 1 bedroom flats and 2 x 2 bedroom flats in the scheme, all have walk-in showers. The flats have fully fitted kitchens, complete with cookers, washing machines, and fridges

Red Sea House also provides:

- A resident's lounge with internet access
- Weekday option to purchase a freshly prepared meal
- A large community space available for hire

The Scheme Manager will assist with the following:

- Applying for benefits and grants
- Managing money and paying bills
- Translation
- Complying with your tenancy obligations, including paying rent
- Emotional support

This service is available to people over 50 years of age from a black and minority ethnic background. For further information, see contact details above.

RNIB

RNIB Cymru is Wales' largest sight loss organisation. We provide a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss.

Contact us

Address: RNIB Cymru, Jones Court, Womanby Street, Cardiff, CF10 1BR.

Telephone: 0303 123 9999

Email: cymru@rnib.org.uk

Twitter: [jo@samaritans.org](https://twitter.com/jo@samaritans.org)

Here's the link to the website page with info about Charles Bonnet syndrome: <https://www.rnib.org.uk/eye-health/eye-conditions/charles-bonnet-syndrome-cbs>

The page includes a link to downloadable guides available in Word or .pdf format. There's also a group called Esme's Umbrella, which campaigns for greater awareness of CBS: <https://charlesbonnetsyndrome.uk/>

Samaritans Cardiff & District

Samaritans, Ground Floor,
62 Cowbridge Road West, Cardiff
CF5 5BS

24 hr Freephone Number: **116 123**
Welsh language line 7pm-11pm:
0808 164 0123

Email: jo@samaritans.org

Website: www.samaritans.org/wales

We're here for you. Whoever you are, whatever you're going through, we're here to listen and provide you with confidential emotional support.

For branch opening times please visit: www.samaritans.org/branches/cardiff/

COVID 19 Unfortunately we are unable to accept personal callers at the branch during the pandemic.

Solace- Cardiff & Vale UHB

1 Park Road, Whitchurch, Cardiff,
CF14 7BP
Telephone: **029 2183 2562 / 2565**

9am – 5pm Monday to Friday
- Answer phone facility will be operating during busy periods

Are you a relative or friend of someone over the age of 65 years who has a diagnosis of a dementia or other mental health condition?

If so, Solace could help

What is Solace?

Solace is a service that sits within Mental Health Services for Older People at Cardiff and Vale University

Health Board

Solace aims to provide support and education to carers of people

who have been diagnosed with a dementia, depression, bipolar or late on-set psychosis.

Who is a carer?

The term 'Carer' refers to relatives or friends who provide support physically, emotionally and socially on an unpaid basis. The term is used to distinguish family and friends from professionals such as care workers and domiciliary workers. Caring for a partner, relative or close friend with mental health difficulties can be demanding and stressful and it's important to acknowledge that the needs of a carer are as significant as the person they are caring for.

Dementia - Dementia is an umbrella term, of which the two most common forms are vascular dementia and Alzheimer's disease.

Dementia is a progressive illness of the brain that causes a decline in a person's ability to remember, reason and communicate. There may also be changes to personality, behaviour and mood.

Depression - Depression is characterised by a loss of interest and enjoyment in ordinary things and experiences, low mood and a range of associated emotional, cognitive, physical and behavioural symptom

Bipolar - Bipolar is when someone suffers from episodes of high mood (mania) and low mood (depression) which disrupts their life.

Late-onset psychosis - People with late-onset psychosis often develop strange ideas and delusions. A psychosis can often lead to disturbances in thought, emotion and behaviour, leading to disruptions in a person's life.

What we offer

We offer free support and education to carers of older people with any type of mental health difficulty.

Listed below is a short summary of services Solace offers.

• Telephone support line and call back service

Carers can contact Solace to talk, ask questions and gain practical information.

We are not a 24 hour service. However, if you would like to talk to a member of the team, you can leave your contact details on our answer machine and we will get back to you.

• One to one support

By appointment only, Carers can talk to a member of the team by visiting Solace or in the Carer's own home.

• Carer support groups

A number of weekly and monthly Carer support groups run within Cardiff and the Vale of Glamorgan, for Carers to come on their own or with the person they care for.

• Information & Signposting

Solace has access to a wealth of literature that is relevant to those in a caring capacity, as well as information about other organisations which may be helpful.

• Carers Education Workshops

These workshops deal with topics that Carers can attend individually as a one off workshop or as part of a series of 4 workshops.

• Carers Education Forum / Cognitive Stimulation Therapy

This is an informative discussion group for the Carer and a researched and recognised therapy for the person with a diagnosis of dementia.

The course consists of 14 sessions run over a period of 7 weeks.

- **Individualised Cognitive Stimulation Therapy (CST)**

Solace support workers can enable and assist carers deliver their own CST programme within the home for the person with dementia.

Confidentiality

All calls and visits to Solace will be treated with the utmost confidentiality and all callers have the right to remain anonymous

How to access Solace

You can self-refer to Solace by calling us or a friend or relative can call us on your behalf.

Other ways to refer

We accept referrals from Primary Care services, e.g Memory Team, GP practices and Community Resource Teams. In addition, referrals can be received from primary and secondary mental health services, such as CMHT's, Primary Care Liaison Service and other teams within Mental Health Services for Older People. We also accept referrals from Local Authorities and Third Sector Organisations for residents within Cardiff and Vale of Glamorgan.

Speech, Language And Communication

Speech and language therapy - support with communication, and eating, drinking and swallowing.

Speech and language therapists (SLTs) support people with memory problems, dementia, and related conditions, to live well by assessing their needs and delivering direct interventions to support communication, and eating, drinking and swallowing. SLTs also support and train other professionals to recognise dementia-related symptoms and to support each person as an individual.

Changes to communication are a common symptom of dementia. An inability to communicate effectively can result in frustration, low mood, reduced confidence and social withdrawal; it's therefore increasingly being recognised that adequate support for communication is important. SLTs are uniquely qualified to assess an individual's ability to understand and to communicate that understanding to optimise a person's choice, degree

of control and capacity to consent to treatment and care.

Furthermore, SLTs play an important role in the assessment and management of eating, drinking and swallowing problems (dysphagia). Dysphagia can result in malnutrition and dehydration, and can increase the risk of repeated chest infections, pneumonia and choking – adequate management aims to reduce these risks.

Within Cardiff and the Vale of Glamorgan a Speech and Language Therapist works as a member of the Memory Team. Referrals are accepted from any agency, including self-referral.

For further information contact:

The Memory Team
3rd Floor, Routledge Academic
Building, University Hospital
Llandough CF64 2XX

Telephone: external 029 2182 6975
or internal 26975

Working Days: Monday, Tuesday & Wednesday

Mental Health Services for Older
People (MHSOP) Inpatients

Adult Speech & Language Therapy
Office, Llandough Hospital, Penlan
Road. CF64 2XX

Telephone: external 029 2182 5255
or internal 25255

Working Days: Thursday & Friday

Telecare (Cardiff) - Community Alarm Service

Cardiff Centre, Wilcox House,
Dunleavy Drive, Cardiff Bay,
CF11 0BA

Telephone: 029 2053 7080

Telecare Cardiff is a 24-hour emergency response service provided by the local council. This service offers peace of mind to all those connected to the service and enables people to call instantly for help 24 hours a day, 365 days a year. The calls are received at the Control Centre which is staffed by a team of experienced Operators and Mobile Wardens.

For more information visit:
<https://www.telecarecardiff.co.uk>

Telecare (Vale of Glamorgan) - Community Alarm Service

Telephone: 01446 700111

TeleV is a responsive and sensitive emergency alarm service provided 24 hours a day, 365 days a year by the local council. It offers peace of mind and improved personal safety and security to any member of the community who wishes to continue living independently.

Email:
telecare@valeofglamorgan.gov.uk
for more information.

The Stroke Association

Associate Director for Wales: Katie Chapelle

Telephone: 029 2052 4400

The Stroke Association is the only national charity solely concerned with helping everyone affected by stroke. Our vision is to have a world where there are fewer strokes and all those touched by stroke get the help they need. We provide local support services for those affected

by stroke. To find out more, please speak to our Stroke Helpline.

For more information on what is available locally, publications or a listening ear please contact the Stroke Helpline:

Telephone: 0303 3033 100
Email:
BusinessSupport@stroke.org.uk

Vale of Glamorgan Veterans Advice Service

Telephone: 07725704655 Email:
awarburton@valeofglamorgan.gov.uk
veteranservice@valeofglamorgan.gov.uk

Twitter: @covenantwales

Visit our Website at
www.valeofglamorgan.gov.uk/VeteranAdvice

Vale of Glamorgan Council, Civic Offices, Holton Road, Barry CF63 4RU

Services offered

The Veterans Advice Service provides free, impartial, dedicated information, advice and support to members of the Armed Forces Community within the Vale of Glamorgan.

The service covers a range of areas, including advice on Benefits, Council Tax, Adult Social Care, Finances, Employment and Housing.

Whether you're currently serving in the armed forces, or have previously served, you and your family can access our service for advice and support.

Veterans' Mental Health Support Group

Matthew Salisbury

Telephone: 029 2022 2000

Email: matthew@cavamh.org.uk

The Veterans' Mental Health Support Group was founded to give special consideration to the welfare of veterans. Veterans are defined as those who have undertaken at least one days paid service in the Armed Forces of this country, or Merchant Navy personnel who have served in a theatre of war. Veterans will include those who served in the Second World War, did National Service as well as those who have served more recently.

The group has been formed to:

- Act as a means of communication between the veteran and those planning and delivering mental

health and welfare services

- Provide a source of information about mental health services in the South Wales Area
- Represent veterans' concerns at service provider planning meetings, especially at local authority and University Health Board levels

While the Support Group can be contacted at Nexus' office at cavamh, it works in liaison with:

- Vale of Glamorgan Council and Cardiff City Council through the Armed Forces Covenant
- All Wales Veterans Welfare Service
- The Armed Forces Forum
- Serving members of the Royal Navy, the Army and the Royal Air Force
- Reserve Forces and Cadets Association for Wales
- Cardiff and Vale University Hospital Board
- Woody's Lodge based in Amelia Trust Farm, Barry
- Veterans NHS Wales
- Combat Stress
- Vale 50+ Group

Veterans' NHS Wales

Psychology & Psychological
Therapies Centre, Second
Floor, Cardiff Royal Infirmary,
Glossop Road, Cardiff, CF24 0SZ

Telephone: 02921 832261

Email:

Admin.vnhsWC&v@wales.nhs.uk

- A specialised, priority service for individuals who have served in the Armed Forces, at any times in their lives and who are experiencing mental health difficulties related specifically to their military service.
- Any veteran living in Wales who has served at least one day with the British Military as either a regular service member or as a reservist and has a 'service related psychological injury' is eligible.
- The primary aim of Veterans' NHS Wales is to improve the mental health and wellbeing of veterans with a service related mental health problem.
- Self-referrals and referrals by families or other agencies are accepted. This can be done via our website: veteranswales.co.uk
- Once referred to the Veterans' NHS Wales Service, the veteran will be contacted to opt-in to the service, and then an assessment offered.
- During the assessment, the veteran will be asked to describe their current problems/symptoms and their effects on day to day activities. Information is also gathered regarding his/her background, military service and any previous difficulties.
- Following the assessment an agreed therapeutic plan will be developed and the veteran supplied with relevant information on how they can be assisted and/or treated. If required, specialist services will be contacted on behalf of the veteran to provide an evidence based package.
- Each Local Health Board (LHB) has appointed an experienced clinician as a Veteran Therapist (VT) with an interest or experience of military (mental) health problems. Veterans work collaboratively with a VT throughout assessment and therapy.
- The veteran may also be signposted to veteran charities for help with debt management, benefits and war pension/armed forces compensation claims as indicated.
- Veterans' NHS Wales is not a crisis service.

Voluntary Emergency Service Transport (VEST)

Caroline Cook, VEST Transport, Unit
45 Portmanmoor Road Industrial
Estate, Cardiff CF24 5HB

Telephone: 029 2049 0335

Email: vest@talktalk.net

Website:

www.vestcardiff.talktalk.net

VEST provides door to door transport to people who are unable to access conventional transport due to old age, disability or isolation.

Services are tailored for both groups and individuals, contact us for more information.

Wales Dementia Helpline (C.A.L.L.)

See also C.A.L.L. Helpline for mental health support other than dementia.

Freephone: 0808 808 2235 (Open 24 hours a day) or text 'help' to 81066

Website:

www.dementiahelpline.org.uk

Supporting carers & people living with dementia in Wales.

Offering a confidential listening support service.

The helpline offers emotional support to anyone, of any age, who is caring for someone with dementia as well as other family members or friends.

The service will also help and support those who have been diagnosed with dementia.

Woody's Lodge

Contact: Sian Woodland,
Deputy CEO.

Telephone: 01446 781792

WOODY'S LODGE is based at Amelia Trust Farm, 5 Mile Lane, Barry CF62 3AS, and provides veterans, emergency services and their families with a safe environment. Please contact us if you wish to visit.

North Wales - Eirias Park, Abergele Road, Colwyn Bay, LL29 8BN 01492 533954
Mon - Thu 10am - 3pm

West Wales - Penlan Farm, Penrhiwpal, Llandysul, SA44 5QH 01559 361328
Mon - Thu 10am - 3pm

Younger People With Dementia (Cardiff & The Vale)

Younger Onset Dementia (YOD)

Team, Dr Dragana Turic, Consultant Psychiatrist

Cariad Unit, Barry Hospital, Colcot Road, Barry, CF62 8YH

YOD Team Lead: Mark Jones

Medical Secretary: Karen Warlow

Telephone: 01446 454200

Email: Yod.Service@wales.nhs.uk

The Cardiff and Vale University Health Board Younger Onset Dementia Service is a specialist and dedicated service for people who receive a diagnosis of dementia under the age of 65, and for their carers and families.

The Alzheimer's Society (Dementia UK, 2014) states that there are over 40,000 younger people aged between 30 and 65 living with dementia in the UK (2,221 in Wales). Younger people may have different needs to older people - they may:

- Be in work at the time of diagnosis
- Have a partner who still works
- Have dependent children still living at home

- Have ageing parents who they need to care for
- Have financial commitments, such as a mortgage
- Be more physically fit and active
- Be more aware of their illness in the early stages
- Find it harder to accept and cope with losing skills at such a young age.

The course of the illness may also be different in so much as it is likely to more rapidly progress in working age adults and be more complex and challenging in its presentation. Also rarer dementias are more commonly diagnosed. Hence the need for a specialist service.

The Younger Onset Dementia Service

The Younger Onset Dementia Service offered by Cardiff and Vale University Health Board provides support after diagnosis in the following ways:

- Offering clients, carers and families a named point of contact for information, advice and support (Dementia Care Advisor).
- Arranging frequent outpatient clinic based review with specialist clinical staff.
- Facilitating access to psychological therapies, including post diagnosis support, cognitive

stimulation therapy and carers support groups.

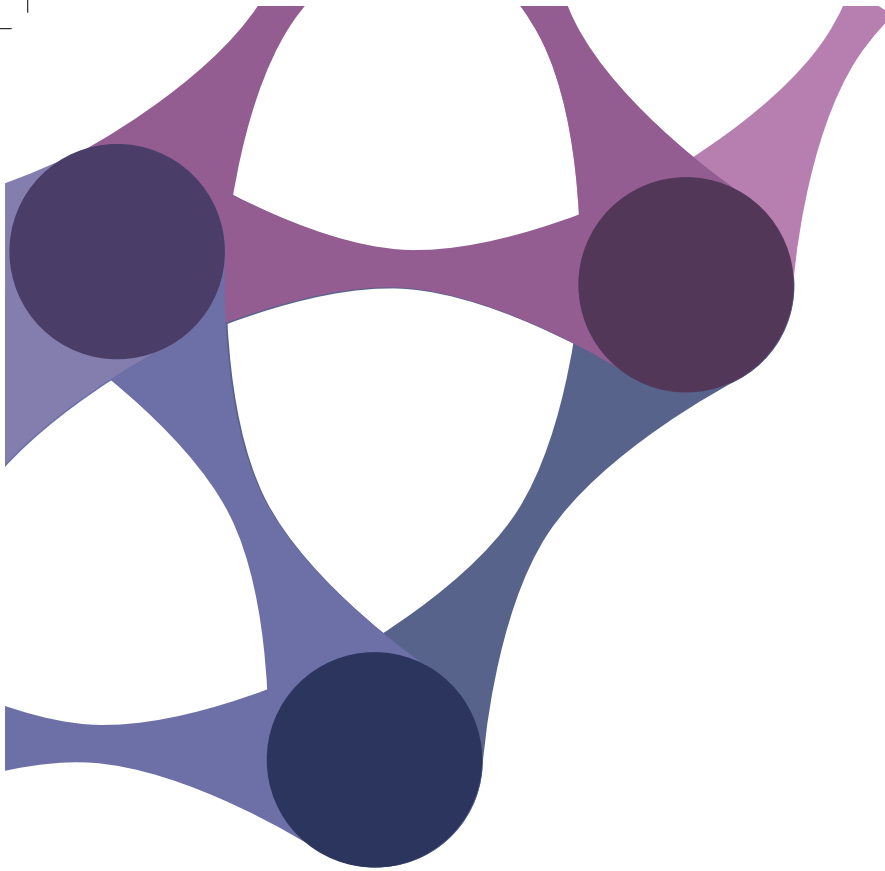
- Facilitating access to social and physical activities, including walking group and supported gym sessions.
- Arranging weekly sessional support with Family Support Workers to enable community engagement and continuation of interests. Also enables carer respite.
- Enabling access to specialist therapy and psychology input as required, with MDT membership from the professions of clinical psychology, occupational therapy, physiotherapy, dietetics and speech and language therapy.
- Accessing psychiatric review, day hospital assessment and inpatient assessment as required and care coordination for clients needing access to secondary mental health care under the Mental Health Measure (Wales) 2010. Consultant psychiatrist and community mental health nursing also represented on the membership of the MDT.

The YOD Service provides ongoing support for clients, carers and families for the duration of the illness or until the person reaches age 70, when they are passed on to older peoples' mental health services if their condition is stable.

Covid 19 - During the pandemic, the service has evolved weekly remote Cognitive Stimulation Therapy sessions and remote Tai Chi exercise sessions. As the service further evolves, remote forms of engagement to enhance client and carer therapeutic work, and facilitate assessments and reviews of need will continue to feature.

40





carers & service users involved in older people's mental health



*Gweithredu dros lechyd Meddwl Caerdydd a'r Fro
Cardiff and Vale Action for Mental Health*

Nexus is part of cavamh

Registered Charity No. 1148312 / Company No. 8000094

For more copies please contact:
nexus@cavamh.org.uk | 029 2022 2000

84 Glebe St, Penarth CF64 1EF

www.cavamh.org.uk