



# **Age Alliance Wales Directory of Services 2016**

# Age Alliance Wales

Tŷ John Pathy  
13/14 Neptune Court  
Vanguard Way  
Cardiff CF24 5PJ



Age Alliance Wales (AAW) was set up in 2003 and funded by the Welsh Government. It is a powerful alliance of 21 national voluntary organisations committed to working together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales. Collectively AAW member organisations possess extensive service development and service delivery knowledge in a range of policy areas. All organisations also act at a strategic as well as an operational level and many are membership based.

## Age Alliance Wales aims to:

- represent the concerns and further the interests of older people in Wales to policy makers, strategic planners, and funders,
- maximise the ability of each member organisation to fulfil their role of promoting the well being of older people, and
- work with, and for older people through the co-operative use of the knowledge and expertise contained within the membership of Age Alliance Wales.

## The following organisations represent Age Alliance Wales:

Action on Hearing Loss Cymru	Carers Trust	Royal Voluntary Service Cymru
Age Connects Wales	Carers Wales	Sense Cymru
Age Cymru	Contact the Elderly	The Stroke Association Wales
Alzheimer's Society Wales	Cruse Cymru	Volunteering Matters Wales
Arthritis Care in Wales	Deafblind Cymru	
British Red Cross in Wales	Disability Wales	
British Lung Foundation	NIACE Cymru	
Care & Repair Cymru	PRIME Cymru	
	RNIB Cymru	

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# Action on Hearing Loss

Ground Floor  
Anchor Court (North)  
Keen Road  
Cardiff CF24 5JW



## Services offered:

We are experts in providing a wide range of services and support for people with hearing loss and tinnitus. We offer practical advice to help people protect their hearing; campaign to change public policy around hearing loss issues; signpost to local organisations and support groups, supply communication services and training; provide day-to-day care for people who are deaf and have additional needs; support research into an eventual cure for hearing loss and tinnitus.

## Current areas of work:

**Hear to Meet** – our Big Lottery Funded project to reduce isolation of older people with hearing loss across Wales. There are 44 local groups pan Wales supported by volunteers.

**Hear to Help** – volunteer-led support to help people get the best use of their hearing aids.

**Information & Advice** – We provide a comprehensive service in Wales, dealing with enquiries, giving talks & signposting to relevant organisations to meet people's needs.

**Care & Support** – We personalise our service to every individual, so that people who are deaf, deafblind or have a hearing loss and additional needs can live everyday life the way they want.

**On Line Today** – We are able to support people with a hearing loss to get online and feel confident using technology in their every day lives.

**Quality care** - in hospitals & residential care homes, raising awareness of hearing loss to members of staff to help improve their environment.

**Products** – ensuring that people with hearing loss have access to quality assistive devices and products to make their lives easier and safer.

## Recent publications:

### **Supporting people with sensory loss - 2015**

Best-practice guide for housing providers.

### **All Wales Standards - 2013**

Standards for accessible communication & information for people with sensory loss.

### **Hearing Matters - 2015**

Why urgent action is needed on deafness, tinnitus and hearing loss across Wales.

**Key statistics:**

575,500 people in Wales have hearing loss.

The numbers of people with hearing loss is set to grow – by 2031 there will be more than 800,000 people in Wales with hearing loss.

The World Health Organisation predicts that by 2030 adult onset hearing loss will be in the top 10 disease burdens in the UK.

70% of people over the age of 70 have a hearing loss.

300,000 people in Wales would benefit from using hearing aids – one in ten.

People take an average of 10 years to seek help for their hearing loss.

**Strategic:**

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**Other:**

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**Communication Services**

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Email: [communication.services@hearingloss.org.uk](mailto:communication.services@hearingloss.org.uk)

**Care and Support**

Cath Booth

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# Age Connects Wales

Age Connects Cardiff  
c/o Principality House  
rear of Taff Street  
Pontypridd CF37 4TR



age  
connects  
wales.

## Services Offered:

Age Connects Wales is a social enterprise made up of six local, independent Age Connects organisations with over 40 years' experience. Together, our member organisations support in excess of 45,000 clients directly and many more through our marketing and outreach delivery strategies. Our philosophy is to make our services as accessible as possible, so we offer differing levels of support across 11 of the 22 local authority areas in Wales.

The number of older people living in Wales continues to increase, and by 2020 there will be almost 700,000 people aged over 65. Our ability to work across the country with those that share our aims and objectives ensures that we are able to respond to this increasing need, whilst at the same time taking proactive measures to campaign and influence to improve the lives of all older people in Wales. We currently have over 570 active volunteers throughout Wales. Last year alone, they dedicated over 118,000 hours of support which carries an in-kind economical value of over £1.6 million.

Age Connects Wales is made up of the following independent organisations:

Age Connects Cardiff and the Vale (ACCV) -	02922 400 029
Age Connects Morgannwg (ACM) -	01443 490650
Age Connects Neath Port Talbot (ACNPT) -	01639 617333
Age Connects North East Wales (ACNEW) -	08450 549969
Age Connects North Wales Central (ACNWC) -	01745 816947
Age Connects Torfaen (ACT) -	01495 769264

It is important to us that each of our six parts remains independent and with community at their core. Each organisation will continue to focus their efforts on delivering outstanding services for older people in their local area – but together we have the ability to stand as one as we work with government, local authorities, fellow charities and organisations to improve services for older people in Wales.

## Contact Details:

### Strategic:

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### Information:

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**Web:** [www.ageconnectswales.org.uk](http://www.ageconnectswales.org.uk)  
**Twitter:** @AgeConnectWales

Each organisation provides our core services, which include:

**Information, Advice and Welfare Benefits**  
**Befriending**  
**Independent Advocacy (various specialisms)**  
**Activities Programme**  
**Nail Cutting**  
**Volunteering**  
**Specialist advant~AGE Products and Services.**

In addition to these, each organisation provides services that are specific to their own geographical area of benefit. Below is a short explanation of the various services available:

**Information, Advice and Welfare Benefits** - A confidential service offering a range of support to help people maximise income, live independently, and utilise services.

**Independent Advocacy** – We can help with various advocacy matters, including safeguarding issues involving abuse or neglect. In addition, ACCV provide advocacy for people affected by cancer and ACNEW have specialist services for victims of abuse/hate crime with support available to navigate the criminal justice system.

**Befriending** - Services aim to reduce loneliness and isolation and empower independent living. Schemes encourage the formation of friendship groups and offer reciprocal and on-going support. Practical support such as shopping, transport and small DIY tasks (ACCV) and specialist bereavement support (ACM) is available in some areas. Telephone befriending and onward referrals are also provided.

**Nail Cutting** - This chargeable service is available at outreach locations and hospitals, with home visits available for those with mobility problems.

**Activity Programmes** - We deliver a range of self-sustaining activities which encourage and improve physical and emotional health and well-being. Activities are delivered through a structured programme or through service user consultation in a number of different venues

**Hospital Discharge Service** - Provision of short term flexible support on discharge from hospital. This includes care, shopping, domestic chores, meal preparation and confidence building.

**Dementia Support Service**- Includes instructed and non-instructed advocacy, advice and safeguarding. ACNWC also provide social and therapeutic horticulture.

**Outreach Programme** – Working within isolated and rural communities to establish self-sustaining activities, reduce isolation and ensure all older people have access to services. Community lunches are available at ACNPT's Link-AGE Service.

**Home Support Services** - Chargeable services that can be tailored to individual need and help with general housework, cleaning, ironing, assisted visits and shopping. ACNWC's Paper Pals can reduce junk mail and co-ordinate diaries and appointments.

**Supporting People** - Floating services that aim to help people maintain and improve independence and quality of life. Support available on a wide range of issues from housing, social inclusion and well-being, to managing finances and correspondence

**Home Fire Safety / Energy Efficiency Audits** - Provision of free Audits for high risk people that aim to improve safety and reduce excessive energy bills.

**Will Writing, Power of Attorney** - Partnership with independent solicitors provide a professional and reliable service. Free general legal appointments are also provided by ACNPT.

**Conference/Meeting Room Facilities** – Various facilities are available for hire that range from small training rooms to larger conference venues.

**Health Suite** - A fully equipped beauty salon offering a wide range of products, therapies and treatments (ACT only).

**Outside Catering** - Hot and cold buffet delivery service available for businesses or individuals (ACT only).

**Community Engagement** – An opportunity to comment on the quality and range of services available. For those not already engaged, ACM's Breakthrough Project and ACNPT's Chatter Matters aim to increase their involvement and participation

**Money Wise Service** - Help to balance your budget and deal with the rising cost of everyday living

**Speak Up** - Available in residential care homes to build and maintain confidence and self-esteem.

**For more information on any of our services and/or a list of geographically specific services that are provided in your area, please get in touch.**  
**0845 305 4134**

# Age Cymru

Tŷ John Pathy  
13/14 Neptune Court  
Vanguard Way  
Cardiff CF24 5PJ



## **Services offered:**

*Age Cymru is **the** national charity for older people in Wales. We're working to create an age friendly Wales and invite you to join us on the journey.*

*We work with our local Age Cymru partners to improve the lives of older people. We celebrate ageing and believe it presents unprecedented opportunities and challenges at home and abroad. We challenge ageist prejudice in society.*

***We help people enjoy a better later life by providing life-enhancing services and vital support.***

*Our practical services help people stay independent at home and carry on doing the things they love most. We also work to tackle isolation and sustain good health.*

***We will keep developing products that are specifically designed for people in later life.***

*We provide services that address market failures, and support the public and private sectors to design age-friendly products and services.*

*Our network of shops will act as a focal point for the local community, providing information and help with local services.*

***We provide advice and information on the telephone, in person, through our publications and online.*** *Our information and advice service offers support to on a wide range of issues - from claiming benefits, to staying fit and healthy.*

***We work in Wales, championing older people's rights and needs.*** *Age Cymru campaigns alongside older people for changes in legislation, policy and practice that will bring a better later life.*

## **Current areas of work:**

*We provide confidential, impartial, expert information and advice for free.*

*We help people to claim their entitlements.*

*We celebrate creativity in later life through our Gwanwyn Festival.*

*We make physical activity available.*

*We work to make residential care a positive experience through our My Home Life Cymru programme.*

*We promote healthy living throughout the year.*

**Recent publications:**

*Impact report - We're here for you*

*Life on a low income*

*Creating an age friendly Wales*

*More money in your pocket*

*Winter wrapped up*

**Newsletters**

*Ein Llais*

*Circulation*

*Elder Abuse*

*The Loop*

*E newsletter*

*My Home Life Cymru*

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# Alzheimer's Society

16 Columbus Walk  
Brigantine Place  
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Cardiff CF10 4BY

Alzheimer's  
Society

Leading the  
fight against  
dementia

## Services offered:

*Alzheimer's Society works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Our local services include day care and home care for people with dementia, as well as support and befriending services to help partners and families cope with the demands of caring. From Alzheimer's Café's and innovative 'singing for the brain' sessions to memory-book projects and group outings, our services provide both practical support and an essential point of human contact. We provide training for health and care professionals and publish a wide range of training materials and books. Alzheimer's Society campaign for the rights of people with dementia and those who care for them through a combination of detailed policy analysis, lobbying, influencing and direct action.*

## Current areas of work:

*Advocacy  
Befriending  
Dementia Support  
Dementia Supportive Communities  
Research*

## Recent publications:

- *Dementia 2013: The hidden voice of loneliness (Alzheimer's Society, 2013)*
- *Your handy guide to selecting a care home (Alzheimer's Society, 2013)*
- *This is Me (Alzheimer's Society supported by the Royal College of Nursing, 2013)*
- *Low expectations: attitudes on choice, care and community for people with dementia in care homes (Alzheimer's Society, 2013)*
- *Mapping the Dementia Gap (2012) a study produced by Alzheimer's Society*
- *Support. Stay. Save. Care and support for people with dementia in their own homes. (Alzheimer's Society, 2011)*
- *My name is not dementia: people with dementia discuss quality of life indicators (Alzheimer's Society, 2010)*
- *Counting the Cost: caring for people with dementia on hospital wards (Alzheimer's Society, 2009).*

## Key statistics:

- *There are currently 800,000 people with dementia in the UK including over 17,000 younger*
- *There are over 25,000 people with dementia from black and minority ethnic groups in the UK.*
- *There are over 44,500 people living with dementia in Wales*
- *There will be over a million people with dementia by 2021.*
- *60,000 deaths a year are directly attributable to dementia.*

### **Key statistics continued...**

- *Delaying the onset of dementia by 5 years would reduce deaths directly attributable to dementia by 30,000 a year.*
- *The financial cost of dementia to the UK will be over £23 billion in 2012.*
- *One in three people over 65 will develop dementia.*
- *Family carers of people with dementia save the UK over £8 billion a year.*
- *80% of people living in care homes have a form of dementia or severe memory problems.*
- *Two thirds of people with dementia live in the community while one third live in a care home.*
- *Only 46% of people with dementia in England, Wales and Northern Ireland receive a diagnosis.*

### **Contact details:**

#### **Strategic:**

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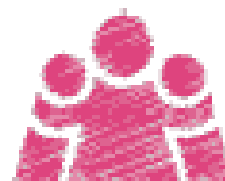
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Twitter- @AlzheimersWales

# Arthritis Care Wales

One Caspian Point  
Pierhead Street  
Cardiff CF10 4DQ



GLOBAL ARTHRITIS  
ARTHRITIS CARE

## Services offered:

*Arthritis Care was established in Wales in 1947 and is now the UK's largest charity working with and for all people living with arthritis. We work across all counties of Wales, supporting people living with over 200 different forms of arthritis, including their families, friends and carers.*

*Our vision is for a world where people with arthritis lead full and active lives. Our purpose is to empower people with arthritis through support and information, ensuring individual's voices are heard and their conditions are more effectively managed.*

*We aim to:*

*Increase the number of people with arthritis who are able to manage their pain on a daily basis.*

*Improve the health and wellbeing of people with arthritis and ensure more have the confidence to manage their condition.*

## Current areas of work:

*Ensuring people have access to and directly benefit from a wide range of self management support giving people the confidence and skills to manage their arthritis and improve their quality of life.*

*Provide timely, tailored and up to date information.*

*A Helpline team open 5 days a week offering confidential support.*

*Provide peer support through our network of peer volunteers, branches, groups and online forums.*

*Campaign for greater awareness of the needs of everyone with arthritis.*

*Put public policy at the core and use it as a driving force for statutory service development and delivery.*

*Promote the benefits and opportunities to increase physical activity and live a healthy active life.*

*Work in partnership with other organisations to ensure individuals are aware of and receive all the support they require and are eligible for.*

## Recent publications:

*A wide range of information booklets and fact sheets can be found on our website at [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk) along with the following Arthritis Care reports*

*Gout Nation 2014 – understanding the impact of Gout*

*Arthritis Nation 2014 – Pain survey results*

*OA Nation 2012 - Detailed snapshot of the wide-ranging physical, emotional and financial impact of osteoarthritis.*

## Contact details:

### Strategic:

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### Information:

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# British Lung Foundation

One Caspian Point  
Pierhead Street  
Cardiff CF10 4DQ



## Services Offered:

Wales has a proud and rich industrial heritage, and is characterised by the spirit of its people and the togetherness of its communities, but it also suffers disproportionately from lung disease – that’s where we come in. The British Lung Foundation (BLF) was established in 1985 and works for the one in five people across the nation affected by [lung conditions](#) and their families. People with poor lung health are always at the heart of everything we do. Not only do we fight for them, we offer them support through our [Breathe Easy groups](#), our [Helpline](#), [health information](#) and [online web community](#). Our Breathe Easy groups offer friendship and support to anybody affected by a lung condition, and also to those who are [looking after somebody who is](#).

## Current Areas of Work:

### How we help:

### Support and information

Getting the information you need when you need it can make all the difference. Recently diagnosed with a lung condition and looking for information? Are you a carer looking for support? Or perhaps you want information on treatment and diagnosis?

We provide reliable, up-to-date and easy to understand information to help answer your questions about lung health.

Our support services include our:

Helpline Tel: **03000 030 555**

Breathe Easy Support Groups

Web community

Singing Groups

BLF Professionals

To find out more visit our website <https://www.blf.org.uk/Page/Support-for-you>

## Raise awareness:

We raise awareness of lung disease at a local and national level.

## Campaigns in Wales:

We are campaigning to improve services for the people of Wales, and make tackling lung disease a national priority:

### Respiratory Health Delivery Plan

In 2014, the Welsh Government launched its strategy for improving respiratory services: ‘Together for Health – A Respiratory Health Delivery Plan’. Since that time we have worked locally and nationally to see the plan become a reality.

### Smoking in cars:

Wales was the first country in the UK to vote for a ban on smoking in public places,

## Current Areas of Work (cont) :

and the first to stand up for the rights of the child through introducing a Children's Commissioner. Both these measures drew support from all the political parties in Wales.

### Exercise

For many people with lung disease exercise can be very beneficial. In particular, pulmonary rehabilitation programmes can increase a persons' ability to stay active and exercise, with all-round benefits to their health. BLF Wales are campaigning for better access to pulmonary rehabilitation programmes, and a more integrated approach between NHS, local authority, the third sector and people with lung conditions.

### Research

Our groundbreaking, world-class research programme is making big improvements to lung health. Funding research into understanding, treating and preventing lung disease is a vital part of our work. Since the British Lung Foundation was founded, we have invested more than £22 million in supporting research into all lung conditions.

### Recent Publications:

National Plan for Respiratory Services in Wales - <https://www.blf.org.uk/Page/National-Plan-for-Respiratory-Services-Wales>

The Respiratory Health Delivery Plan – one year on

Shining the Light on IPF (Idiopathic Pulmonary Fibrosis) <https://www.blf.org.uk/Page/Shining-a-light-on-IPF-the-patient-experience-in-Wales-report>

### Key Statistics:

Somebody dies from lung disease in the UK every 5 minutes

About 10,000 people in the UK are newly diagnosed with a lung disease every week

Approximately one in five people in the UK has ever developed asthma, COPD

(Chronic Obstructive Pulmonary Disease) or another long term respiratory illness

Lung diseases are responsible for nearly 700,000 hospital admissions and over 6 millions in patient bed-days in the UK each year

Research supports that there are an estimated 15,000 people currently living with IPF (Idiopathic Pulmonary Fibrosis) in the UK and that around 5,000 people die of it every year

Figures suggest that the number of people developing and dying of IPF in the UK is rising each year

The average life expectancy of someone with IPF is 3 years after diagnosis

### Contact Details

#### Strategic:

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#### Information:

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## British Red Cross

River House  
Ynys Bridge Court  
Gwaelod-y-Garth  
Cardiff CF15 9SS



### **Services Offered:**

*We have three core service delivery programmes in Wales; Emergency Response and Recovery; Resilience; and Health and Social Care.*

*We help people in Wales to prepare for, respond to and recover from emergencies.*

*Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.*

### **Current Areas of Work:**

*In Wales, we have 2,600 volunteers and 180 full-time equivalent staff who last year supported 88,000 people in crisis.*

*Within our health and social care programme, we provide support at home, transport and mobility aids to help people when they face a crisis in their daily lives. These services are integrated to support independent living, help facilitate hospital discharge and prevent unnecessary admissions.*

*Support at home – We offer short term practical and emotional support at home to help people regain their independence.*

*Mobility aids – We lend wheelchairs and other independent living aids.*

*Transport support – We offer support to people affected by crisis by providing transport for medical appointments and essential daily needs.*

*Hand, arm and shoulder massage – We offer hand, arm and shoulder massage to promote well-being for people who need support at home to relieve stress in emergencies.*

### **Recent publications:**

<http://www.redcross.org.uk/About-us/Advocacy>

*Taking Stock: Assessing the impact of preventative support - 2012.*

*The Economic Impact of Care in the Home Services – 2012.*

### **Contact Details:**

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Website – [www.redcross.org.uk](http://www.redcross.org.uk)

Twitter - @RedCrossWales

# Care & Repair Cymru

2 Ocean Way  
Cardiff CF24 5TG



Care & Repair Cymru

## Services offered:

*Care & Repair Cymru is the “Older People’s Housing Champion”. We are a national charitable body and actively work to ensure that all older people have homes that are safe, secure and appropriate to their needs.*

*We provide services to the network of 22 Care & Repair Agencies across Wales. Our services to Agencies includes policy information and briefing, training and networking events, co-ordination of the national Care & Repair Information System (CARIS), Agency support, national PR and communications, funding allocation and performance evaluation.*

*Through our work, and close relationship with the 22 Agencies, we listen to the needs and desires of older people and on the national stage articulate this information to policy makers at the Welsh Government. This advocacy work helps inform thinking on older people Housing Policy, and wider Health and Social Care policy which is intrinsically linked to appropriate, good quality housing.*

## Key statistics:

*In the 1998 Welsh House Condition Survey, overall unfitness rate was 8.5% but where a dwelling was occupied by person of retirement age or more, the unfitness rate was virtually double.*

*In 2010/11, Care & Repair:*

- Overall, helped 42,000 older people with repairs, adaptations, energy efficiency, safety and security work to their homes.*
- Helped facilitate over £11m of major repairs and adaptations work for older people.*
- Completed rapid response adaptation works for 14,000 older people at a cost of £2.1m.*
- Helped 7000 people with falls prevention work and home safety work.*
- Helped 2600 older people make their homes more affordable to heat.*
- Helped increase older people household income by £2.2 million through Benefit advice.*
- Raised £490,000 through charitable fundraising for vital repairs and adaptations.*

## Contact details:

### Strategic:

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### Other:

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### Care & Repair services:

0300 111 3333

Twitter—@CRCymru



# Carers Trust Wales

Floor 3  
33/35 Cathedral Road  
Cardiff CF11 9HB



## Services offered:

Carers Trust Wales is part of Carers Trust, a major new charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

Together with our Network Partners, we provide access to desperately-needed breaks, information and advice, education, training and employment opportunities – working with over 20,000 carers a year in Wales. Our network partners benefit from the provision of grants, advice documents and reports to improve carers' services. We give carers and young carers avenues to speak to someone and make their voices heard, offline via our carers' services and young carers' schemes and online via our interactive websites.

Our vision is a world where the role and contribution of unpaid carers is recognised and they have access to the quality support and services they need to live their own lives.

## Recent Publications:

- Caring Wales: A manifesto to promote, protect and recognise all carers (2015)
- A Carer's Guide to Managing Medicines (2015)
- Time to be Heard Wales: A call for better support for young adult carers (2015)
- Supporting Students with Caring Responsibilities (2015)

## Key Statistics:

- There are at least 370,000 people caring, unpaid, for a friend or family member
- Wales has the highest proportion of older carers and the highest proportion of carers under 18 in the UK
- There are 12,000 carers under the age of 18 in Wales
- Young adult carers are four times more likely to drop out of further or higher education

## Contact details:

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www.carerstrust.wales  
Facebook: Carers Trust Wales  
Twitter—@CarersTrustWal



## Carers Wales

River House  
Ynys Bridge Court  
Gwaelod-y-Garth  
Cardiff CF15 9SS



### Services offered:

6.5 million people in the UK are caring. Caring can take its toll on your finances, your health, your career and your family and your social life. Carers can fall out of paid work and many rely on low-level benefits, forcing them into poverty. Yet without unpaid carers our NHS would collapse and the country would face an £119 billion care bill it cannot afford. Carers Wales supports carers and provides information and advice about caring. We campaign to make life better for carers. We influence policy makers, employers, and service providers to help them improve carers' lives.

### Current areas of work:

Improve understanding of caring, giving carers a stronger voice and secure improvements in policies affecting carers;

Develop and extend our advice and support to carers;

Increase and improve engagement with carers including through partnerships.

### Recent publications:

Carers Rights Guide

Carers Allowance

Disability Living Allowance

Attendance Allowance

Personal Independence Payment

Help with Council Tax

Bedroom Tax

More information is available at [www.carersuk.org](http://www.carersuk.org)

### Key statistics:

370,000 carers in Wales.

Over 100,000 care for more than 50 hours per week.

In Wales, the value of carers' contribution is £7.7 billion p.a.

Carers provide 97% of all community care in Wales.

### Contact details:

#### Strategic:

Keith Bowen

029 2081 1370

[keith.bowen@carerswales.org](mailto:keith.bowen@carerswales.org)

#### Other:

Beth Evans

029 2081 1370

[beth.evans@carerswales.org](mailto:beth.evans@carerswales.org)

[info@carerswales.org](mailto:info@carerswales.org)

Twitter—@CarersWales

# Contact the Elderly



**CONTACT**  
the elderly

**CYSWLLT**  
â'r henoed

## Services offered:

*Founded in 1965, Contact the Elderly is the only national charity solely focussed on tackling one of the greatest challenges facing society: loneliness and isolation among our rapidly ageing population. Supported by a volunteer network, the charity organises monthly Sunday afternoon tea parties for small groups of older people in the homes of volunteers across England, Scotland and Wales.*

*Once a month, each older guest is collected from their home by a volunteer driver and taken to a volunteer host's home, where they join a small group for tea, chat and companionship. The group is warmly welcomed by a different host each month, but the drivers remain the same. This ensures that over the months and years, acquaintances turn into friends and loneliness is replaced by companionship.*

*There are currently over 500 groups nationwide, which provide a regular, consistent and vital friendship link every month to some 4,000 older people. There are currently over 6,500 volunteers supporting the groups. In Wales alone there are over 50 groups, taking out almost 480 older guests to tea each month of the year.*

*Many older guests have social care needs, due to mobility issues and hearing and visual impairments, and cannot leave their homes without the assistance provided by the charity's volunteer network.*

*With the number of people aged more than 80 years projected to almost double by 2030 (Richard Cracknell – 2010), the issue of loneliness is only set to grow worse. The Campaign to End Loneliness says it has significant links to a range of chronic conditions, including hypertension, depression, and dementia – increasing the risk of developing Alzheimer's disease by 50%.*

*With almost 50 years experience Contact the Elderly knows that its regular friendship links provide a real solution to a complex problem: benefiting isolated older people and helping to keep them living independently and out of hospital. Winning the WCVA Third Sector Cymru Health, Social Care and Wellbeing Award 2013 and The Queen's Diamond Jubilee Volunteering Award 2012 is recognition of the organisation's work in tackling this issue over the past 48 years.*

## Contact details:

Marion Lowther (**South Wales**)  
01792 862702

[marion.lowther@contact-the-elderly.org.uk](mailto:marion.lowther@contact-the-elderly.org.uk)

Mary Robinson (**North/Midlands/Wales**)  
01535 632592

[mary.robinson@contact-the-elderly.org.uk](mailto:mary.robinson@contact-the-elderly.org.uk)

Sian Llewellyn  
01597 822351

[sian.llewellyn@contact-the-elderly.org.uk](mailto:sian.llewellyn@contact-the-elderly.org.uk)

National Office

Contact the Elderly, 15 Henrietta Street, London, WC2E 8QG

Freephone 0800 716 543 / [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

Twitter—[@contact\\_teas](https://twitter.com/contact_teas)

# Cruse Bereavement Care Wales

Tŷ Energlyn  
Cwrt Llanfabon  
Caerphilly CF83 2TT



*Rhywle i droi pan fydd rhywun wedi marw*  
*Somewhere to turn when someone dies*

## **Services offered:**

*Cruse Bereavement Care delivers support and counselling to bereaved people across Wales. Cruse delivers its support services through a network of Areas (see below). Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement.*

*Cruse provides a National telephone helpline, website and awareness raising material. Cruse Bereavement Care Wales has over 400 highly trained Bereavement Volunteers who provide a range of support through face-to-face support, support over the telephone, support by e-mail and support in groups.*

*Cruse Bereavement Care Wales provides support to Children & Young Peoples' and are currently working with other agencies to increase the capacity of services on offer to Children & Young People in Wales.*

*Children and Young People can visit the Cruse website [www.RD4U.org.uk](http://www.RD4U.org.uk) - a helpful support tool with information available to help Children to understand their journey through their own grief. The website has an interactive message board to enable Children & Young People to share stories and support each other in a similar situation.*

## **Key statistics:**

*Cruse Bereavement Care is the UK's largest bereavement charity and in 2011/12 we gave information and advice to 39,162 people, we gave one to one support to 38,922 people.*

*We helped 5343 Children & Young People (up to 25 years of age) which included 381 children under 5 years old.*

*Our 5738 Bereavement Volunteers contributed 516,733 hours in helping bereaved people.*

## **Contact details:**

### **Strategic:**

Janette Bourne  
029 2088 6913 or Mob: 0753 202 6582

[janette.bourne@cruse.org.uk](mailto:janette.bourne@cruse.org.uk)

[www.cruse.org.uk](http://www.cruse.org.uk)

[www.RD4U.org.uk](http://www.RD4U.org.uk)

National Telephone Helpline: 0844 477 9400

**Contact/Referral numbers:**

North Wales Area            0844 561 7856

Powys                            01686 610220

**West Wales**

Pembroke shire            01437 891006

Carmarthenshire        01267 235 130

Ceredigion                01239 621 141

Cardiff & Vale            02920 226166

Merthyr Tydfil RCT      01685 876020

Morgannwg                01792 462845

Gwent                        01633 251982

## Deafblind Cymru

Jones Court  
Womanby Street  
Cardiff CF10 1BR



### **Services offered:**

*We offer specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives. We aim to enable deafblind people living with this unique disability to maintain their independence, quality of life, and reduce the isolation that Deafblindness creates. Highly trained staff enable deafblind people by providing communication support and guiding to undertake shopping trips, leisure and social activities, health appointments, education and work placements. They also enable them to make their own decisions and choices by providing easy and understandable information. Deafblind UK provides support for deafblind people who live in residential care homes, in addition to that provided by care home staff, to ensure that deafblind people do not become isolated within the home.*

### **Contact details:**

#### **Strategic:**

Lesley Allen  
lesley.allen@deafblind.org.uk

#### **Information:**

info@deafblind.org.uk

Twitter—@DeafblindUK

# Disability Wales

Bridge House  
Caerphilly Business Park  
Van Road  
Caerphilly CF83 3GW



## Services offered:

*We are a national association of disabled people's organisations, striving to achieve rights, equality and independence for all disabled people in Wales, regardless of physical, sensory or neurological impairment, learning difficulty or mental health condition. We recognise that many disabled people have many identities and can face multiple-discrimination. We aim to develop and support the work of organisations led by disabled people; be an effective advocate for the views, priorities and interests of our Members; influence policy and decision makers at all levels; and develop and deliver services that benefit disabled people.*

## Current areas of work:

*Framework for Action on Independent Living.*

*Access to Rail.*

*Accessible Housing.*

*Blue Badge Scheme.*

*Way to Go: Planning for Inclusive Access in Wales.*

*Domestic Abuse of Disabled Women.*

*Disability Hate Crime.*

*Welfare Reform / Cuts Watch Cymru.*

*Wales Alliance of Citizen Directed Support.*

*Disability Equality Training.*

## Recent publications:

Cap in Hand? The impact of welfare reform on disabled people in Wales (2013).

Know Your Rights, Use Your Rights, Live Your Rights Pack publication (2013).

Planning for Inclusive Access in Wales – Good Practice Guidance Toolkit (2013).

Manifesto for Independent Living (2011).

Words to Wales: Disabled People Write Their Lives (2010).

Streets Ahead Campaign Report (2009).

Looking for an Accessible Home (2009).

## Key statistics:

- *Over half of people aged over 55 in some areas of Wales are disabled.*
- *About 1 in 3 people report having a long-term illness which affects their daily lives.*
- *The income of disabled people or people with a long-term illness is lower than that of other people.*

## Contact details:

Rhian Davies  
029 2088 7325

[rhian.davies@disabilitywales.org](mailto:rhian.davies@disabilitywales.org)

Twitter—@DisabilityWales

# Learning & Work Institute



Floor 3  
33/35 Cathedral Road  
Cardiff CF11 9HB

## **Services offered:**

*We promote the interests of adult learners with a particular focus on those who are least skilled, most disadvantaged and whose motivation, economic and social circumstances present barriers to engaging in learning.*

*NIACE Dysgu Cymru aims to improve the quality and quantity opportunities for adult learners in Wales across all sectors through*

- Running high profile campaigns such as Adult Learners' Week,*
- Delivering high quality research, development and evaluation work;*
- Supplying expert consultancy, advice and support services;*
- Engaging policy makers and those who implement policy;*
- Supporting networking with practitioners, policy-makers and researchers;*
- Publishing leading books and journals;*

*Disseminating specialist information; and Providing flexible and personalised training courses and awareness raising sessions.*

*Older people are one focus of our work.*

## **Current areas of work:**

*Promoting the EU year of active aging and Intergenerational Learning.*

*Facilitating the Family and Intergenerational Learning network.*

*We are part of WCVA's Engagement Gateway programme and are able to provide taster session and follow up learning opportunities for economically inactive adults of all ages.*

## **Recent publications:**

<http://www.niace.org.uk/publications>

## **Key statistics:**

*Nearly 1 in 4 people in further education and nearly 1 in 10 in higher education are over the age of 50.*

*The proportion participating in adult learning declines with age in Wales as it does in the rest of Britain. 65% of 18-24 year olds and 50% of 25-44 year olds participate, compared to 35% of 45-64 year olds and around 10% of those aged over 65.*

## **Contact details:**

### **Strategic:**

Cerys Furlong  
029 2037 0900  
cerys.furlong@learningandwork.org.uk

### **Other:**

Wendy Ellaway-Lock  
029 2037 0900  
wendy.ellawaylock@learningandwork.org.uk

Twitter—@LearnWorkCymru

# PRIME Cymru

Mile End House  
9 Broad Street  
Llandovery  
Carmarthen SA20 0AR



## Services offered:

*A member of HRH The Prince of Wales' group of charities. PRIME Cymru provided support throughout Wales to economically inactive people aged 50 and over, helping them to return to economic activity through self-employment, employment, training and volunteering as a stepping stone to more formal economic activity.*

## Key statistics:

*There are over 240,000 people between 50 and state pension age in Wales who are economically inactive.*

*An unemployed person over the age of 50 is 5 times less likely to find job than a person between the age of 16 and 24.*

*PRIME Cymru has helped over –*

*1,600 individuals to start their own business.*

*2,700 people to secure employment.*

*1,500 people take-up volunteering.*

## Contact details:

### Strategic:

David Pugh

01550 721813

[david@prime-cymru.co.uk](mailto:david@prime-cymru.co.uk)

### Information:

Hayley Ridge-Evans

01550 721813

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Twitter—@PRIMECymru



# RNIB Cymru

Jones Court  
Womanby Street  
Cardiff CF10 1BR



yn cefnogi pobl ddall ac  
â golwg rhannol

supporting blind and  
partially sighted people

## Services offered:

If you're blind or partially sighted, or supporting somebody who has lost their sight, we can offer a whole range of services to help you.

## Hospital

We have Eye Clinic Liaison Officers (ECLOs) working in many hospitals across Wales and they can give you practical and emotional support and advice after you've been diagnosed with sight loss. **Call: 029 2082 8500 Email: [cymru@rnib.org.uk](mailto:cymru@rnib.org.uk)**

## Transcription

We can create books and other print materials in all kinds of accessible formats – braille, large print, e-text, audio and tactile images.

**Call: 029 2082 8500 Email: [cardifftranscription@rnib.org.uk](mailto:cardifftranscription@rnib.org.uk)**

## Radio

Insight Radio is especially for blind and partially sighted people and broadcasts 24 hours a day seven days a week on **Freeview Channel 730** and online at **[insightradio.co.uk](http://insightradio.co.uk)**

## Where you live

We work with organisations across Wales who have groups and social activities for blind and partially sighted people. They also offer **Finding your Feet** courses that give you practical skills, hints and tips about how to adjust to life with sight loss.

**Cardiff Institute for the Blind** – Cardiff, Rhondda Cynon Taf, Merthyr Tydfil, Swansea, Neath and Port Talbot **Call: 02920 398900**

**North Wales Society for the Blind** – based in Bangor

**Call: 01248 353604 Email: [admin.nwsb@btconnect.com](mailto:admin.nwsb@btconnect.com)**

**Vision Support** – based in Rhyl.

**Call: 01745 338914 Email: [ltwamley@visionsupport.org.uk](mailto:ltwamley@visionsupport.org.uk)**

## Current Areas of Work:

### Campaigns

We work with politicians and policy makers to influence legislation, policy and practice at a local and national level to achieve positive change for people with sight loss. Our Campaign Supporters Network offers people an opportunity to become involved.

### Key statistics:

An estimated 110,000 people in Wales have sight loss

The number of people with sight loss is expected to double over the next 25 years

1 in 9 people over the age of 60 is living with sight loss

1 in 5 people aged 75 or over in Wales has sight loss, this rises to 2 in 5 for people aged 85 and over

## Contact details:

### Strategic:

Ceri Jackson  
029 2045 0440  
[ceri.jackson@rnib.org.uk](mailto:ceri.jackson@rnib.org.uk)

### Information:

029 2082 8500  
[cymru@rnib.org.uk](mailto:cymru@rnib.org.uk)  
Twitter—[@RNIBCymru](https://twitter.com/RNIBCymru)

# Royal Voluntary Service Cymru

Cardiff Gate  
Beck Court  
Pontprennau  
Cardiff CF23 8RP

ROYAL  
VOLUNTARY  
SERVICE  
CYMRU

*Gyda'n gilydd er budd pobl hŷn*  
Together for older people

## Services offered:

*The Royal Voluntary Service (formerly WRVS) aims to make Wales a place where every older person has the choice and opportunity to live the life they want. We offer older people a wide range of services that are delivered through the power of volunteering to make Wales a great place to grow old.*

*In Wales, we have over 3,000 volunteers in around 150 services right across the country. Our services include good neighbour schemes, community transport, meals on wheels, befriending schemes, hospital-based services and lunch/social clubs.*

*Our services improve the health and wellbeing of older people within their communities, and in doing so develop community resilience so that older people in Wales are able to help each other and become more inter-dependent as well as independent.*

## Current areas of work:

*We remain committed to working with Assembly Members and the Welsh Government to improve preventative services which help older people to retain their independence and quality of life. We are particularly interested in services which focus on their social needs – such as befriending schemes, community transport and good neighbour services. We want to ensure that the Social Services & Wellbeing Bill mainstreams services which are most strongly valued by older people when it comes to quality of life and social wellbeing.*

*We are always happy to meet with politicians, civil servants and commissioner to talk about the work we do, and the positive impact it has on older people's lives. In the months ahead, we hope to develop research around the nutritional needs of older people at a time when services such as meals-on-wheels and lunch clubs are often being cut back. We will also be showcasing the latest findings from our Shaping Our Age project which explores the importance of social connectedness to older people.*

*Finally, the Royal Voluntary Service Cymru is an active member of the Welsh Reablement Alliance which is lobbying the Welsh Government for improvements to reablement services.*

## Recent publications:

- WRVS (2013) [Going nowhere fast: impact of inaccessible public transport on wellbeing and social connectedness of older people in Wales](#), Cardiff: WRVS.
- Bridges, E. & James, V. (2012) [Getting Back On Your Feet: reablement in Wales](#), Cardiff: WRVS.
- WRVS (2012) [Loneliness amongst older people and impact of family connections](#), Cardiff: WRVS.
- WRVS (2012) [Falls: measuring the impact on older people](#), Cardiff: WRVS.
- WRVS (2011) [Shaping Our Age: voices on wellbeing; a report of research with older people](#), WRVS / Big Lottery / Brunel University / De Montfort University

**Key statistics:**

*Last year, across the UK, we:*

- *Undertook 90,000 community transport and other journeys to get older people to the shops or to hospital appointments;*
- *Served 2 million Meals on Wheels;*
- *Helped over 100,000 older people;*
- *Delivered over 134,000 books to older people unable to get to their local library.*

**Contact details:****Strategic:**

Sam Ward - (Director West England and Wales) 0845 608 0122

07714898602

sam.ward@royalvoluntaryservice.org.uk

**Information:**

0845 608 0122

Twitter—@RoyalVolService

# **Sense Cymru**

TouchBase Wales  
Caerphilly Business Park  
Van Road  
Caerphilly CF83 3ED

## **Services Offered:**

## **Recent Publications:**

## **Key Statistics:**

### **Contacts:**

#### **Strategic:**

Wayne Lewis  
wayne.lewis@sense.org.uk

0300 330 9280  
cymruenquiries@sense.org.uk

[www.sense.org.uk](http://www.sense.org.uk)

# The Stroke Association

Green Meadow Springs Business Park  
Unit 8  
Cae Gwyrdd  
Tongwynlais CF15 7AB



## Services offered:

At the Stroke Association, we want to see a future where fewer people have strokes and those who do are given the treatment and support they need to enjoy life, be active in their communities, and contribute to society.

Through our support services, we help stroke survivors and their families and carers to make the best recovery possible and build a life after stroke. We also campaign to improve services by working with health and care professionals, the Welsh Government, AMs, and MPs to find solutions to issues faced by stroke survivors.

## Recent publications:

Please refer to: [www.stroke.org.uk/information](http://www.stroke.org.uk/information) for frequently updated publications.

## Key statistics:

Stroke is a devastating condition. It strikes in a moment, but its effects can last a lifetime. In Wales, around 7,000 people every year have a stroke, while nearly 65,000 people are living with the long term effects of stroke.

Stroke kills twice as many women in the UK as breast cancer and more men than prostate and testicular cancer combined.

Fortunately, more people now survive stroke, but this brings its own significant challenges in terms of rehabilitation and long-term care; stroke is the largest single cause of complex adult disability, and half of all stroke survivors have a disability.

Despite this, research into stroke treatment and care lags very far behind other major conditions. For every cancer patient in the UK, £241 is spent each year on medical research compared with just £48 a year for every stroke patient.

## Contact details:

### Strategic:

Ana Palazon  
01495 750548 mob: 07740040178  
[ana.palazon@stroke.org.uk](mailto:ana.palazon@stroke.org.uk)

### Information:

029 2052 4400  
[info.cymru@stroke.org.uk](mailto:info.cymru@stroke.org.uk)

Twitter—@StrokeWales

# Volunteering Matters Wales

12 Drake Walk  
Brigantine Place  
Cardiff CF10 4AN



## Services offered:

*We aim to reduce the exclusion of older people by introducing them to volunteering in the belief that everyone has something to offer.*

## Contact details:

### Strategic:

Alan Hatton-Yeo  
07702583584

[alan.hatton-yeo@volunteeringmatters.org.uk](mailto:alan.hatton-yeo@volunteeringmatters.org.uk)

### Information:

Natasha John  
07769883695

[natasha.john@volunteeringmatters.org.uk](mailto:natasha.john@volunteeringmatters.org.uk)