



# **Age Alliance Wales Directory of Services 2019-2020**

# 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 is funded by the Welsh Government. It is a powerful alliance of 24 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 Elder Abuse Cymru  | • British Lung Foundation      | tute                            |
| • Action on Hearing Loss Cymru | • Care & Repair Cymru          | • Parkinson's UK Cymru          |
| • Age Connects Wales           | • Carers Trust                 | • PRIME Cymru                   |
| • Age Cymru                    | • Carers Wales                 | • RNIB Cymru                    |
| • Alzheimer's Society Wales    | • Contact the Elderly          | • Royal Voluntary Service Cymru |
| • Arthritis Care in Wales      | • Cruse Bereavement Care Cymru | • Sense Cymru                   |
| • British Red Cross            | • Deafblind Cymru              | • SSAFA                         |
|                                | • Disability Wales             | • Stroke Association            |
|                                | • Learning and Work Insti-     | • Volunteering Matters          |

## Contact details:

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Age Alliance Wales Officer  
029 2043 1548  
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website: [www.agealliancewales.org.uk](http://www.agealliancewales.org.uk)

 [@agealliancewal](https://twitter.com/agealliancewal)

# 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 Help Powys** – Volunteer-led support to help people within Powys get the best use out of their NHS hearing aids.

**Hear to Help ABMU** – Volunteer-led support to help people within Swansea/Neath Port Talbot/Bridgend get the best use out of their NHS 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 everyday lives.

**Live Well with Hearing Loss** – Volunteer-led project with a focus on supporting people with a hearing loss or who are deaf with assistive equipment in their own homes.

**Hospital Hearing Friends** – Volunteer-led support for hospital based patients with a hearing loss within the Aneurin Bevan LHB.

**Aged Veterans** – We provide information and practical support to older veterans who have a hearing loss and/or tinnitus.

**Employment Service** - The Employment Service for people who are D/deaf and have hearing loss in Wales; assisting jobs

## Recent publications:

- **Supporting people with sensory loss - 2017**
  - guide for social services professionals
- **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, this is set to raise due to an aging population.
- The World Health Organisation predicts that by 2030 adult onset hearing loss will be in the top 10 disease burdens in the UK.
- 71% of people over the age of 70 have a hearing loss.
- 351,000 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.

**Contact Details:****Strategic:**

Daisy Cole  
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Daisy.cole@hearingloss.org.uk

**Information:**

Cardiff office general enquiries  
029 2033 3034  
wales@hearingloss.org.uk

 @hearinglossCYM

**Communication Services**

Tel: 0845 685 8000  
Email: communication.services@hearingloss.org.uk

**Care and Support**

Cath Booth  
Tel: 02920 333034  
cath.booth@hearingloss.org.uk

# Age Connects Wales

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



## **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.

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. Recent years have seen the volunteer team regularly dedicate in excess of 118,000 hours of support which carries an in-kind economical value of over £1.6 million.

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. Each organisation provides our core services in addition to services that are specific to their own geographical area of benefit.

## **Our core services include the following:**

### **Independent Information and Advice**

This confidential service offers a wide range of information and advice to help people live independently, stay in their own home and maximise their income.

### **Independent Advocacy**

Our staff and volunteers will help with various advocacy matters, including safeguarding issues involving abuse or neglect.

### **Volunteering**

Volunteering is essential to Age Connects Wales members and we can offer a wide range of opportunities. Currently we have over 570 active volunteers throughout, Wales and their value cannot be underestimated.

### **Befriending**

Our befriending services aim to reduce loneliness and isolation for those with little or no social networks. Volunteer led group befriending schemes encourage the formation of friendship groups and offer reciprocal and on-going support. For those unable to participate in community activities, we provide a telephone befriending service.

### **Nail Cutting**

This convenient and chargeable service is available at various outreach locations, with home visits available for those with mobility problems.

### **Activities**

We deliver a range of self-sustaining activities which improve physical and emotional health and well-being. These programmes encompass skill building, volunteering, learning, physical and social activities that keep people connected in their community and help them remain independent.

Activities are delivered through a structured programme or allow participants to express their 'Voice and Choice' through service user consultation. Programmes are delivered through a number of channels which include Age Connects Wales Centres, community facilities, day units, evening clubs and residential homes.

### **Looking ahead**

Drastic cost cutting measures throughout the third sector has led to huge reductions in the availability of funding/resources, and comes at a time when demographic trends and statistics indicate a pressing need for better solutions for older people. The number of older people living in Wales has been increasing for the past 25 years. Age Connects Wales' 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 for services and support, whilst at the same time taking proactive measures to campaign and influence to improve the lives of all older people in Wales.

### **Local Contact Information:**

#### **Age Connects Cardiff and the Vale**

**Head Office:** 4 Cleeve House, Llanbournne Crescent, Llanishen, Cardiff, CF14 5GP  
**Tel:** 02922 400 029  
**Email:** HAP@ageconnectscardiff.org.uk  
**Web:** www.age-concern-cardiff.org.uk  
B@ACCardiff

#### **Age Connects Neath Port Talbot**

**Head Office:** 37-38 Alfred Street, Neath, Neath Port Talbot, SA11 1EH  
**Tel:** 01639 617333  
**Email:** info@acnpt.org.uk  
**Web:** www.acnpt.org.uk  
B@AgeConnectsNPT

#### **Age Connects North Wales Central**

**Head Office:** 15 Bridge Street, Denbigh Denbighshire, LL16 3LF  
**Tel:** 01745 816947  
**Email:** enquiries@acnwc.org  
**Web:** www.ageconnectsnwc.org  
B@AgeConnectsNWC

#### **Age Connects Morgannwg**

**Head Office:** 5-7 Mill Street, Pontypridd, CF37 4TR  
**Tel:** 01443 490650  
**Email:** information@acmorgannwg.org.uk  
**Web:** www.acmorgannwg.org.uk  
B@ACMorgannwg

#### **Age Connects North East Wales**

**Head Office:** Lewis House, Swan Street, Flint, CH6 5BP  
**Tel:** 08450 549969  
**Email:** info@acnew.org.uk  
**Web:** www.acnew.org.uk  
B@agenewales

#### **Age Connects Torfaen**

**Head Office:** The Widdershins Centre, East Avenue, Griffithstown, Pontypool, NP4 5AB  
**Tel:** 01495 769264  
**Email:** widdershins@ageconnectstorfaen.org  
**Web:** www.ageconnectstorfaen.org  
B@ageconnectstorf

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.

**For more information on any of our services and/or a list of geographically specific services that are provided by local Age Connects Organisations, please get in touch.**

### **Contact Details:**

#### **Strategic:**

Jeff Hawkins  
jeff.hawkins@ageconnectscardiff.org.uk

#### **Information:**

Tel: 0845 305 4134  
Email: enquiries@ageconnectswales.org.uk  
Web: www.ageconnectswales.org.uk



@AgeConnectWales

# Age Cymru

Ground Floor, Mariners House  
Trident Court, East Moors  
Road  
Cardiff  
CF24 5TD



## Services offered:

**For 70 years we've been making a positive difference for older people.**

Age Cymru is the national charity for older people in Wales. Our vision is an age friendly Wales and we invite you to join us on the journey.

We work with our independent local Age Cymru partners across Wales to improve life for older people. We provide life-enhancing services and vital support to tackle isolation and loneliness. Our practical services help maintain independence, promote health initiatives and celebrate the positive aspects of ageing. Our policy, influencing and campaigning work makes a real impact with those in positions of power.

## Current areas of work:

Please visit our website to understand the breadth of our work: [www.agecymru.org.uk](http://www.agecymru.org.uk)

## Core service

Together with our independent local partners we are committed to providing the foremost information and advice service to older people in Wales - always confidential, impartial and expert. We're here for older people, families, carers and professionals delivering these services on the telephone, in person, through our publications and online.

Our national telephone service is **Age Cymru Advice (08000 223 444)** a fully bilingual service – so wherever you live in Wales, we can offer support on a wide range of issues.

## Recent publications:

- Creating an age friendly Wales
- EnvisAGE (annual journal)
- Advocacy Counts
- Impact report
- Life on a low income
- More money in your pocket
- Winter wrapped up
- WASP Charter
- Project 360: A Guide to Supporting Military Veterans

## Newsletters


- E-Newsletters:
- The Loop
- Gwanwyn

## Contact details:

### Strategic:

Victoria Lloyd, Chief Executive  
029 2043 1550  
[Victoria.lloyd@agecymru.org.uk](mailto:Victoria.lloyd@agecymru.org.uk)

### Information:

[enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)  
Age Cymru Advice (08000 223 444)  
Website: [www.ageuk.org.uk/cymru/](http://www.ageuk.org.uk/cymru/)  
Facebook: Age Cymru  
 @AgeCymru



# Alzheimer's Society

16 Columbus Walk  
Brigantine Place  
Atlantic Wharf  
Cardiff  
CF10 4BY



## Services offered:

Alzheimer's Society Cymru 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 Dementia 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 Friends  
Dementia Support  
Dementia Friendly Communities

## Recent publications:

- Dementia in Rural Wales (Alzheimer's Society 2017)
- Diagnose or Disempower? (Alzheimer's Society, 2015)
- Dementia 2014: Opportunity for change (Alzheimer's Society, 2014)
- The Hidden Cost of Dementia (Alzheimer's Society, 2015)
- Dementia 2014: Opportunity for Change
- Dementia 2013: The hidden voice of loneliness (Alzheimer's Society, 2013).
- 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 850,000 people with dementia in the UK including over 17,000 younger onset dementia .
- There are over 25,000 people with dementia from black and minority ethnic groups in the UK.
- There are over 45,000 people living with dementia in Wales
- There will be over a million people with dementia by 2021.



### **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 for Wales is £1.4 billion per year, with an average cost of £31,300 per person per year.
- 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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#### **Other:**

Huw Owen (Policy Officer)  
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@AlzSocCymru

# 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, 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 person's 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 :

Joseph Carter  
Head of Wales / Pennaeth Cymru  
[Joseph.carter@blf.org.uk](mailto:Joseph.carter@blf.org.uk)

T 03000 030 555 (x 1701)

### Information:

[www.blf.org.uk/regions/wales](http://www.blf.org.uk/regions/wales)



@blfwales @blfjoseph

# British Red Cross

British Red Cross  
Kidwelly House  
Charter court  
Llansamlet  
Swansea  
SA7 9FS



## Services Offered:

We have three core service delivery programmes in Wales; Crisis Response; Resilience; and Independent Living.

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 665 independent living and crisis response volunteers and 128 independent living and crisis response staff who last year supported over 12,000 people in crisis.

Within our independent living 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

## Recent publications:

- Exploring the Difference made by Support at Home - 2013
- A Study of Signposting at the British Red Cross - 2015
- Trapped in a Bubble - An Investigation into Triggers for Loneliness and Isolation - 2016

## Contact Details:

### Strategic:

Kate Griffiths — Director for Wales, Independent Living and Crisis Response  
07709 481 466  
KateGriffiths@redcross.org.uk

# Care & Repair Cymru

Mariners House  
East Moors Road  
Cardiff  
CF24 5TD



## Services offered:

Care & Repair Cymru (CRC) is a registered charity, and the national body for Care & Repair in Wales. Our vision is ***“A Wales where all older people can live independently in warm, safe and accessible homes”***. Our role is to ensure that Care & Repair across Wales:

- is consistently delivered, efficient, value for money, and high quality
- doesn't stand still, but innovates new approaches and services
- helps inform debate, policy and action on meeting older people's housing needs
- is delivered in an integrated way by collaboration with third sector and the statutory sector
- works to promote the role of housing in better health, and develop closer relationships with Health services.

We represent older people in housing need and Care & Repair Agencies (CRAs). We work to publicise Care & Repair services, and promote and protect the brand and reputation of Care & Repair, ensuring it is recognised and trusted by older people

We provide leadership and support to the 13 CRAs across Wales, who deliver core front line services, handy-person services, Rapid Response Adaptations, the Managing Better scheme, Warm Homes Prescription and many other local projects. CRCs support includes policy and best practice briefings, performance evaluation, training and networks, management and co-ordination of a national database, PR and communications, and supporting CRA Boards to achieve good governance. We also generate funding for front line services by raising money for hardship funds, general fundraising and income generation activities.

Through our work, and close relationship with the 13 CRAs, we listen to the needs and desires of older people and articulate this to policy makers at 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:

**The Welsh Housing Condition Survey 2017/18** reported 20% of owner-occupied housing has a Category 1 hazards- likely to cause accidents, and falls, and older people are more likely to live in these properties.

**Cold, damp, poorly insulated, energy inefficient homes** contributed to 3,400 excess winter deaths in Wales in 2017/18, an increase of 83.7% on the previous year. Older people over 65 are disproportionately affected by excess winter mortality. Some of the main underlying causes are circulatory disease, respiratory disease, and dementia and Alzheimers disease. 140,000 pensioner households in Wales are in fuel poverty. 53% of single pensioner households, and 27% of married pensioners in Wales cannot afford to pay their fuel bills.

**Falls and accidents.** 50% people aged over 80 will fall in their home this year. An older person falls every 6.5 seconds. Falls have a devastating impact on older people's lives in terms of injuries sustained, loss of confidence, fear of falling again, reduced activity and repeat falls. There is an estimated £67 million annual cost to NHS from falls.

**Housing Adaptations and Independent Living.** In 2013/14 Disabled Facilities Grant (DFG) average waiting time was 239 days. Delays can lead to falls, loss of independence, residential care admissions, admission to hospital, delayed transfers of care, and poor quality of life while waiting. Timely delivery of a DFG can prevent residential care for an average of 4 years, saving around £100,000 per case if you compare the cost of the adaptation with the cost of residential care.

In 2018/19, Care & Repair delivered the following services and outcomes across Wales, all of which promoted health, well-being and independence:

- **46,117** older and/or disabled people helped to live safer, warmer more independent lives;
- **£16,532,594** value of home improvements completed;
- **36,609** helped with works to prevent falls;
- **11,980** helped with works to make their homes safe and secure;
- **11,980** helped with home safety and security work;
- **1,250** helped with heating, damp and affordable worth issues;
- **10,454** people helped increase their household income by a total **£7,392,959**;
- **£333,782** raised as charitable income to help improve housing conditions;
- **16,951** older/disabled people helped with a **RRAP** grant;
- **2,431** older people/disabled people accessed our **Managing Better** service;
- **626** patients referred through the **Hospital to a Healthier Home pilot** (Jan-March).

## Contact Details

### Strategic:

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029 20107580  
chris.jones@careandrepair.org.uk

### Information:

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029 20 107580  
heather.dungey@careandrepair.org.uk

### Care & Repair services:

0300 111 3333



Twitter: @CRCymru

# Carers Trust Wales

4th Floor  
Unite House  
Cathedral Road  
CF11 9SD



Carers Trust Wales is 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

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.

## Recent Publications

- Good practice guide for supporting carers in Wales (2019)
- Triangle of Care in Wales (2018)
- Supporting young carers in schools – Wales (2017)
- A Carer's Guide to Managing Medicines (2015)

All our publications are available on our Professionals website: <https://professionals.carers.org/>

## 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:

### Strategic:

Simon Hatch, Director  
029 2009 0087  
[shatch@carers.org](mailto:shatch@carers.org)

### Information:

Kate Cubbage, Head of External Affairs  
07824567813  
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### General queries

[wales@carers.org](mailto:wales@carers.org)  
0300 7729702

**Website:** [www.carerstrust.wales](http://www.carerstrust.wales)



**Twitter:** @CarersTrustWal



# Carers Wales

Unit 5,  
Ynys Bridge Court,  
Gwaelod-y-Garth  
Cardiff  
CF15 9SS



Carers Wales is part of Carers UK. Established in 1965, we have led the carers' movement for over 50 years. As the UK's only national membership charity for carers, we are highly respected in our field – viewed as experts; as a support network and as a movement for change. Since our inception, we have been campaigning with carers, transforming understanding and winning critical developments in carers' rights.

## Services offered:

- Help by providing expert advice, information and support – through our website, free advice line, online tools, factsheets and guides.
- Connect carers so no-one has to care alone through our peer support services over the phone, online and face to face.
- Campaign and lead the carers' movement, bringing carers together to have a voice, raise awareness and influence decision makers for lasting change.
- Innovate to find new ways to reach and support carers, and develop products and tools to help people better manage care.

We house the foremost experts on caring and high quality advice for carers on their rights, entitlements and needs. We run the only national advice service dedicated to carers of all age groups, disabilities and illnesses. Our unique carer led structure and in depth understanding of what it means to be a carer directly informs our advice, information and support.

We engage carers through our targeted website, online member's forum, social media and our volunteer network.

To inform our work Carers Wales undertakes frequent research including our annual State of Caring survey and the Track the Act programme which monitors implementation of the Social Services and Wellbeing Act.

A key element of our work is carer awareness through networking, media work and as a trusted training provider.

We are also responsible for administering many carer related networks including the Wales Carers Alliance and Wales Carers Workers Network.

## Contact details:

### Strategic:

Claire Morgan  
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### Other:

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



@CarersWales

# Contact the Elderly

## National Office

2 Grosvenor Gardens,  
London

SW1W 0DH

registered charity in England and Wales (1146149) and in Scotland (SC039377) Company number (07869142)



## 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.

As a National Charity we have over 800 groups helping over 6,000 older guests with the help of over 10,000 volunteers. In Wales we have 60 groups supporting over 600 older people with the help of 630 volunteers, with the target of launching 14 new groups each year, whilst ensuring the groups are self-sustaining.

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 (change to over) 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 53 years.

## Contact details:

Sian Llewellyn – Head of Service for Wales  
and North Wales Development

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

Marion Lowther - South Wales Development  
(part time)

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Kate Housley – Support Officer for Wales  
(part time)

029 2002 6211

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

# Cruse Bereavement Care Cymru



## 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.

## Contact/Referral numbers:

Cardiff & Vale	02920 226166
Merthyr Tydfil RCT	01685 876020
Morgannwg	01792 462845
Gwent	01633 251982

## Contact/Referral numbers:

North Wales Area	01492 536577
Powys	01686 610220
West Wales	0800 2884700

## Key statistics:

- Cruse Bereavement Care is the UK's largest bereavement charity and in 2017/2018 we gave 1:1 support to 32,509 bereaved people .
- We helped 5,625 Children and young people (up to 25 years of age)
- There were 597,626 visits to the [cruse.org.uk](http://cruse.org.uk) website
- 4,924 volunteers gave 540,375 hours support to bereaved people

## Contact details:

### Strategic:

Janette Bourne  
029 2088 6913  
Mob: 0753 202 6582

[www.cruse.org.uk](http://www.cruse.org.uk)  
[www.hopeagain.org.uk](http://www.hopeagain.org.uk) (For young people)

National Telephone Helpline: 0808 808 1677

# Cymru Versus Arthritis

Unit 4,  
Raleigh Walk  
Brigantine Place  
Cardiff  
CF10 4LN



In 2017, Arthritis Care and Arthritis Research UK joined forces to achieve more for people living with arthritis. We re-launched as Versus Arthritis in September 2018 to demand and deliver better with and for people with arthritis. We are a movement of volunteers, healthcare professionals, researchers, family and friends doing everything we can to push back against arthritis. We invest in and deliver cutting edge research, provide quality services and advice, and campaign for arthritis to be a health priority, so the pain, fatigue and isolation of arthritis are no longer tolerated.

Working across Wales we are supporting people living with over 200 different forms of arthritis, including their families, friends and carers. We are here to help people get their lives back, to stay active, independent and connected, providing people with the tools, skills and support they need to take a proactive role in managing their health and wellbeing. We campaign locally and nationally to improve services and ensure the voice of people living with arthritis in Wales is heard and acted on.

## Current areas of work

- Living Well with Arthritis Hubs promote early intervention approaches across South Wales via flexible community based services either 1-1 or in group settings which supports individuals to:
  - make positive life changes
  - enhance self-management skills and be more informed
  - participate in shared decision making and become more confident
  - reduce isolation
- Get Active for Arthritis services in Mid and North Wales promotes the benefits and opportunities to increase physical activity and live a healthy active life. Addressing gaps in current service delivery the project takes a mentoring-based approach supporting individuals to take control of their condition, reduce isolation and become more active, healthier and enjoy a more fulfilling life.
- A Helpline team open 5 days a week offering confidential support and an Arthritis Virtual Assistant, powered by artificial intelligence and available 24/7 which gives high-quality information and advice quickly, any time of day, just by having a chat.
- Peer support through a network of peer volunteers, branches, groups and online forums
- Campaigning for greater awareness of the needs of everyone with arthritis
- Putting public policy at the core and using it as a driving force for statutory service development and delivery

## Recent publications:

A wide range of information booklets, fact sheets and reports can be found on our website <https://www.versusarthritis.org/>

State of Musculoskeletal Health 2019 - a resource for health professionals, policy makers, public health leads and anyone interested in MSK health <https://www.versusarthritis.org/media/14594/state-of-musculoskeletal-health-2019.pdf>

General policy positions can be found at <https://www.versusarthritis.org/policy/our-policy-positions/>

## Key Statistics

- In 2017/18, musculoskeletal disorders (17%) were the most commonly reported complaints amongst adults in Wales.<sup>1</sup>
- 1 in 4 people aged between 60 and 70, and 1 in 3 of the over 70s are being treated for arthritis.
- By 65 years of age, almost five out of ten people with a heart, lung or mental health problem also have arthritis.
- Over 300,000 fragility fractures occur in the UK each year with the number of new fragility fractures each year in the Welsh population over 50 to be 27,170.<sup>2,3</sup>
- 57% of people living with arthritis say they experience pain every day
- Five out of ten people living with arthritis feel they are a nuisance to their family, which rises to eight out of ten (81%) amongst those with the most severe forms of arthritis

<sup>1</sup> Welsh Government. 2017. National Survey for Wales 2016–17 to 2017–18: [https://gov.wales/statistics-and-research/national-survey/?tab=el\\_home&topic=nhs\\_social\\_care&lang=en](https://gov.wales/statistics-and-research/national-survey/?tab=el_home&topic=nhs_social_care&lang=en)

<sup>2</sup> Svedbom A, Hernlund E, Ivergård M, Compston J, Cooper C, Stenmark J, McCloskey EV, Jönsson B, Kanis JA. (2013). Osteoporosis in the European Union: a compendium of country-specific reports. Arch Osteoporos. 8(1-2):137. <https://www.ncbi.nlm.nih.gov/pubmed/24113838>

<sup>3</sup> Curtis EM, van der Velde R, Moon RJ, van den Bergh JP, Geusens P, de Vries F, van Staa TP, Cooper C, Harvey NC. (2016). Epidemiology of fractures in the United Kingdom 1988-2012: Variation with age, sex, geography, ethnicity and socioeconomic status. Bone. Jun; 87:19-26 <https://www.ncbi.nlm.nih.gov/pubmed/26968752>

## Contact Details

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**Information:** Information:  
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**Twitter:** @CymruVArthritis  
**Facebook:** @CymruVersusArthritis

# Deafblind Cymru

National Centre for Deafblindness  
John & Lucille van Geest Place  
Cygnet Road  
Hampton  
Peterborough  
PE7 8FD



## Services offered:

Deafblindness is a unique disability that affects a large and growing number of people across the UK. Defined as “a combined sight and hearing loss causing difficulties with communication, access to information and mobility”, deafblindness ranges from people with some residual sight and hearing to those with profound loss who rely on touch to communicate.

Deafblind UK champions the rights and interests of all people who have a combined sight and hearing loss and deliver quality services to give these individuals autonomy and control over their lives. Through our work we support equality, independence and choice.

Deafblind Cymru, a part of DBUK (Deafblind UK), is the only national charity whose main focus is on acquired dual sensory loss. We are the longest established national charity providing practical support for individuals who have difficulty with their sight and hearing. By drawing on the learnings from our long and rich history (since 1928) we’ve developed a set of services that meet the changing needs of the people we support. All our services focus on unlocking the person behind the disability and on how we can work with deafblind people to achieve their aspirations, no matter how simple or how adventurous. We work with individuals who are 18+, their families and carers.

We are a membership organisation and offer the following services, all of which are **free to access** by calling **0800 132 320**:

1. Our Information and Advice Line provides members with emotional support and practical advice on a wide variety of topics.
2. We make regular outbound calls to members, as well as send out birthday and Christmas cards.
3. Through our home-visit outreach service we provide face-to-face, bespoke support, working with our members to address any issues they might be facing.
4. Volunteer befrienders provide companionship and light touch support at home that enables members to do everyday things such as shopping, going for walks, meeting friends.
5. Our advocacy service supports our members when more complex things go wrong.
6. Support and social groups bring deafblind people together for companionship, to enjoy activities, share advice and tips with each other, and to have fun together (subs may apply).
7. Bespoke digital technology support helps deafblind people who have some residual sight or hearing to use devices through audio commands and magnification, in the way that best suits their level of sensory loss.
8. A quarterly members’ magazine (Open Hand) in accessible formats keeps members informed and involved.
9. Members have a voice in shaping our services at our regional and national forums.
10. Access to our holiday caravan gives members a welcome break in a deafblind friendly

**Contact details:****Strategic:****Michael Wycherley**

michael.wycherley@deafblind.org.uk

07920 802676

**Information:****Helpline: 0800 132 320**

info@deafblind.org.uk



@DeafblindUK

www.deafblind.org.uk



# 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.

## 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).

## 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:

### Strategic

Rhian Davies  
029 2088 7325  
rhian.davies@disabilitywales.org

### Information

 @DisabilityWales

# Learning & Work Institute



Floor 3  
33/35 Cathedral Road  
Cardiff  
CF11 9HB

## Services offered:

We bring together over 90 years combined heritage and history from the 'National Institute of Adult Continuing Education' (NIACE) and the 'Centre for Economic and Social Inclusion'. We want everyone to have an opportunity to realise their ambitions and potential in learning, work and throughout life.. 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.

Learning and Work Institute 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;

## Current areas of work:

Being the UK's National Co-ordinator for the European Agenda for Lifelong Learning

Advising Welsh Government on a new Employability Policy and new Adult Learning policy

## Recent publications:

<http://www.learningandwork.wales/>

## 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:

David Hagendyk  
[david.hagendyk@learningandwork.org.uk](mailto:david.hagendyk@learningandwork.org.uk)

### Contact:

Wendy Ellaway-Lock  
029 2037 0900  
[wendy.ellawaylock@learningandwork.org.uk](mailto:wendy.ellawaylock@learningandwork.org.uk)



@LearnWorkCymru

# Parkinson's UK Cymru

Parkinson's UK Cymru,  
Maritime Offices,  
Woodland Terrace,  
Maesycloed,  
Pontypridd  
CF37 1DZ

**PARKINSON'S<sup>UK</sup>**  
CYMRU  
**CHANGE ATTITUDES.  
FIND A CURE.  
JOIN US.**

**PARKINSON'S<sup>UK</sup>**  
CYMRU  
**NEWID AGWEDDAU.  
DARGANFOD IACHÂD.  
YMUWCH Â NI.**

Every hour. Someone in the UK is told they have Parkinson's. Parkinson's UK is here to make sure people have whatever they need to take back control - from information to inspiration.

We want everyone to get the best health and social care. So we bring professionals together to drive improvements that enable people to live life to the full.

Ultimately, we want to end Parkinson's. That's why we inspire and support the international research community to develop life-changing treatments, faster. And we won't stop until we find a cure. Together we can bring forward the day when no one fears Parkinson's.

## Our work

- Our local advisers, confidential provide and information resources provide expert information on every aspect of Parkinson's - from symptoms and treatments to financial support and tips for everyday life - so that people affected by the condition can stay in control of their lives.
- We lead, influence and fund research to ensure new and better treatments in years not decades. So far we've invested over £75 million in groundbreaking research.
- Our local networks, groups and online forum offer friendship, support and advice to everyone with Parkinson's, their families and carers across the UK.
- We raise awareness, change perceptions, campaign and work with partners to drive better services and improve life for people affected by Parkinson's.
- We work to ensure high-quality care and excellence for everyone affected by Parkinson's, wherever they are, by working in partnership with health and social care professionals and decision makers.

## Contact details

For all general enquiries, please contact:

Tel: 0344 225 3784    Email: [wales@parkinsons.org.uk](mailto:wales@parkinsons.org.uk)

Website: <https://www.parkinsons.org.uk/about-us/parkinsons-uk-cymru>

Facebook: <http://www.facebook.com/parkinsonsukcymru>

The Parkinson's UK helpline and local advisers can support anyone with **Parkinson's**, their family or friends. **Call 0808 800 0303** to get in touch, or email: [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

## Strategic:

Ana Palazón: Country Director Wales  
[apalazon@parkinsons.org.uk](mailto:apalazon@parkinsons.org.uk)

# 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

### Information:

Hayley Ridge-Evans  
01550 721813  
hayleyre@prime-cymru.co.uk



@PRIMECymru

# RNIB Cymru

Jones Court  
Womanby Street  
Cardiff  
CF10 1BR

# RNIB

Cymru

Golwg gwahanol  
See differently

RNIB Cymru is working in Wales to break down the barriers faced by blind and partially sighted people. Find out how our work and services can support you to live the life you want to live you and how you can join us to create a better world for people with sight loss.

## Services offered:

### RNIB Helpline

Our Helpline is your direct line to the support, advice and products you need from RNIB to remain independent. Call: 0303 123 9999 Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

### RNIB Infoline

Our Info Line is a recorded information service dedicated to people who want to know more about sight loss. With our Info Line, you can access spoken information without having to wait in line for an adviser. Call: 0203 432 148

### Sight Loss Advice Service

When you've been diagnosed with an eye condition or experience a sudden change in vision, having someone you can trust to turn to for support and advice can make a huge difference. Our Sight Loss Advice Service is here for anyone who is worried about their sight or that of someone they care about.

### Eye Health Information Service

Our friendly and helpful Eye Health Information service can help you understand your eye condition. Our service is completely confidential and you can contact us anonymously if you want to.

### Eye Clinic Liaison Officers (ECLOs)

There is an Eye Clinic Liaison Officer (ECLO) available in every eye clinic in Wales. ECLOs work closely with medical and nursing staff in the eye clinic, and the sensory team in social services. They give people who have been diagnosed with an eye condition the practical and emotional support they need to understand their diagnosis, deal with their sight loss and maintain their independence.

### Connect:

RNIB Connect is a diverse community led by blind and partially sighted people that brings together anyone affected by sight loss. It gives people the chance to get together for peer support as well as to socialise and campaign for change.

### Children, Young People and Families

We work with children and young people (from birth to 25 years old) who are blind or partially sighted, including those who have complex needs, and their families across Wales.

### Employment

Our employment team provides advice and practical solutions to employers and employees to support you to stay in employment if you are having problems with your sight.

### Living With Sight Loss Courses

Our free, informal, community-based courses give information, advice, support and practical solutions for people adjusting to sight loss. Our courses take place in face-to-face meetings or in phone groups.

## **Counselling**

We offer telephone and online counselling services to people impacted by sight-loss in Wales. Our team understand the emotional impact of sight loss and can offer up to eight telephone and online counselling sessions with a Sight Loss Counsellor. You can contact us by emailing [counselling@rnib.org.uk](mailto:counselling@rnib.org.uk) or call our Helpline and ask to be referred to the Sight Loss Counselling Team.

## **Rights and Information**

We can check to see that you are getting all the benefits and concessions you're entitled to receive and what support you can get where you live.

## **Technology for Life**

RNIB's Technology for Life team can help with both simple and complex technology queries and issues offering information, advice and guidance over the phone, over email, in group sessions or one to one with our Technology for Life team and Technology Support volunteers. Our volunteers help people to use computers, laptops, tablets, smartphones, e-readers and to get online.

## **Transcription**

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

## **RNIB Connect Radio**

Connect Radio is especially for blind and partially sighted people and broadcasts 24 hours a day seven days a week on Freeview Channel 730. You can catch The Welsh Connection, which focuses on stories from across Wales, every other Wednesday at 6pm and Saturday at 4pm.

## **Visibly Better**

Our accredited Visibly Better scheme advises and supports social landlords, hospitals and offices to make sure blind and partially sighted people can confidently access their building and find their way around safely.

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

## **RNIB Shop**

We sell a range of products to assist everyday living from our online shop and at our resource centre based in Cardiff. Call: 0303 123 9999 Visit: [rnib.org.uk/shop](http://rnib.org.uk/shop)

## **RNIB Reading Choices**

We offer several reading choices, giving you access to books, newspapers and magazines in a variety of different formats.

## **Contact details:**

Helpline: 0303 123 9999.  
[www.rnib.org.uk/wales](http://www.rnib.org.uk/wales)  
[helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

## **Strategic**

Ansley Workman  
029 2082 8500  
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Twitter: [@RNIBCymru](https://twitter.com/RNIBCymru)  
Like us on Facebook [@RNIB.Cymru](https://www.facebook.com/RNIB.Cymru)

# Royal Voluntary Service

Cardiff Gate  
Beck Court  
Cardiff Gate Business Park  
CARDIFF  
CF23 8RP



For 80 years Royal Voluntary Service has been inspiring and enabling people to give the gift of voluntary service to meet the needs of the day in their communities. Our vision is for people across Wales to be engaged in voluntary service to help tackle pressing challenges in their communities. Our volunteers give their skills, experience, energy and time to provide practical help, companionship and support to people in need in hospitals, at home and in the community. Their service makes them, and Wales healthier & happier.

## Supporting People

- Community Companions
- Community Transport
- Home Library Service
- One to One support

## Getting Out & About

- Community transport
- Patient Transport

## Social Activities

- Community Cafes
- Healthy Happy Lives Groups
- Lunch Clubs
- Social Clubs & Events

## Services Welfare

- Support for soldiers in the British Armed Forces

## Hospital Support

- Hospital Shops & Cafes
- Hospital Trolleys
- Meet & Greet
- On Ward Services
- Patient Transport
- Support Leaving Hospital

Please visit our website for further details of the work we do and how we help the older people of Wales: [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

## Recent publications:

- Kick-starting a new volunteer revolution - investigates the motivations and barriers faced by those volunteering for the first time (2019).
- The Roll of Volunteers in the NHS – Royal Voluntary Service & Helpforce (2018)
- Improving physical function in older adults (2017).
- Royal Voluntary Service, Every step of the way (2016).
- Helping them home – The challenges facing families of older patients (2015)

## Contact details:

### Sam Ward - Director of Commissioned Services

07714898602

Twitter: @SamRoyalVols

### Lesley Thompson – Head of Business Development,

[Lesley.thompson@royalvoluntaryservice.org.uk](mailto:Lesley.thompson@royalvoluntaryservice.org.uk)

07436 800 873

Information: 0330 555 0310

@RoyalVolService



# Sense Cymru

TouchBase Wales  
Caerphilly Business Park  
Van Road  
Caerphilly  
CF83 3ED



## Services Offered:

Sense is a national charity that supports people who are deafblind, have sensory impairments or complex needs, to enjoy more independent lives. Our expertise in supporting individuals with communication needs benefits people of all ages, as well as their families and carers. We provide information and advice, offer a wide range of flexible services and campaign passionately for the rights of the people we serve.

Founded in 1955 by a group of families affected by rubella, Sense developed specialist skills and knowledge in supporting people to communicate, express themselves and grow in independence. This experience now enables Sense to help people with a much wider range of disabilities.

Our specialist services are built around the wishes and needs of the individual, supporting people to be as independent as possible. Our services include a range of housing options, resource centres, educational support, short breaks and arts, sport and wellbeing programmes.

Our expertise in communication means that we can support children and adults with a diverse range of needs and abilities, including:

- People who are deafblind
- People with sensory impairments
- People with complex needs.

We also provide support and guidance to families and carers.

## Recent Publications:

- Resource Leaflets and information can be found on the Sense website here: <https://www.sense.org.uk/publications>
- Information and advice for Professionals can be found on the Sense website here:  
• <https://www.sense.org.uk/content/further-sources-information-professionals> or  
• <https://www.sense.org.uk/content/information-and-advice-service>
- Information for Individuals and families can be found on the Sense website here:  
• <https://www.sense.org.uk/content/deafblind-person> or  
• <https://www.sense.org.uk/content/information-and-advice-service>
- Policy Responses can be found on the Sense website here: <https://www.sense.org.uk/content/policy-responses>

## Services Provided

### One-to-one support in the community

#### Communicator Guides

Communicator Guides are trained to provide specific support with communication, mobility and access to information for people who develop sight and hearing loss – known as acquired deafblindness. While regularly visiting a person's home, or helping them to get out and about, Communicator Guides act as the eyes and ears of the person with sight and hearing loss, supporting and facilitating communication in different situations.

## **Services Provided**

Their role is to support the person to maintain their independence, participate in their local community and to enhance their quality of life. Our flexible, personalised service allows individuals to purchase communicator guide support privately or through using Direct Payments.

## **Intervenors**

An intervenor provides one-to-one support to a child or adult who has been born with sight and hearing impairments – known as congenital deafblindness.

The intervenor promotes the person's personal and social development, encourages their independence and support their communication. Their role is to enable the individual to experience and join in the world around them as much as possible.

This support may be provided in someone's home, their local community, in an educational or work setting – or a combination of these.

Our intervenors receive specialist training in how to support individuals who have dual-sensory impairments, often combined with other disabilities.

Vision Service to identify people who have a dual sensory impairments, often combined with other disabilities.

## **Outreach services**

We offer outreach support to children, families and deafblind adults in their own homes and in the community. This involves providing advice and assistance to people about their condition, referral to specialist services and signposting to useful contacts and services they can access in the community. Our Optimise project works in partnership with high street optometrists that are part of the Wales Low Vision Service to identify people who have a dual sensory loss. Sense Cymru are then able to provide a core offer of outreach support to these individuals to enable them to maintain their independence and to thrive in their community.

## **Children's Specialist Services**

Children's Specialist Services is a team of specialist teachers, and children and family support workers who work in partnership with families and professionals to help children and young people who are deafblind. This is a unique service, which offers support from early childhood until the young person moves into adulthood.

We provide services for children with both congenital and acquired deafblindness and multi-sensory impairments, including those with additional disabilities. These may include those with a significant single sensory impairment alongside other social and educational challenges.

We also offer training and support to carers and professionals working with these children.

We can provide:

- Help when your child is first diagnosed, including giving you practical ideas about how to develop your child's skills, and advice on suitable play activities.
- Assessments that look at your child as a whole – which focus on what your child can do.
- Opportunities to meet other families, share information and get support
- Support with significant periods of change for your child (transitions) – such as starting school and moving into adulthood

Sense Cymru helps young people, their families and carers to plan for the move from childhood to adulthood.

Being Me! is a Big Lottery Funded project that aims to improve the experience of transition from school into adult life for deafblind/multi-sensory impaired young people living in South East Wales and Cardiff. It provides a wide range of activities for young people as well as specialist support to parents/carers, young people and their families when considering where will the person live; what support will they need; and what interests would they like to pursue.

## **TouchBase Wales**

TouchBase Wales is Sense Cymru's first community support base for adults with a multi-sensory impairment, or a single-sensory impairment with additional needs. We provide a range of person-centred programmes that include sensory, creative, leisure and sports activities to support people to develop their communication and living skills. There are opportunities to meet others, develop friendships and connections, and to have a sense of belonging. We focus on people's abilities, supporting them to have fun and achieve the things they want. TouchBase Wales also serves as a community resource, providing space to offer sessions to meet the needs of older people and families.

### **Contacts:**

#### **Strategic:**

Simon Carnell, Head of Operations Wales  
Phone: 0300 330 9280  
Email: [Simon.Carnell@sense.org.uk](mailto:Simon.Carnell@sense.org.uk)  
Twitter: [@simonsensecymru](https://twitter.com/simonsensecymru)

#### **Information**

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Phone: 0300 3309280  
Web: [www.sense.org.uk](http://www.sense.org.uk); <https://www.sense.org.uk/content/sense-cymru-touchbase-wales>



[@sensetweets](https://twitter.com/sensetweets); [@SenseCymru](https://twitter.com/SenseCymru);

# Stroke Association

Stroke Association  
Tŷ Cenydd  
45 Castle Street  
Caerphilly  
CF83 1NZ



## Services offered:

At 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:

Carol Bott - Director, Wales  
[carol.bott@stroke.org.uk](mailto:carol.bott@stroke.org.uk)

### Information:

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



@StrokeWales

# Volunteering Matters Wales

12 Drake Walk  
Brigantine Place  
Cardiff  
CF10 4AN



## Services offered:

Volunteering Matters Cymru engages more than 3,000 volunteers a year, who support more than 10,000 beneficiaries in many diverse communities across Wales. Our volunteer programmes help to address some of the key challenges facing older people in society today and we have developed lots of activities with this in mind.

Our vision is of a strong and inclusive society in which everyone can play an active and fulfilling role. Our volunteers are a big part of this, committing their time, expertise and knowledge to help their own communities become stronger and healthier places to live.

## Projects include:

### RSVP Wales

RSVP (Retired & Senior Volunteer Programme) is our volunteer-led programme of activity across Wales. We support a wider network of over 60 volunteer organisers, who are leading on community activities, including knitting, local history, gardening and work with schools.

### Welcome Friends

A progressive befriending scheme that uses a person-centred approach to reduce social isolation amongst those over 50. We engage older people as volunteers, provide one-to-one befriending home visits, support people to take up activities or join groups, and set up new volunteer-led social groups where there are unmet needs.

### Learn Together Cymru

Learn Together Cymru boasts over 500 Learning Volunteers who give a couple of hours a week of their time to help children and young people one-to-one with their reading, maths, languages or other subjects and activities, in schools and in family and community learning settings across Wales. A key focus is to recruit older volunteers, encouraging and strengthening positive intergenerational relationships.

### Newport Support Partnership

We are working with other experienced organisations as part of the Newport Support Partnership to provide volunteer-led help for isolated people and carers living in the Newport area.

### Cars for Carers

A Pembrokeshire based social car scheme that provides transport for unpaid carers via volunteer drivers. Carers can redeem one journey per week permitting volunteers are available. These journeys can be for any reason such as; shopping, socialising, or just a trip into town.

## Contact details:

### Strategic:

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