

Cwm Taf Carers A-Z Guide



An information directory
for people of all ages living in
Rhondda Cynon Taf and Merthyr Tydfil

Welcome from Cwm Taf Carers Champions

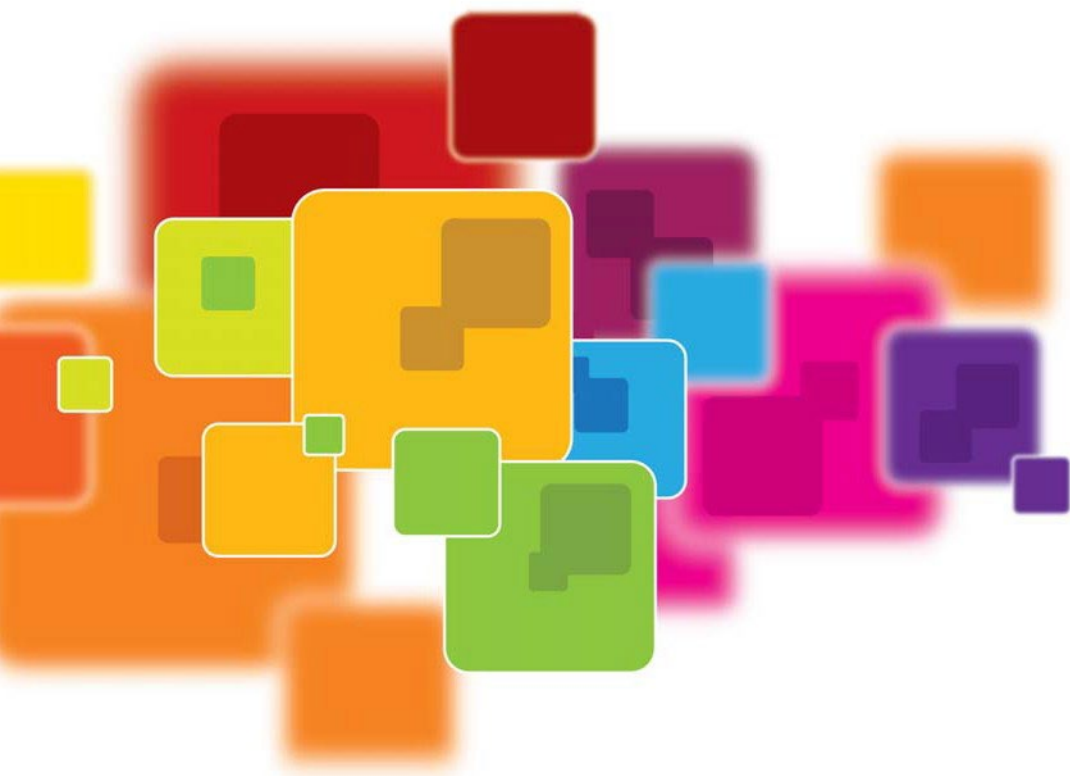
Carers play a vital role in the provision of care, making an enormous contribution to supporting their loved ones in the community. They spend a great deal of their own valuable time and energy caring for vulnerable people and we are committed to ensuring that they are supported in this endeavour.

We hope that this A-Z Guide, produced jointly by Merthyr Tydfil and Rhondda Cynon Taf Councils and Cwm Taf University Health Board in a response to the Carers Strategies (Wales) Measure, will help to achieve better outcomes for all by providing a central resource of up to date information about support services that are targeted to meet the needs of carers and other residents living in the Cwm Taf area.

Councillor Bill Smith
Carers Champion - Merthyr Tydfil CBC

Councillor Mike Forey
Carers Champion - Rhondda Cynon Taf CBC

Independent Board Member Maria Thomas
Carers Champion - Cwm Taf Local Health Board



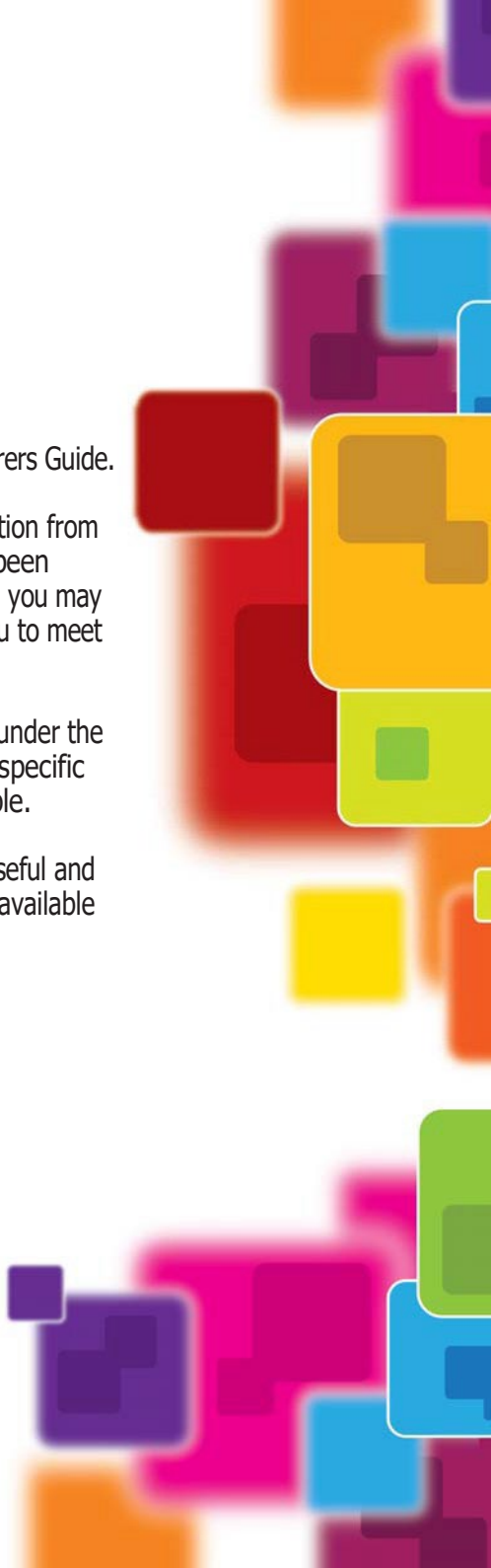
Introduction

This is the second edition of the Cwm Taf Carers Guide.

It was originally formed by merging information from Merthyr and RCT's Carers guides and has been produced to provide you with the information you may need to get the support necessary to help you to meet your caring responsibilities effectively.

The useful contacts are listed alphabetically under the following headings to help you to find the specific information you require as easily as possible.

We hope that the publication proves to be useful and helps you to better understand the services available locally and how to access them.



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Contacting the Council

Merthyr Tydfil County Borough Council can be contacted:

In person at their main office in Castle Street (opposite the bus stop)
by telephone: **01685 725000** or email: customer.care@merthyr.gov.uk
or post at: Civic Centre, Castle Street, Merthyr Tydfil CF47 8AN

Rhondda Cynon Taf Council can be contacted:

In person at their One4All Centres where you can access advice and information in a single visit. The wide range of service enquiries include:

- Housing, such as repairs and lettings
- Council Tax and Housing Benefit
- Domestic Refuse, including 'Wastebusters'
- Applications including Bus Passes, Planning and Disabled Parking Blue Badges
- Making payments e.g. Council Tax payments
- Consumer Advice (Treorchy and Aberdare only)
- Registrar Service (Treorchy and Aberdare only)
- Pension Service advice

There are 5 centres located at:

Rock Grounds, High Street, Aberdare, CF44 7AE

Ty Sardis, Sardis Rd, Pontpridd, CF37 1DU

Ty Bronwydd, Bronwydd Avenue, Porth, CF39 9DL

Treorchy Library, Station Road, Treorchy, CF42 6NN

Mountain Ash Library, Knight Street, Mountain Ash, CF45 3EY

Cwm Taf Local University Board can be contacted by telephone:
01443 744800

Cwm Taf University Health Boards Carers Measure Co-ordinator
telephone: **01443 744844**

Carers can access support to help in their caring role through Merthyr's **Carers Development Officer**, based at Voluntary Action Merthyr Tydfil.
Telephone: **01685 353907**

In RCT, the **Carers Support Project** offers free support to carers including comprehensive information, a counselling service and training days on a range of subjects that can help you in your caring role.

Telephone: **0800 100 1801** or visit the website www.rctcbc.gov.uk/carers

Councillors Enquiries about ward surgeries and contacting Councillors

In Merthyr www.merthyr.gov.uk/home/council	In RCT: 01443 425005 or go online at www.rctcbc.gov.uk
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Other useful council telephone numbers:

In Merthyr:

Payments	01685 725000
Environment and Planning (Waste, highways, drainage, public health and protection)	01685 725138
Council Tax	01685 724555
Housing Benefit	01685 725116 or 01685 725371
Adult Social Services	01685 724507
General enquiries	01685 725000
Education and learning	01685 724600
Children's Social Services	01685 724506
Disabled Children's Team	01685 724506
Out of hours	Social Services 01443 425012 Other emergencies 01685 385231

In RCT:

24 / 7 Payment line	01443 425000
Environmental services (Waste, highways, drainage, public health and protection)	01443 425001
Council Tax and Housing Benefits	01443 425002
Adult Social Services	01443 425003
Planning and Regeneration	01443 425004
General enquiries	01443 425005
Education	01443 744000
Children's Social Services	Rhondda: 01443 431513 Cynon: 01685 888800 Taff Ely: 01443 486731
Disabled Children's Team	01443 744222
Out of hours	Social Services: 01443 425012 Other emergencies: 01443 425011

Abuse and Protection

There are a number of organisations working to protect people of all ages against abuse in all its forms. Some of these are listed below.

Child Abuse	
To report suspected child abuse contact:	<p>In Merthyr Tydfil: 01685 724506 Email: childrensservices@merthyr.gov.uk In RCT Rhondda Office: 01443 431513 Email: csiattrhondda@rctcbc.gov.uk Taff Ely Office: 01443 486731 Email: csiattafely@rctcbc.gov.uk Cynon Office: 01685 888800 Email: csiatcynon@rctcbc.gov.uk Out of Hours Emergency Duty Team in Merthyr and RCT: 01443 425012</p>
Childline is a free information and support helpline and website for children and young people.	<p>Freephone: 0800 1111 www.childline.org.uk</p>
NSPCC works closely with local communities through their services for children and families, campaigning work and their network of community supporters and partners.	<p>Freephone: 0808 800 5000 www.nspcc.org.uk</p>
Cwm Taf's Safeguarding Adults Board is a multi agency partnership working to protect adults at risk in RCT and Merthyr Tydfil.	<p>Telephone in Merthyr Tydfil: 01685 724539 Telephone in RCT: 01443 425425 For Out of hours emergencies in Merthyr Tydfil and RCT Telephone: 01443 425012</p>
Cwm Taf's Safeguarding Children Board works to promote the safety of children in Merthyr Tydfil and RCT.	<p>Telephone: 01443 484524</p>
<p>South Wales Police can be contacted if you require urgent police assistance where there is a threat to life or property.</p> <p>If you would like to report a non-urgent incident or have a problem or general query, you can call the 24 hour non-emergency number for the police.</p>	<p>Emergency number: 999</p> <p>Non-urgent incidents or general queries: 101</p>

Domestic abuse:

The All Wales Domestic Abuse and Sexual Violence Helpline is a confidential, freephone support and information service, for anyone experiencing domestic abuse or wanting more information on available support services. Open 24 hours.

Freephone: 0808 80 10 800

Dyn Project Wales The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Trans men who are experiencing Domestic abuse from a partner.

Telephone: 0808 801 0321
Email: support@dynwales.org

Hafan Cymru is a charitable organisation operating across Wales, providing housing and support services to women, men and their children, particularly those escaping domestic abuse. They offer a complete package of support provision to help people with a wide range of needs – often complex or multiple needs – including those who have experienced physical, sexual or psychological abuse; those recovering their mental health; ex-offenders; substance misusers; care leavers.

Telephone: 01443 237015

The Men's Advice Line helpline provides a range of services aimed primarily at men experiencing domestic abuse from their partner.

Telephone: 0808 801 0327
Email: info@mensadviceline.org.uk
www.mensadviceline.org.uk

Police Domestic Abuse Referral Unit is a team of specialist police personnel on each division who are aware of the difficulties that you may be facing. They are available for you to speak to about how to stop domestic abuse, either for yourself or someone else.

Telephone: 01443 657202

Safer Merthyr Tydfil is a crime prevention charity that offers services to local people to help reduce crime, increase confidence and enable neighbourhoods to feel safer.

Telephone: 01685 353999
Domestic Abuse Resource Team:
Freephone: 0800 389 7552
Telephone: 01685 388444
www.smt.org.uk

Abuse and Protection

<p>Safer Wales works to help people feel safer and improve the life of communities in Wales. They offer support and services to people who are suffering domestic abuse, hate crime or harassment, or who are being forced to do things that they do not wish to do.</p>	<p>Telephone: 029 2046 1564 Email: admin@saferwales.com</p>
<p>The Oasis Centre (a non-gender-specific service) an advice and support service for individuals who are experiencing domestic abuse within Rhondda Cynon Taff. The service is open to women and men and provides guidance to help individuals make informed choices and provide safety measures to increase their safety.</p>	<p>In Pontypridd telephone: 01443 494190</p>
<p>Victim Support is the independent charity which helps people to cope with the effects of crime.</p>	<p>In Merthyr telephone: 01685 384405 DART (Domestic Abuse Resource Team) 01685 388444 In RCT telephone: 01443 401380</p>
<p>Welsh Women's Aid provides direct services for women and children who have experienced or are experiencing domestic abuse.</p>	<p>Cwm Cynon (Aberdare) 24 hour helpline: 01685 87 96 73 Pontypridd 24 hour helpline: 01443 491528 www.welshwomensaid.org.uk</p>
<p>Women's Aid works to end domestic violence against women and children.</p>	<p>Telephone: 0808 2000 247 National Domestic Violence 24 hour Helpline.</p>
<p>Womens Aid in RCT provide women and children affected by domestic abuse or sexual violence with crisis accommodation, support within the community and the provision to develop their skills and knowledge to move forward in their lives.</p>	<p>In RCT telephone: 01443 400791</p>
<p>Vulnerable Adults</p>	
<p>Care and Social Services Inspectorate Wales can be contacted if your concern is about someone who lives in a care home.</p>	<p>Telephone: 0300 062 8800 Email: cssiw@wales.gsi.gov.uk</p>

<p>Community Safety Partnership Community Engagement Officers tackle issues and concerns you have in your local area.</p>	<p>In Merthyr, a One Stop Shop is held every Tuesday at the Civic Centre, Merthyr between 11.30 am and 1pm. In RCT telephone: 01443 842767</p>
<p>PACT stands for Partnerships And Communities Together. It offers you a chance to give your views on the issues that concern you. PACT meetings decide on the priorities that matter most to their overall community, which the Police, Council and partners concerned in Community Safety will then aim to put into action.</p>	<p>In Merthyr meetings are held regularly in every ward in the County Borough where local Neighbourhood Policing Teams together with your local Councillors are available to listen to your concerns about crime and disorder in your community. PACT meetings are often held in partnership with Communities First and you can find out when your next meeting is taking place by visiting: www.ourbobby.com or by contacting your local Communities First office. In RCT Telephone: 01443 425400 website www.saferct.co.uk</p>
<p>Pro-TECT Scheme entitles vulnerable people (e.g. victims of domestic burglary, elderly, single parents, infirm, disabled and ethnic minorities) to have their houses surveyed and security devices fitted for a small charge.</p>	<p>Telephone: 01685 870011</p>
<p>Victim Support helps people cope with the effects of crime.</p>	<p>In Merthyr telephone: 01685 384405 In RCT: 0845 30 30 900 www.victimsupport.org</p>
<p>Vulnerable adults are individuals over the age of 18 who are or may be in need of social care because of a disability, advanced age or illness and include those who may be unable to either take care of themselves or protect themselves against harm or exploitation.</p>	<p>In Merthyr for information or advice telephone: 01685 724507 In RCT telephone the Adult Protection Team: 01443 425425 for more information. If outside normal working hours, telephone the Emergency Duty Team on: 01443 425012 If you suspect a crime has been committed, you can contact: South Wales Police on: 101 Crime Stoppers: 0800 555 111</p>

Adults and Older People

<p>Adult Social Services assess people's needs and determine their eligibility to receive services. Not all Adult Social Services provided are free of charge, sometimes service users are asked to contribute towards the cost.</p>	<p>In Merthyr telephone: 01685 724507 For RCT Telephone: 01443 425003 for an assessment. Telephone: 01443 471408 for more information about charges for services.</p>
<p>Age Connects Morgannwg provides information and advice, support, welfare benefit advice, help with form filling and practical assistance to improve the lives of older people. Services include housing related support, Support@Home Service, Community Outreach Team, Hospital Discharge Service, a Nail Cutting Service and Support Plus Cleaning and Shopping Service.</p>	<p>Telephone: 01443 490650 Email: information@acmorgannwg.org.uk www.acmorgannwg.org.uk</p>
<p>Age Cymru is the national charity for older people in Wales. Thier mission is to improve the life of older people through campaigning, fundraising, providing information and advice and delivering projects and services to older people across Wales.</p>	<p>Telephone: 02920 431555 Age Cymru's helpline is: 08000 223 444 www.agecymru.org.uk facebook.com/agecymru Twitter.com/agecymru</p>
<p>Age Cymru Enterprises Pontypridd offers face to face information on a range of products and services designed specifically for the over 50s.</p>	<p>Telephone: 0800 652 9221</p>
<p>British Red Cross Community Support Service is where volunteer and support staff work with individuals to put together a flexible action plan to improve access to support and information, confidence, wellbeing and social interaction during a 6-12 week period. Working in partnership with existing services and social groups to help people improve their lives and access to information.</p>	<p>River House, Ynys Bridge Court, Gwaelod Y Garth, Cardiff, CF15 9SS Telephone: 02920 815694</p>

<p>Bus Passes can be provided by the Council to people over 60 and for people with disabilities or mobility problems. A companion bus pass, which allows one companion to travel free to assist a person with a disability, may also be available.</p>	<p>In Merthyr Tydfil you can download an application form from the website www.merthyr.gov.uk or telephone: 01685 725410 In RCT you can download an application form from www.rctcbc.gov.uk Telephone: 01443 425001 or visit your local One4All Centre.</p>
<p>Care homes Giving up your home and moving to a care home is a big step to take. We may be able to help you look at the options and arrive at a decision.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 or email socialservices@rctcbc.gov.uk</p>
<p>Care and Social Services Inspectorate for Wales produce Inspection reports of all care homes in Merthyr and RCT</p>	<p>Telephone: 0300 062 8800 Email cssiw@wales.gsi.gov.uk www.csiw.wales.gov.uk</p>
<p>Care Plans and Packages are arranged on an individual basis to meet the specific needs identified during an assessment of the person you care for. The services provided as a result are called the Care Package. A needs assessment is free of charge. Carers are also eligible to receive an assessment in their own right.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 or Email: socialservices@rctcbc.gov.uk</p>
<p>Complaints about services you receive from social services</p>	<p>In Merthyr telephone: 01685 727034 Email: customer.care@merthyr.gov.uk In RCT telephone: 01443 425451 Email welisten.complaints@rctcbc.gov.uk</p>
<p>Crossroads Care Cwm Taf is a charity and network partner of The Carers Trust and look after the cared for in the comfort of their own home, providing quality free time for carers of all ages in RCT & Merthyr Tydfil.</p>	<p>Telephone: 01443 480484 Email: info@crossroadscwmtaf.org.uk www.crossroads.org.uk/cwmtaf</p>
<p>Day Centres offer a range of activities, rooms to meet in as a group and catering facilities offering discounted food for 50+ residents. Telephone the Day Services Development Manager.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425544</p>

<p>DEWIS Centre for Independent Living can provide support for people using Direct Payments.</p>	<p>Telephone: 01443 827930 www.dewiscil.org.uk</p>
<p>Direct payments offer an alternative to having services delivered directly to you. They are cash payments to purchase social care services as an alternative to having an arranged service. They are used to meet an individual's assessed need, where they are eligible for a social care service.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 email socialservices@rctcbc.gov.uk</p>
<p>Domestic help can be provided by the council's home care and catering services or through voluntary and private sector organisations.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Fifty Plus Forums for Older People are independent groups of people aged 50+ who meet to discuss issues that affect the lives of older people across Cwm Taf. There is no charge to join or attend the meetings and forum members are in control of the agenda and often invite speakers to explain how their policies and strategies affect older people.</p>	<p>In Merthyr contact the Older People's Development Officer on: 01685 724636 In RCT contact the Strategy for Older People Co-ordinator: 01443 744847 or Age Connects Morgannwg: 01443 490650 www.fiftyplusforumrct.com</p>
<p>Homecare provides a community based service supporting people with personal care needs to live at home.</p>	<p>In Merthyr telephone: 01685 724507 Email: adultintakeservice@merthyr.gov.uk In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Independent Age (formerly Counsel and Care) is a national charity working with older people, their families and Carers to get the best care and support.</p>	<p>Telephone: 0845 262 1863 www.independentage.org.uk</p>

<p>Intermediate Care and Rehabilitation Service aims to promote and maintain the independence of people who have experienced a period of ill-health or loss of skills. There is an eligibility criteria applied for the service and it will only be provided for up to 6 weeks.</p>	<p>In Merthyr, telephone: 01685 351350 In RCT, telephone: 01443 425003</p>
<p>The Keep Well This Winter campaign provides information and support to people aged 65 and over to enable them to keep well, warm and safe during the winter.</p>	<p>Telephone: 029 2043 1555 www.kwtw.org.uk</p>
<p>Learning Disability Teams provide services to people with learning disabilities and the people caring for them.</p>	<p>In Merthyr telephone: 01685 724507 In RCT East Team: 01685 887811 West Team: 01443 436937</p>
<p>Lifeline is a home and personal alarm system for older, frail or disabled people and for victims of crime, offering the reassurance of a 24-hour, 7 days a week emergency service, for which there is a monthly charge.</p>	<p>In Merthyr telephone: 01685 385231 or email lifeline@merthyr.gov.uk In RCT, contact the Lifeline monitoring centre for more information: 01443 239104 or email lifeline@rctcbc.gov.uk www.rctcbc.gov.uk/telecare</p>
<p>Meals on Wheels are hot 2 course meals provided 5 days a week in Merthyr and 7 days a week (except bank holidays) in RCT to people eligible to receive this service. There is a charge for the service.</p>	<p>In RCT telephone: 01443 744150</p>
<p>Nursing homes</p>	<p>see Residential Care</p>
<p>Occupational therapists can advise people with mobility or dexterity problems on methods and equipment available that can help to maintain independence.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003</p>

Adults and Older People

<p>Older People Adult social care teams provide services for frail, older people or people who have a physical disability to help them to live independently.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Older People's Mental Health Teams are dedicated to supporting older people experiencing mental ill health, their Carers and families.</p>	<p>In Merthyr telephone: 01685 351122 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Physical disability Adult Social Services provide services for frail, older people or people who have a physical disability to help them to lead an independent and fulfilled life.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Residential Care Giving up your home and moving to a care home is a big step to take. We may be able to help you look at the options and arrive at a decision.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Not all services for adults are free of charge, for more information about Fairer Charging Policies please contact your local Council.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 471408</p>
<p>Respite:</p>	
<p>The Carers' Support Centre is a charity providing low-cost holidays for Carers. Holidays are designed for Carers and their families to have an affordable break. They are for Carers, either alone or with the person they care for.</p>	<p>Telephone: 0117 965 2365 www.carersholidays.org.uk</p>
<p>Carers Trust (formed by the merger of Crossroads Care and the Princess Royal Trust for Carers) provides practical support and respite for people caring for those with disability or chronic ill health.</p>	<p>Telephone: 01443 480484 www.carers.org/local-service/cwmtaf</p>

<p>Crossroads Care Cwm Taf is a charity and network partner of The Carers Trust and look after the cared for in the comfort of their own home, providing quality free time for carers of all ages in RCT & Merthyr Tydfil.</p>	<p>Telephone: 01443 480484 Email: info@crossroadscwmtaf.org.uk www.crossroads.org.uk/cwmtaf</p>
<p>Glamorgan Holiday Hotel in Porthcawl provides respite care and short-term holiday breaks for elderly people, people with disabilities and other special needs, and for those who need the use of a wheelchair. The hotel can be booked via social worker referral or privately.</p>	<p>Telephone: 01656 785375 www.glamorganholidayhotel.com</p>
<p>The Hadnet website provides a list of accessible holiday destinations in the UK. They are also a charitable provider of equipment and services for the disabled community.</p>	<p>Telephone: 01707 324581 www.hadnet.org.uk</p>
<p>Livability Holidays is part of a charity and offers a wide range of accessible hotel and self-catering holidays in the UK, located by popular seaside venues.</p>	<p>Telephone: 020 7452 2000 www.livability.org.uk</p>
<p>The Saga Respite for Carers Trust gives older Carers the opportunity to have a well-earned holiday. The Carer must be over 50 years of age, have been caring for someone for more than a year, not have taken a significant holiday away from their caring responsibility within the last year AND not be a paid Carer. For a nomination form send an SAE to The Trust Manager, Saga Respite for Carers Charitable Trust, The Saga Building, Enbrook Park, Folkestone, Kent CT20 3SE .</p>	<p>Telephone: 01303 774421 www.saga.co.uk/saga-charitable-foundation/saga-respite-for-carers-trust.aspx</p>

Adults and Older People

<p>Social Services can help to arrange short breaks (respite care) for people who use the service and for their Carers.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk The Carers Support Project can provide respite for Carers wishing to attend one of their free events. CarersLine: 0808 100 1801</p>
<p>Telecare services can provide alarms and detectors in your home to ensure you are as safe as possible and provide re-assurance and peace of mind that, in the event of an emergency, help can be called easily and quickly.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone Safe At Home Service: 01443 425009</p>
<p>Tourism for All provides information on accessible holidays. They have a range of guides including a guide to financial help towards the cost of a holiday, respite care or convalescence, use of oxygen on holiday, equipment hire and holidays for people with special needs.</p>	<p>Telephone: 0845 124 9971 www.tourismforall.org.uk</p>
<p>Vitalise is a national charity providing short breaks (respite care) for people with physical disabilities and their Carers. Each break is full board and offers a wide range of activities and excursions. 24-hour nursing care on-call and personal support is included in the price of each break.</p>	<p>Telephone: 0303 303 0145 Email: bookings@vitalise.org.uk www.vitalise.org.uk</p>

Advocacy, Counselling and Talking Therapies

Advocacy

Advocacy is a process of supporting and enabling people to express their views and concerns, access information and services, and defend and promote their rights and responsibilities.

In Merthyr, the Carers Development Officer
Telephone: **01685 353907**

In RCT, the Carers Support Project offers information and support for Carers.

Telephone: **0808 100 1801**

Age Connects Morgannwg can also provide advocacy.

Telephone: **01443 490650**

Community Health Councils offer help, advice and advocacy on complaints about the NHS.

Cwm Taf Community Health Council

Telephone: **01443 405830**

Dewis Centre for Independent Living provides advocacy for adults with a learning disability.

Telephone: **01443 827930**

www.dewiscil.org.uk

MEIC is the advocacy and advice helpline for children and young people up to the age of 25 in Wales. The service is confidential and is available 24 hours a day.

Telephone: **080880 23456**

Text: **84001**

www.meiccymru.org

Merthyr and the Valleys MIND offers advocacy and counselling for people experiencing mental health problems.

Telephone: **01685 353944**

Email: info@matvmind.org

www.matvmind.org

Counselling

Counsellors provide a service for people who are looking for support and treatment for a wide range of mental health and emotional issues.

Almond Tree Counselling is a free professional counselling service for adults, children and young people.

Telephone: **01443 411914**

Brynawel House Family Counselling and Information Centre is a free service for those coping with problems related to alcohol abuse.

Telephone: **01443 237271**

www.brynawel.org

Carers Support Project RCT provides a free counselling service for Carers, these can be provide by telephone or face to face.	Telephone CarersLine: 0808 100 1801
Community Legal Services provide information and advice about the law, legal services and legal rights. Many voluntary organisations in the CLS provide free advice. Solicitor's fees may be covered, subject to financial eligibility and for those on low income the advice may be free.	In Merthyr telephone: 01685 382188 Rhondda Taf CAB: 08444 77 2020 Cynon Valley CAB: 01443 473389 To find a suitable and local provider in Cwm Taf, Telephone: 0845 345 4345
Counselling Directory is a website that provides a search facility to enable you to identify counsellors and counseling services locally.	www.counselling-directory.org.uk
Cruse Bereavement Care provides a service of counselling, advice and support service for bereaved people.	Telephone: 01685 876020 www.crusebereavementcare.org.uk
Eye to Eye provides a youth counselling service for young people between the ages of 11 and 25.	Telephone: 01443 204551 www.eyetoeyewales.co.uk
Family Awareness and Drug Support offers counselling to Carers and families of those who misuse substances.	Telephone: 01685 814900
New Pathways provides general counselling and also following sexual abuse.	Telephone: 01685 379310
SNAP Cymru is a charity that offers advocacy and disagreement resolution services, to families of children and young people aged from 0 to 25, who have or may have special educational needs.	Telephone: 0845 120 3730 www.snapcymru.org

Births and Deaths

<p>Births and deaths should be registered at our District Register Office in Municipal Buildings, Pontypridd or one of the regional offices in Aberdare and Treorchy. To reduce waiting times, all offices operate an appointment system.</p>	<p>In Merthyr telephone Registrar's Office: 01685 727333</p> <p>In RCT, appointments are made by telephoning District Register Office: 01443 486869</p> <p>If you are registering a birth, you may find some of the information in our Children and Younger People section useful.</p>
<p>Bereaved Parent Support helps those who have a lost a child of any age and in any circumstance - through a telephone support network, events and a regular email newsletter.</p>	<p>Telephone: 029 2081 0800 www.careforthefamily.org.uk/bps</p>
<p>Cruse Bereavement Care provides a service of counselling, advice and support.</p>	<p>Telephone: 01685 876020</p>
<p>Dying Well Matters is a helpline providing a single point of advice for concerned families of patients nearing the end of their lives.</p>	<p>Telephone: 0300 100 2011</p>
<p>Past Carers Group is a group in RCT offering companionship and friendship to past Carers.</p>	<p>Telephone: 01443 491850</p>
<p>Sands offers support when a baby dies during pregnancy or after birth. Sands offer an extensive range of support services for anyone affected by the death of a baby.</p>	<p>Telephone: 020 7436 5881 Email helpline@uk-sands.org www.uk-sands.org</p>
<p>Tell us once service saves you having to contact a range of government departments following a person's death, as it can inform the necessary bodies associated with the deceased person.</p>	<p>In Merthyr telephone: 01685 727333 In RCT telephone: 01443 486869</p>

Carers Entitlements, Benefits and Support

People who are caring unpaid for others have certain entitlements designed to support them to care. The groups listed in this section all provide assistance to make caring more effective.

Autistic Spectrum Disorders:	
Asperger Syndrome Support Group is a parent/carer support group for children of any age with Asperger Syndrome. It meets monthly.	Contact Christine Jenkins. Telephone: 01685 886389
An Autistic Spectrum Disorders Directory of Services for individuals and their families details local support organisations.	For your free copy telephone: 01443 668839
Autism Parent Support Group is a parent/carer support group for children of any age living with autism in Rhondda. The group is informal and friendly with monthly meetings.	In Merthyr Tydfil National Autistic Society Telephone: 01685 350965 In RCT, contact Sarah Morgan Telephone: 01443 684581 Mobile: 07786645783
Snowflakes is an ASD Parent/carer support group, meet fortnightly in Merthyr Tydfil.	Contact Lynne Rayner Telephone: 07502286597
Carers Support	
Carers Support is available to Carers living in Cwm Taf.	In Merthyr, Carers Development Officer, based at Voluntary Action Merthyr Tydfil. Telephone: 01685 353907 In RCT, the Carers Support Project offers free support to Carers including comprehensive information, a counselling service and training days on a range of subjects. Telephone: 0808 100 1801 www.rctcbc.gov.uk/carers

<p>Carers UK / Wales is a membership organisation of Carers, led by Carers for Carers, taking action to bring about change locally and nationally.</p>	<p>Telephone: 029 2081 1370 website: www.carerswales.org</p>
<p>Cardiac Carers Support Group supports heart patients and their Carers.</p>	<p>In Merthyr, there is no group at the moment. In RCT the group meets monthly at Llantwit Fardre Sports Club, Church Village. Contact Ron Graves: 01443 207307</p>
<p>A Carer's Assessment can be provided if you are 16 years old or over and look after an adult on a 'regular and substantial' basis, you are entitled to a Carer's Assessment. This may change with the latest legislation. Your Carer's Assessment will identify your needs as a Carer and help plan how you can be supported in what you do.</p>	<p>In Merthyr telephone: 01685 724507 In RCT, telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>'Looking after someone, a guide to Carers' rights and benefits' is a publication available to download from Carers UK.</p>	<p>In Merthyr telephone the Carers Development Officer on: 01685 353907 In RCT telephone the Carers Support Project: 0808 100 1801 www.carerswales.org.uk</p>
<p>Carers' Champion is a nominated Councillor with special responsibility for the interests of Carers. Some GP surgeries have nominated members of staff as Carers' Champions. Enquire at your own surgery for more information.</p>	<p>In Merthyr Councillor Bill Smith holds the position currently. Email: Bill.smith@methyr.gov.uk In RCT, Councillor Mike Forey holds the position currently. Email: mike.forey@rctcbc.gov.uk For Cwm Taf Local Health Board, Independent Board Member Maria Thomas. Email: c/o david.watkins@wales.nhs.uk</p>
<p>Carers Emergency Card is a card which can be used as an instant source of identification in case of accident or sudden illness. The Council's Lifeline Service (see Lifeline) will hold your registration number and details of where help can be found for the person you care for.</p>	<p>Telephone CarersLine: 0808 100 1801</p>

Carers Entitlements, Benefits and Support

<p>Legislation passed in the last 25 years gives Carers specific rights and entitlements which include:</p> <ul style="list-style-type: none"> • to be informed of your rights verbally and in writing • to decide how much care you wish to provide • to be involved in the assessment of needs of the person for whom you care (unless the person cared for is over 18 and doesn't want that) • to have your own needs assessed (including from the point of view of your leisure, education and employment) to ensure that you are able to continue caring at the level you intend to provide • to have someone present to support you at meetings or assessments. This could be a friend, relative, or advocacy worker, for example. • to use Direct Payments for the delivery of relevant services (where eligible) • to be involved in hospital discharge planning • to request a reasonable amount of unpaid time off from work to arrange care, provide care or for other reasons related to caring • to request flexible working arrangements as parent Carers with children under 18 who have worked for their employer for 26 weeks or more • to apply for similar arrangements if you're looking after someone at home • to have respite care provided for families with a disabled child. 	<p>For more information or for a free booklet 'Looking after someone, a guide to Carers' rights and benefits' telephone Carers Wales: 029 2081 1370 or download it from their website www.carersuk.org/wales</p>
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<p>Carers Measure Strategy has been developed jointly between Merthyr and RCT Councils and Cwm Taf University Health Board to raise the profile of Carers.</p>	<p>For more information, telephone Carers Measure Co-ordinator: 01443 744844</p>
<p>Carers Rights Day and Carers Week is a day in December and a week in June respectively, when events are run across the UK to raise awareness of the needs of Carers and to inform those who are unaware of the services and benefits to which they are entitled.</p>	<p>In Merthyr contact the Carers Development Officer on: 01685 353907 In RCT contact Carers Support Project: 0808 100 1801</p>
<p>Carers Trust (formed by the merger of Crossroads Care and the Princess Royal Trust for Carers) provides practical support to Carers through the provision of trained care support workers who can provide respite for the carer and a network of independently managed Carers centres and young Carers services.</p>	<p>Telephone: 02920 090087 www.carers.org Telephone: 02920 221788 www.youngcarers.net</p>
<p>Complaints If you are unhappy with your social care services, you have a right to complain. If you are unhappy with the service provide by Cwm Taf Health Board, you can contact the Patient Support Officers based in Prince Charles and Royal Glamorgan hospitals.</p>	<p>In Merthyr telephone: 01685 724500 In RCT, telephone: 01443 425451 Email welisten.complaints@rctcbc.gov.uk In Cwm Taf University Health Board telephone: 01685 721721 or 01443 443443 ext 3039</p>
<p>Crossroads Care Cwm Taf is a charity and network partner of The Carers Trust and look after the cared for in the comfort of their own home, providing quality free time for carers.</p>	<p>Telephone: 01443 480484 Email: info@crossroadscwmtaf.org.uk www.crossroads.org.uk/cwmtaf</p>

Carers Entitlements, Benefits and Support

Employment help is available from Job Centre Plus if you are starting or returning to work. This includes confidence including confidence building, volunteering, better off calculations and work focused training.	Telephone: 0845 604 3719 for an appointment with a local adviser.
Carers in Work are likely to need a range of support in the workplace and you may want to know about your legal rights, changes you can make at work, how to get practical help with caring and how to apply for flexible working.	Telephone Carers Wales: 029 2081 1370 www.carersuk.org/wales
Employers for Carers provide advice and support for employers seeking to develop Carer friendly policies and practice and retain skilled workers.	Telephone: 020 7378 4956 www.employersforcarers.org
Equality, Diversity and Social Justice teams promote equality of opportunity and addresses social disadvantage for everyone working and living in Cwm Taf.	In Merthyr telephone: 01685 725425 Email: equalities@merthyr.gov.uk In RCT telephone: 01443 424170
Freedom of Information provides you with the right to access all types of recorded information (subject to certain exemptions) held by public authorities. Contact the Corporate Information Management Officer.	In Merthyr telephone: 01685 725000 In RCT telephone: 01443 424189
Gov.UK is a website that contains a dedicated Carers section covering benefits, working and caring and help with caring. It includes information, contact details, how to claim, claiming online, leaflets and a benefits calculator.	www.gov.uk
The Learning Disability Support Groups for parents meet every month in Rhondda, Cynon and Taff Ely. The groups aim to support parents/carers across the county and their views are sought in the planning, monitoring and evaluation of services provided.	Telephone: 01443 407582

<p>Newsletters provide a useful source of information and you may be able to subscribe to receive them regularly.</p>	<p>In Merthyr telephone: 01685 353907 In RCT telephone: 01443 668813</p>
<p>Parent and Carer Network Rhondda Cynon Taf is for all parents and Carers of children with disabilities and special needs, aged 25 and under. This network aims to represent the collective views of parents and Carers from within the community and contribute to positive changes in services for children. The group meets at various venues and publishes the Smalltalk newsletter.</p>	<p>Telephone: 01443 668839</p>
<p>Past Carers Group is for those whose caring role has ceased and who would like to meet other people in a similar situation for friendship and days out.</p>	<p>Telephone: 01443 668813</p>
<p>Rhondda CAPS Children and Parents Support Group is a support group for parent/carers of children under 11 with disabilities in Rhondda. They meet Wednesdays at the Barnardos Intensive Family Support Service, Llwynypia.</p>	<p>Telephone: 01443 422554</p>
<p>Training for Carers The Carers Support Project runs a rolling programme of free training for Carers including: Coping with Stress, First Aid, Legal Issues, Moving and Handling and Welfare Rights.</p>	<p>For more information In Merthyr telephone: 01685 353907 In RCT telephone: 0808 100 1801</p>

Carers Entitlements, Benefits and Support

<p>Young Carers Assessment and Development Worker can provide a range of information and advice for Young Carers and those who work with Young Carers. This can include visiting a family to carry out a Young Carer's Initial Assessment. All referrals for a Young Carers service should be sent to the Assessment and Development Worker.</p>	<p>Telephone: 01443 668839</p>
<p>Young Carers projects supports Young Carers aged 5-18. In Merthyr Young Carers under 18 are supported by Barnardos who take responsibility for someone who is ill, disabled, elderly, experiencing mental distress, affected by substance misuse or has substantial responsibility for caring for a sibling. They hold after school clubs, activity days and many other activities for Young Carers.</p>	<p>In Merthyr, contact Barnardos on: 01685 382422</p> <p>In RCT the Young Carers Project is based at Action for Children, Trealaw. Referral is via the Young Carers Assessment and Development Worker.</p> <p>Telephone: 01443 668839</p>

Children and Younger People

There are lots of organisations working to represent the interests of children and young people and the parents and Carers who support them.

Action for Children Rhondda Cynon Taf Young Carers Project provides ongoing support for young carers living in RCT.	293 Brithweunydd Road, Trealaw, Tonypanydy CF40 2NZ Telephone: 01443 433079
Asperger Syndrome Support Group is a parent / carer support group for children of any age with Asperger Syndrome.	Telephone: 01685 886389
Barnardos Merthyr Tydfil Young Carers Service provides ongoing support for young carers living in Merthyr Tydfil.	Telephone: 01685 382422
Contact a Family is a charity providing advice, information and support to the parents of all disabled children. Family workers can offer one-to-one help to families with a disabled child.	Telephone: 029 2039 6624 www.cafamily.org.uk/wales
CSSIW (Childcare Provider Inspections) ensures standards are set and met by child care providers in Wales.	Telephone: 0300 062 8888 Email: cssiw.southeast@wales.gsi.gov.uk Welsh Government, Rhydycar Business Park Merthyr Tydfil CF48 1UZ
Disabled Children's Teams work to support families with children living with disabilities and chronic illnesses.	In Merthyr telephone: 0800 678 3798 In RCT telephone: 01443 744222
Early Bird is a three month programme designed for parents of children aged 5 and under with an autistic spectrum disorder. The programme aims to empower parents / carers and help to establish good practice within these very important early years of their child's development.	In Merthyr telephone: 01685 725009 In RCT telephone: 01443 744222

<p>Early Years and Family Support Services provides information, advice, guidance and support on all services, ranging from the development of childcare services, to support for parents, to training and grants available to service providers including Family Information Service, Sure Start, Language and Play, Flying Start and Genesis.</p>	<p>In Merthyr telephone: 01685 727400 Email: fis@merthyr.gov.uk www.fis.org In RCT telephone: 0800 180 4151 or 0300 111 4151 (free from mobiles) Email: fis@rctcbc.gov.uk www.rctcbc.gov.uk/fis</p>
<p>Flying Start aims to provide children 0-4 with the best possible 'Flying Start' in life. The Flying Start Programme provides:</p> <ul style="list-style-type: none"> •Free quality, part-time childcare for 2-3 years; •An enhanced Health Visiting Service; •Access to Parenting Programmes; •Early Language Development. 	<p>Telephone: 01685 727388 Email: FlyingStart@Merthyr.gov.uk Website: www.merthyrfis.org</p>
<p>Follow Your Dreams is a national charity that inspires children and young people with learning disabilities to follow thier dreams.</p>	<p>Head Office, Gwynfa House, Main Road, Church Village, CF38 1RN. Tel: 01443 218443 www.followyourdreams.org.uk</p>
<p>Fostering and Adoption teams work to provide homes for children and young people in the care of the council.</p>	<p>In Merthyr telephone: 0800 783 4086 In RCT telephone: 0800 085 2635 www.rctcbc.gov.uk/fostering</p>
<p>NAS Parent Support Group helping support individuals with Autism or Aspergers Syndrome and providing information and advice for families and carers.</p>	<p>Telephone: 01685 350965</p>

<p>Parent Carers United is for all parents and Carers of children with disabilities and special needs, aged 25 and under. The group provides support to children and young adults with special needs and their parents or Carers within Merthyr Tydfil and the surrounding area. Their aim is to represent the collective views of parents and Carers from within the community and contribute to positive, fundamental changes in the service provision for children. They meet monthly.</p>	<p>Contact Sheila O'Keefe Telephone: 01443 690841</p>
<p>Parenting Support Service offers practical advice and positive ways to manage some of the challenges parents may encounter in bringing up children.</p>	<p>In Merthyr telephone: 01685 727401 In RCT telephone: 0800 180 4151 Email: fis@rctcbc.gov.uk</p>
<p>Respite services can provide useful breaks for parents caring for children with disabilities.</p>	<p>In Merthyr telephone: 01685 724506 In RCT telephone: 01443 744222</p>
<p>Sales to Children RCT Council has introduced a proof of age called 'Validate' to combat problems associated with under age drinking, smoking, solvent abuse and gambling.</p>	<p>Telephone: 01443 827355 Email: tradingstandards@rctcbc.gov.uk</p>
<p>Services for Young People in Rhondda Cynon Taf deliver integrated programmes of personal and social education to young people living in RCT</p>	<p>Telephone: 01443 744000</p>
<p>SNAP Cymru is a charity that offers information and support to families of children and young people aged from 0 to 25 who have or may have special educational needs. Services include advocacy and disagreement resolution.</p>	<p>Telephone: 01443 220150 www.snapcymru.org</p>

Children and Younger People

Strengthening Families is a support service to children aged 10 to 14 and their parents, designed to equip families to work together better.	Telephone: 01443 827000
WICID is a website managed by young people for young people in Rhondda Cynon Taf. It provides information on activities and services available to young people throughout the County Borough.	www.wicid.tv
Young Adult Carers Development Worker can provide a range of information, advice and support to Carers aged between 18 and 25 living in RCT.	Telephone: 07887 450716 or Telephone: 01443 668845
Young Carers Assessment and Development Worker can provide a range of information and advice for Young Carers and those who work with Young Carers. This can include visiting a family to carry out a Young Carer's Initial Assessment. All referrals for a Young Carers service should be sent to the Assessment and Development Worker.	Telephone: 01443 668839 Email: youngcarerssupportteam@rctcbc.gov.uk
Young Carers projects supports Young Carers aged 5-18	In Merthyr contact Barnardos Telephone: 01685 382422 In RCT contact Action for Children Telephone: 01443 433079 youngcarerssupportteam@rctcbc.gov.uk
Youth Offending Service brings together officers from local authority children's services, probation, education, health, police and various other agencies, as well as other specialist project workers to provide supervision for young people at risk of, or involved in offending behaviour.	In Merthyr telephone: 01685 724960 In RCT telephone: 01443 827300 Email: yotinfo@rctcbc.gov.uk

Drugs and Alcohol

<p>Alcohol Concern campaigns for effective alcohol policy and improved services for people whose lives are affected by alcohol-related problems. Telephone the national drink helpline.</p>	<p>Drinkline: 0800 917 8282 www.alcoholconcern.org.uk</p>
<p>DAN 24/7 is an all-Wales helpline providing information and help relating to drugs and alcohol and can provide access to local and regional services.</p>	<p>Telephone: 0800 6 33 55 88 www.dan247.org.uk</p>

<p>The Drug and Alcohol Single Point of Access (DASPA) is a single point of access service, one call number provides advice, information and an easier route into services for all substance misuse services and those affected by substance misuse, living in Rhondda Cynon Taf and Merthyr Tydfil (Cwm Taf). It can be used by service users, family members, concerned others and professionals seeking advice or who wish to make referrals to all substance misuse services across Cwm Taf including TEDS, Drugaid, Merthyr Integrated Drug & Alcohol Services (MIDAS), Community Drug and Alcohol Teams (CDATs): Rhondda Integrated Substance Misuse Services (RISMS).</p>	<p>Telephone: 0300 333 0000 (free from landlines, local rate from mobiles) Email: daspa@daspa.org.uk</p>
<p>Drinkwise Wales is a website that offers a healthy guide on how to enjoy a drink responsibly.</p>	<p>www.drinkwisewales.org.uk</p>

<p>Family Awareness and Drug Support works with Carers and families of those who misuse substances. They offer counselling, information, advice and one to one support.</p>	<p>Telephone: 01685 814900</p>
<p>Frank is a service that provides friendly, confidential drug advice.</p>	<p>Telephone: 0800 77 66 00 Text: 82111 www.talktofrank.com</p>
<p>Needle Exchange Community pharmacy service is a free and anonymous NHS service providing clean equipment and harm reduction advice. Used equipment should be returned for safe disposal.</p>	<p>www.nhsdirect.wales.nhs.uk/localservices or contact your local community pharmacy for more information. Specialist Needle exchange services can be accessed via DASPA (See above).</p>
<p>The Prescribing Advice Project, previously known as the Mental Health and Substance Misuse Project, is run by Citizens Advice Bureau. The project provides welfare benefits and debt advice to mental health and substance misuse service users and their carers.</p>	<p>Telephone: 01443 409284</p>
<p>Community pharmacies across Cwm Taf offer a free, confidential Stop Smoking Service to people aged 15 and over. The service provides one-to-one support (including nicotine replacement therapy) for 12 weeks. Call into your local pharmacist for more details.</p>	<p>www.nhsdirect.wales.nhs.uk/localservices</p>
<p>Stop Smoking Wales is a free, NHS service to help people quit smoking.</p>	<p>Telephone: 0800 085 2219</p>

Education, Training and Employment

<p>Adult Community Learning Partnership is an established strong network of providers and stakeholders who work together to deliver adult community learning within the County Borough of Merthyr Tydfil to support individuals to meet their full learning potential.</p>	<p>Telephone: 01685 724910 Email: ryan.stokes@merthyr.gov.uk</p>
<p>Adult Education service provides learning opportunities in local communities.</p>	<p>Merthyr CBC offers day and evening classes for vocational and non-vocational courses, for details of classes in your area or further information, telephone the Neighbourhood Learning Centre on: 01685 727099 or the Adult Community Learning Service on: 01685 727379 Email: adultlearning@merthyr.gov.uk In RCT, for further information, telephone: 01685 870399. Alternatively Email: adulthoodeducation@rctcbc.gov.uk or visit www.rctcbc.gov.uk/adulthoodeducationcourses</p>
<p>Agored Cymru is a Credit and Qualifications Framework awarding organisation, offering flexible educational opportunities designed to help learners of all ages and abilities achieve their potential.</p>	<p>Telephone: 029 2074 7866 www.agored.org.uk</p>
<p>Bridges into Work is a scheme that offers guidance, support and training for people who are not in full time education and are unemployed or working less than 16 hours per week.</p>	<p>In Merthyr telephone: 01685 727099 In RCT telephone: 01685 884827 Email: bridgesintowork@rctcbc.gov.uk</p>
<p>British Red Cross - Community First Aid provides first aid learning and awareness to vulnerable and at risk groups, members of other organisations and members of the public.</p>	<p>Bradbury House, Mission Court, Newport, NP20 2DW Telephone: 01633 245750</p>

<p>Carers in Work provides working carers with a range of support in the workplace and you may want to know more about your legal rights, changes you can make at work, how to get practical help with caring and how to apply for flexible working.</p>	<p>For a free 'Employees Guide to Work and Caring' telephone Carers Wales: 029 2081 1370</p>
<p>Childminding training courses are run by the Council's Child Minding Coordinator.</p>	<p>In Merthyr telephone: 01685 727400 In RCT telephone: 01443 744000</p>
<p>Computer Training for beginners is available in some libraries, as well as through adult education. Ring your local library and see Adult Education for more details.</p>	
<p>Communities 2.0 is a Welsh Government project that is helping communities to make most of the internet by helping people to get online in a safe and secure way. They can help you find free places in your community where you can be helped to do more online.</p>	<p>Telephone: 0845 474 8282 www.communities2point0.org.uk</p>
<p>Distance Learning Courses are offered by the National Extension College.</p>	<p>Telephone: 0800 389 2839 www.nec.ac.uk Open University Telephone: 0845 300 6090 www.open.ac.uk</p>
<p>Education Programmes for Patients are 6-week self-help courses for anyone with a long term or chronic condition who wishes to improve the way they manage their condition to add to the quality of life.</p>	<p>Telephone: 01443 744800 www.eppwales.org</p>

Employers for Carers provide advice and support for employers seeking to develop Carer friendly policy and practice and retain skilled workers.	Telephone: 020 7378 4956 www.employersforcarers.org
Family & Community Learning Service offers a wide range of learning opportunities for adults, young people and families, within community settings, to meet the needs and learning styles of individuals throughout the County Borough of Merthyr Tydfil.	Telephone: 01685 724910 Email: ryan.stokes@merthyr.gov.uk
Heritage and Volunteer Project offers learning and volunteering opportunities associated with heritage and horticulture within Cyfarthfa Park, Merthyr.	Telephone: 07720 947672
Jobcentre Plus can support you to find, start or return to paid work and may include confidence building, volunteering, better off calculations and work focused training.	Telephone: 0845 604 3719 for an appointment with a local adviser.
Learning Curve provides work experience placements for people with learning disabilities living in RCT.	Telephone: Treforest: 01443 841235 Llwynypia: 01443 436937 Gadlys: 01685 873647 Email: socialservices@rctcbc.gov.uk
Library membership is free to everyone who lives or works in Merthyr and Rhondda Cynon Taf. Merthyr Tydfil's Homelink Library Service and RCT's Housebound Service - a free service for anyone who is housebound offering free online services, e.g. ebooks, emagazines, ealking books and online courses.	Merthyr Central Library Telephone: 01685 353480 Email: library.services@merthyr.gov.uk In RCT visit www.rctcbc.gov.uk/libraries or for RCT's Housebound Service Telephone: 01685 880061 Email: Erika.Neck@rctcbc.gov.uk
Moving and Handling training courses for Carers are free and run regularly.	In Merthyr contact the Carers Development Officer: 01685 353907 In RCT telephone: 01443 668813

<p>SNAP Cymru is a charity that offers information and support to families of children and young people aged from 0 to 25 who have or may have special educational needs. Free advice is available to support parents, Carers and young people, including advocacy and disagreement resolution services.</p>	<p>Telephone: 0845 120 3730 www.snapcymru.org</p>
<p>University of South Wales, formed by the merger of the University of Glamorgan and the University of Wales Newport, offers varied courses including annual summer schools.</p>	<p>Telephone: 08455 760101 www.southwales.ac.uk</p>
<p>Vision Products provides supported employment and development opportunities for people with disabilities. Departments within the organisation are manufacture and install UPVC windows and doors, Community Equipment Service and Workstep.</p>	<p>Telephone: 01443 229988 www.visionproducts.org.uk</p>
<p>Volunteering advice can be obtained from VAMT and Interlink, the umbrella organisations for voluntary groups working in Merthyr and Rhondda Cynon Taf.</p>	<p>In Merthyr telephone Voluntary Action Merthyr Tydfil: 01685 353900 www.vamt.net In RCT telephone Interlink: 01443 846200 www.interlinkrct.org.uk</p>
<p>Welsh Language Policy Public bodies have strategies in place which set out their commitment to promoting and safeguarding the Welsh language.</p>	<p>In Merthyr telephone: 01685 725000 In RCT telephone: 01443 744069</p>
<p>Work Clubs provide support for people to gain employment. A number operate across Cwm Taf offering support services which includes setting up email accounts, cv writing, completing job application forms, Job Search, access to Universal Job Match and training opportunities.</p>	<p>Telephone: 01443 425761 Email: commfirstenquires@rctcbc.gov.uk</p>

Health and Wellbeing

Many organisations work towards supporting people who live with disabilities and chronic ill health to promote their wellbeing. Below is a list of groups that provide services locally to support people and those who care for them.

Age Connects Morgannwg provides advice, support and practical assistance to improve the lives of older people, including their hospital discharge service.	Telephone: 01443 490650
Age Cymru is the national charity for older people in Wales. Thier mission is to improve the life of older people through campaigning, fundraising, providing information and advice and delivering projects and services to older people across Wales.	Telephone: 02920 431555 Age Cymru's helpline is: 08000 223 444 www.agecymru.org.uk facebook.com/agecymru Twitter.com/agecymru
Arthritis Care is a national voluntary organisation working with and for all people with arthritis.	Telephone: 0808 800 4050 www.arthritiscare.org.uk
BETH provides financial help to people affected by cancer and their families in Rhondda Cynon Taf.	Telephone: 01443 671974
Bosom Pals is a friendly, confidential, Breast Cancer support group covering the area from Pontypridd down to Pencoed. They meet monthly in The Pavlion, Lanelay Road, Talbot Green CF72 8HY and at other times during the month.	Telephone: Barbara 01443 237997 Email: contact@pontyclunbosompals.org.uk www.pontyclunbosompals.org.uk
Bowel Screening is available for people aged between 60 and 69, and will be extended to everyone aged between 50 and 74 by 2015.	Telephone: 0800 294 3370
Brain Injury Support Group is a support group for Carers of someone with an acquired brain injury such as traumatic brain injury, encephalitis or anoxic brain damage.	Telephone Vicky Richards: 029 2031 3808

Breathe Easy Support Group is a network for people who have a lung condition and for those who look after them.	Telephone: 01792 455764
Breast Test Wales provides the breast screening programme in Wales.	Telephone: 029 2039 7222
British Heart Foundation Cymru provides help and advice for those with a heart condition.	Telephone: 029 2038 2368 www.bhf.org.uk
British Lung Foundation provides help and advice for those with a lung condition.	Telephone: 08458 505020 www.lunguk.org
British Red Cross - Mobility Aids provides a short term loan,(for up to 8 weeks) of wheelchairs and commodes. The service is able to assist those recovering from an accident, surgery or illness. There is no charge for the loan of equipment but service users are asked to make a donation.	Bradbury House, Mission Court, Newport NP20 2DW Telephone: 0844 412 2756
British Red Cross - Therapeutic Care using a simple combination of hand, arm, back and shoulder massage this service is able to provide a gentle and comforting treatment to those who are anxious, tense or ill.	Bradbury House, Mission Court, Newport, NP20 2DW Telephone: 01633 245750
British Red Cross - Event First Aid involves the provision of first aid cover at a wide range of community and commercial events through the provision of trained volunteers.	Williamstown Depot, Unit 16 Ely Industrial Estate, Williamstown, Tonypandy, CF40 1RA Telephone: 01443 421645
British Red Cross - Tracing and Messaging to restore contact between relatives who have been separated by armed conflict, political upheaval or natural disaster. The message service enables families to keep in touch when normal means of communication have broken down.	Bradbury House, Mission Court, Newport, NP20 2DW Telephone: 01633 245750

<p>British Red Cross - Fire Emergency Support using a specially adapted motorhome the FESS service is able to provide shelter as well practical and emotional support to the victims of crime, domestic fire, flood and traumatic incidents.</p>	<p>Bradbury House, Mission Court, Newport, NP20 2DW Telephone: 01633 245750</p>
<p>British Red Cross - P.A.L.S (Practical Aids to Living Service) aims to provide individuals with the facility whereby they can purchase a wide range of medical equipment and daily living aids equipment, which can assist older and disabled people and individuals recovering from illness or surgery to undertake many everyday tasks.</p>	<p>Bradbury House, Mission Court, Newport NP20 2DW Telephone: 0844 412 2756</p>
<p>Cancer Aid Merthyr Tydfil provides a free service to Merthyr residents whose lives have been touched by cancer. Services include counselling, support groups, reflexology, aromatherapy and a drop-in centre. The Centre is in Dowlais.</p>	<p>Telephone: 01685 379633</p>
<p>Carers Discounted Access to Leisure Services is available to Carers of all ages.</p>	<p>In RCT telephone: 01443 668813 In Merthyr Tydfil telephone: 01685 353907</p>
<p>Community Health Council offer help, advice and advocacy on complaints about the NHS.</p>	<p>Telephone Cwm Taf Community Health Council: 01443 405830</p>
<p>Choose Well Wales is a website that will help you decide if you need medical attention when you're not well. It explains what each NHS service does and when it should be used.</p>	<p>www.choosewellwales.org.uk</p>

<p>Community Pharmacy Common Ailments Service (Choose Pharmacy) - Cynon Valley is a free NHS service offering NHS advice and treatment (where needed) for a range of common ailments without having to make a GP appointment.</p>	<p>www.cwmtafuhb.wales.nhs.uk/choose-pharmacy-common-ailments-scheme</p>
<p>Community Pharmacy Discharge Medicines Review Service is a free NHS service for patients (and their carers) who have left hospital recently (within 28 days). Your local pharmacist (chemist) will check to ensure that you have all the medicines you need and that you don't take those you no longer need. A follow up appointment will check you have no problems with your medicines. Take the green copy of the Discharge Advice Letter you get from hospital with your medicines to your pharmacist.</p>	<p>For more information contact your regular community pharmacy.</p>
<p>Community Pharmacy Medicines Use Review Service is a free NHS service for patients taking 2 or more prescription medicines for a long term condition. Your pharmacist will answer any questions you have about your medicines and help you manage any problems you may be having taking them. Carers can also access this service with the patient. If you are unable to visit your local pharmacy, it may be possible to arrange a review at home.</p>	<p>For more information contact your regular community pharmacy.</p>
<p>Community Safety Partnerships work to prevent domestic abuse, substance misuse, antisocial behaviour and acquisitive crime.</p>	<p>In Merthyr telephone: 01685 725466 www.mtcsp.org.uk Community Safety Partnership Community Engagement Officers on: 01685 722541 In RCT telephone: 01443 842767</p>
<p>Deafblind Cymru offers local support, advice and advocacy for someone with a combined sight and hearing loss.</p>	<p>Telephone: 0800 132 323 www.deafblind.org.uk</p>

<p>Dentists Information about local dental services is available from Cwm Taf Health Board's website.</p>	<p>Telephone: 01443 715041 www.cwmtaflhb.wales.nhs.uk Telephone: 01443 680166 for emergency dentistry for people not able to access treatment that is available Monday to Friday 9am to 4.30pm. Telephone: 0300 123 50 60 for evening and weekend emergencies.</p>
<p>Diabetes UK hold regular meetings for sufferers and their families at venues throughout Rhondda Cynon Taf.</p>	<p>Telephone: 01443 434547 Jane Jones (Secretary, Rhondda branch) Telephone: 01443 203248 Joan Jones (Secretary Taff Ely branch) Telephone: 01685 873290 Carol Phillips (Secretary Cynon branch)</p>
<p>Diabetes Peer Support are local groups providing information and support to individuals with Diabetes and their families. Ring for details of groups in your area.</p>	<p>Telephone: 01443 858099</p>
<p>Environmental Health Officers visit premises on matters relating to Health and Safety, food hygiene, pollution and housing.</p>	<p>In Merthyr telephone: 01685 725402 In RCT telephone: 01443 425001 Public Health and Protection</p>
<p>Eye Care Wales' website provides information about eye care services and services for people with a visual impairment. If you have an eye problem that needs urgent attention, contact an optometrist and ask for a special eye examination under the Primary Eyecare Acute Referral Scheme (or PEARS for short). This is free of charge. A list of participating optometrists is available on the Eye Care Wales website.</p>	<p>www.eyecarewales.nhs.uk</p>

<p>GPs - Information about local doctors' surgeries is available from Cwm Taf Local Health Board</p>	<p>Telephone: 01443 744800 www.cwmtaflhb.wales.nhs.uk For out of hours service, ring your surgery, where there may be an answer phone message containing another number to ring. If you need to see a doctor you may be asked to go to a central treatment centre. Alternatively, contact NHS Direct Wales. Telephone: 0845 46 47 www.nhsdirect.nhs.uk</p>
<p>Headway works for people with acquired brain injuries, their families and Carers.</p>	<p>Telephone: 029 2057 7707 www.headwaycardiff.org</p>
<p>Hearing Aids For information and assessment concerning hearing loss ring your doctor. Replacement hearing aid batteries can be collected from various venues across Cwm Taf.</p>	<p>In Merthyr: 01685 728130 In RCT: 01685 728130 for Cynon Valley or 01443 443283 for Rhondda / Taf.</p>
<p>Hospitals provide a mixture of in-patient and out-patient services to people living in their catchment areas. Contact individual hospitals or visit Cwm Taf Health Board's website www.cwmtaflhb.wales.nhs.uk.</p>	<p>Dewi Sant: 01443 486222 Pontypridd & District Hospital (Y Bwthyn) - 01443 443758 Prince Charles: 01685 721721 Royal Glamorgan: 01443 443443 Keir Hardy Health Park: 01685 351021 Ysbyty Cwm Cynon: 01685 721721 Ysbyty Cwm Rhondda: 01443 430022 Ysbyty George Thomas: 01443 430022</p>
<p>Hospital Discharge should be provided when the person you care for is coming out of hospital, in order to assess their needs and provide extra care if required. To help you make decisions you need information about what your rights are, what help you may be able to get and how to get it:</p> <ul style="list-style-type: none"> • Hospital discharge planning • The responsibility of the NHS for continuing care 	<p>In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003</p>

<ul style="list-style-type: none"> • What happens on the day someone leaves hospital • If you feel you cannot provide care <p>Before discharge the hospital will consider your needs when you go home and if necessary they will arrange for an assessment of need from Occupational Therapy, Nursing, Adult Social Services staff and Age Connects Morgannwg. Speak to the Ward Manager or Social Care Services.</p>	<p>If you have left hospital recently (within 28 days) your local pharmacist (chemist) will check to ensure that you have all the medicines you need and that you don't take those you no longer need. This is the discharge medicines review service and it makes sure that both you and your GP have the same information about your medicines after your discharge from hospital.</p>
<p>Incontinence For advice contact your Doctor, Practice Nurse or District Nurse.</p>	<p>Telephone NHS Direct Wales on: 0845 46 47 www.nhsdirect.wales.nhs.uk</p>
<p>Infectious Disease information can be provided by the Public Health and Protection Officer.</p>	<p>In Merthyr telephone: 01685 725138 In RCT telephone: 01443 425001</p>
<p>In the Pink (Merthyr and Cynon Valley) Breast Cancer Support Group</p>	<p>Telephone: 01685 728645</p>
<p>Keep Well this Winter campaign aims to provide information and support to people aged 65 and over to enable them to keep well, warm and safe during the winter.</p>	<p>In Merthyr contact the Older Persons Development Officer: 01685 724636 In RCT telephone: 01443 744847 www.kwtw.org.uk</p>
<p>Keir Hardie Health Park, Merthyr Tydfil is a recently opened joint agency health and well-being facility that houses former Hollies Health Centre, Seymour Berry Centre and St. Tydfil's Hospital day, primary and community services.</p>	<p>Telephone: 01685 351021 or GP practices: 1 01685 723363 (Dr Das) 2 01685 721266 (Dr Chandran) 3 01685 722436 (Dr Jayadev)</p>
<p>Leisure Centres provide a wide range of activities from swimming to squash and badminton courts, fitness suites to function rooms. They also offer a wide range of classes for all abilities. Discounts are available for carers.</p>	<p>In Merthyr Merthyr Tydfil Leisure Centre: 01685 727476 In RCT www.rctcbc.gov.uk/leisure</p>

<p>The Lymphoedema Support Network is a registered charity and the UK's national patient support organisation for lymphoedema.</p>	<p>Telephone: 020 7351 0990 Email: adminlsn@lymphoedema.freemove.co.uk www.lymphoedema.org</p>
<p>Macmillan Cancer Information Service in RCT Libraries provides cancer information to everyone in RCT</p>	<p>Telephone: 01443 406050 Email: Karen.langworthy@rctcbc.gov.uk</p>
<p>Specialist support for people with cancer and their Carers is available through Macmillan nurses.</p>	<p>For the Macmillan Support Line Telephone: 0808 808 00 00</p>
<p>MAMSS is a free NHS service to support pregnant women quit smoking (Rhondda Cynon Taf only). Clients receive a programme of one-to-one support from a trained Maternity Support Worker, in their own home, or at a convenient location.</p>	<p>Pregnant women can:</p> <ul style="list-style-type: none"> • Be referred directly to the Maternity Support Worker by their Midwife (in Rhondda Cynon Taf).
<p>Mental health see page 58.</p>	
<p>Merthyr Eyelights is a social group for people with visual impairment. They meet every Thursday.</p>	<p>Telephone: 01685 377800</p>
<p>Merthyr Talking Hands is a group of deaf and hard of hearing people and their families in Merthyr Tydfil and the surrounding area. People of all ages are welcome to attend fortnightly meetings.</p>	<p>Telephone: 07967 106914 or fax: 01685 384198</p>
<p>NHS Direct Wales provides health advice and information 24hours a day. It gives patients and the public easy access to information about health and care services, including an A – Z health encyclopedia, an online enquiry service, detailed health information and many other local services searches.</p>	<p>Telephone: 0845 46 47 If you are deaf or hard of hearing you can contact NHS Direct Wales by textphone on: 0845 606 46 47, available 24 hours a day, 7 days a week or call us through the BT type talk on: 1 8001 0845 46 47. www.nhsdirect.wales.nhs.uk</p>

<p>PACT – Partnerships and Communities Together offers you a chance to give your views on the issues that concern you. PACT meetings decide on the priorities that matter most to their overall community, which the Police, Council and partners concerned in Community Safety will then aim to action.</p>	<p>In Merthyr telephone: 01685 722541 www.ourbobby.com In RCT telephone Central Area: 01656 655 555</p>
<p>Parkinson's Disease Society has a local organiser who can offer help and advice to people with Parkinson's and their families. Parkinsons Disease Support Group meets monthly.</p>	<p>Telephone: 0844 225 3784 Email: wales@parkinsons.org.uk</p>
<p>If you would like support to discuss your ongoing care or make a complaint, the Health Board has Patient Support Officers who will be happy to assist.</p>	<p>Prince Charles Hospital: 01685 724468 Royal Glamorgan Hospital: 01443 443443 ext 3039</p>
<p>Rhondda Breast Friends is a support group to help people through the trauma of a breast cancer diagnosis and resulting treatments. Information, signposting, regular events and coffee mornings are held at their centre.</p>	<p>Telephone: 01443 687556 www.rhonddabreastfriends.org.uk</p>
<p>Rowan Tree Cancer Care offers support for cancer patients in RCT.</p>	<p>Telephone: 01443 479369 www.rowantreecancercare.co.uk</p>
<p>Safer Merthyr Tydfil entitles vulnerable people (e.g. victims of domestic burglary, elderly, single parents, infirm and disabled and ethnic minorities) to have their houses surveyed and security devices fitted free of charge.</p>	<p>Telephone: 01685 353999</p>

<p>Sensations is a hearing loss group in Merthyr Tydfil for people with all levels of hearing loss. The group meets every month.</p>	<p>Contact Michelle on: 01685 353426 or text Kath on: 07540 574038</p>
<p>Sensory Loss - Social services offers support and assessment for people of all ages who are blind, partially sighted, hard of hearing or deaf-blind.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 Email: socialservices@rctcbc.gov.uk</p>
<p>Serious or terminal illness Social Services work with health trusts and other organisations to provide services for people who are seriously or terminally ill.</p>	<p>In Merthyr telephone: 01685 724506 In RCT telephone: 01443 425003</p>
<p>Speech and Language Therapy is a service that helps people to manage and come to terms with a loss of communication from stroke, cancer, injury or other illness.</p>	<p>In Merthyr telephone: 01685 728451 In RCT telephone: 01443 443443</p>
<p>Community pharmacies across Cwm Taf offer a free, confidential Stop Smoking Service to people aged 15 and over. The service provides one-to-one support (including nicotine replacement therapy) for 12 weeks.</p>	<p>www.nhsdirect.wales.nhs.uk/localservices</p>
<p>Smoking Cessation Community Pharmacy Stop Smoking Service is a free, confidential NHS service to help people aged 15 and over to quit smoking. Clients receive a twelve week programme of one to one support and medication to help them with quitting.</p>	<p>www.nhsdirect.wales.nhs.uk/localservices or contact your local community pharmacy for more information.</p>

<p>Stop Smoking Wales is a free NHS service to help people quit smoking. Weekly sessions last for six weeks, and clients will be assessed as suitable for either group or one-to-one support. Additional telephone support can also be provided. (If you are pregnant and would like to quit smoking see page 44 MAMSS).</p>	<p>contact Stop Smoking Wales by:</p> <ul style="list-style-type: none"> • Telephoning: 0800 085 2219 • Internet www.stopsmokingwales.com for more information, or to request a call back.
<p>Stroke Association helps stroke patients and their families or Carers directly through its Life After Stroke Services which include: Information, Advice and Support workers; Communication Support; and Life After Stroke Grants.</p>	<p>Telephone: 0303 3033 100 www.stroke.org.uk</p>
<p>Tenovus helps individuals with a cancer diagnosis and their families with essential support.</p>	<p>Telephone Cancer Support Line: 0808 808 1010</p>
<p>Valleys Regional Equality Council is an established organisation working towards the elimination of racial discrimination.</p>	<p>Telephone: 01443 742704 www.valrec.org</p>
<p>Wales Council for Deaf People provides information and advice on issues that concern deaf and hard of hearing people.</p>	<p>Telephone: 01443 485687 Text: 485686 www.wcdeaf.org.uk</p>
<p>Wales Council for the Blind is an umbrella agency representing people with visual impairments in Wales.</p>	<p>Telephone: 029 2047 3954 www.wcb-ccd.org.uk</p>

Housing, Home Adaptation and Homelessness

<p>Care and Repair is a non-profit making organization offering free advice, help and support to local elderly and disabled homeowners about repairs, improvements, adaptations or maintenance to their homes.</p>	<p>In Merthyr telephone: 01443 693362 Email: enquiries@merthycareandrepair.co.uk www.merthycareandrepair.co.uk</p> <p>In RCT telephone: 01443 755696 Email: ctha@cynon-taf.org.uk www.careandrepair-rct.org.uk</p>
<p>Care and Social Services Inspectorate Wales CSSIW is the government body that makes sure that care homes and childcare services meet the regulations and standards expected of them.</p>	<p>Telephone: 0300 062 8888 Email: cssiw.southeast@wales.gsi.gov.uk www.cssiw.org.uk</p>
<p>Disabled Facilities Grants are given for essential adaptations to give a disabled person greater freedom of movement in and around their home.</p>	<p>In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425748</p>
<p>Energy Efficiency Advice concerns energy efficiency grants and other ways of saving money when using electricity and gas in the home.</p> <p>Most energy suppliers offer special support services for vulnerable customers. Contact your supplier for information.</p>	<p>For free energy advice telephone: 0800 512012 To speak with RCT's Housing Energy Officer please call 01443 425725</p>
<p>Furniture Environmental Services offer advice on collection of unwanted furniture or bulky refuse</p>	<p>In Merthyr telephone: 01685 725138 In RCT telephone: 01443 425001</p>
<p>Charitable organisations collect unwanted furniture and resell it to families at affordable prices.</p>	<p>In Merthyr Green Horizons: 01443 693348 www.greenhorizonsmerthyr.co.uk</p> <p>In RCT Toogoodtowaste: 01443 680090 www.toogoodtowaste.co.uk</p>

<p>Housing Advice Centre can provide a list of housing associations within Rhondda Cynon Taf and general information and advice about private housing or privately rented accommodation. They operate the Pathways to Adapted Housing project, assisting chronically sick and disabled people to access accommodation suitable to their needs. Housing Association tenants should ring their housing provider for information and advice.</p>	<p>In Merthyr telephone: 01685 725000 email housing@merthyr.gov.uk In RCT telephone: 01443 485515</p>
<p>Housing Aids and Adaptations can be supplied by Social Services to improve access in and around the home.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425003 www.rctcbc.gov.uk/ot</p>
<p>Gas Repairs For any gas emergency call the free phone number at any time. Free safety inspections on gas appliances are available for owner-occupiers over 60 or people with disabilities. To register for priority service and response, contact your supplier.</p>	<p>Telephone: 0800 111 999</p>
<p>GOFAL are a leading Welsh mental health and wellbeing charity offering services including supported housing, floating support, Routes to Recovery, Crisis intervention and a hospital to home scheme.</p>	<p>Telephone: 01443 845970 www.gofal.org.uk</p>
<p>Homestep Scheme provides low cost home ownership possibilities to people in financially stable positions, yet still unable to purchase a home outright without some assistance.</p>	<p>Telephone: 01443 425388 Email: homestep@rctcbc.gov.uk</p>

<p>Housing grants may be available for privately owned homes. Contact Private Sector Housing for more information.</p>	<p>In Merthyr telephone: 01685 725373 In RCT telephone: 01443 425748 www.rctcbc.gov.uk/housing</p>
<p>Housing Associations are social landlords offering accommodation that includes sheltered housing and accessible flats and bungalows.</p>	<p>Aelwyd HA: 029 2048 1203 www.aelwyd.co.uk Cynon Taf HA: 0345 260 2633 www.cynon-taf.org.uk Hafod Housing: 029 2067 5800 www.hafod.org.uk Merthyr Tydfil Housing Association: 01685 352800 www.mtha.org.uk Merthyr Valleys Homes (info. and repairs): 0800 085 7843 www.mvhomes.org.uk Newydd HA: 0303 040 1998 www.newydd.co.uk RCT Homes: 08453 014 141 www.rcthomes.co.uk Rhondda HA: 01443 424200 www.rhondda.org Wales and West HA: 0800 052 2526 www.wwha.net</p>
<p>Kerbs (dropped) The Council deals with requests to drop kerbs to help vehicular access.</p>	<p>In Merthyr telephone Environmental Services: 01685 725138 In RCT telephone: 01443 494700</p>
<p>Llamau supports young people aged 16 to 25 and vulnerable women of all ages facing homelessness.</p>	<p>Telephone: 029 2023 9585 www.llamau.org.uk</p>
<p>Nest is the Welsh Government's fuel poverty scheme that aims to help reduce the number of households in fuel poverty and can advise on whether you are entitled to any benefits to boost your income or home improvements to reduce your heating bills.</p>	<p>Telephone: 0808 808 2244 www.nestwales.org.uk</p>

Pathways to Adapted Housing is a service directed towards assisting people with disabilities or chronic ill health to access accommodation suitable to their needs.	In Merthyr telephone: 01685 725000 In RCT telephone: 01443 485515 Email: PTAH@rctcbc.gov.uk
Pest control services can be arranged by contacting the council's public health service. There are charges for killing some pests.	In Merthyr telephone: 01685 725138 or Email: publichealth@merthyr.gov.uk In RCT telephone: 01443 425777 or Email: publichealthprojectsupport@rctcbc.gov.uk
Rapid Response Adaptations may be available via assessment to assist in hospital discharge situations.	In Merthyr telephone: 01685 725000 In RCT Telephone: 01443 442100 and ask for Public Health
RCT Homes provides housing to people of all ages across RCT.	Telephone: 08453 014141 www.rcthomes.co.uk
Recycling and waste collections are provided weekly. Removal of bulky items can be arranged by contacting Environmental Services or completing an online form.	In Merthyr telephone: 01685 725402 In RCT Telephone: 01443 425001 Email: recycling@rctcbc.gov.uk www.rctcbc.gov.uk/recycling
Rent Arrears the Rent Officer Service provides advice on rent arrears. Contact either your housing provider or the councils' housing advice service.	In Merthyr telephone: 01685 725000 In RCT telephone Housing Advice Centre: 01443 485515
Residential Care Giving up your home and moving to a care home is a big step to take. We may be able to help you look at the options and arrive at a decision.	In Merthyr: 01685 724500 In RCT: 01443 425003 Email: socialservices@rctcbc.gov.uk www.rctcbc.gov.uk/carehomes
Rhondda Housing Association offers a range of services including supported housing, social housing and support for the elderly.	Telephone: 01443 424200 Email: enquiries@rhondda.org 9 Compton Road, Tonypandy, CF40 1BE

<p>SAFE is a support service form RCT Homes for people aged 55 and over. It can provide help with form filling, budgeting, benefit entitlement, building confidence, bereavement support, access to social and leisure and much more.</p>	<p>Contact: Rhondda Cynon Taf County Borough Council, Supporting People Team Telephone: 01443 485515 Email: Supporting People Team@rctcbc.gov.uk Or write to: Supporting People Team 11-12 Gelliwastad Road, Pontypridd, CF37 2BW Or contact: RCT Homes, Older Persons Team Telephone: 08453 014141 Email: enquiries@rcthomes.co.uk Or write to: Older Persons Team, RCT Homes, Ty Pennant, Mill Street, Pontypridd, CF37 2SW</p>
<p>Shelter Cymru provides advice on a range of topics including homelessness, eviction, finding a place to live, paying for housing, renting and leasing and advice for young people.</p>	<p>Support line: 0845 075 5005</p>
<p>Social Services supply aids / equipment and can advise on adaptations to enable people with disabilities to live independently at home.</p>	<p>In Merthyr telephone: 01685 724506 In RCT telephone: 01443 425003</p>
<p>South Wales Fire Service provides free home safety checks for anyone living in RCT.</p>	<p>Telephone: 0800 169 1234 www.southwales-fire.gov.uk</p>
<p>Supporting People Team provides additional housing support to help vulnerable people to live as independently as possible at home.</p>	<p>In Merthyr telephone: 01685 725000 In RCT telephone: 01443 485515</p>
<p>Total Care Support Solutions offers a wide range of services including ironing, cleaning, handyman services, garden services, shopping and much more. Services are available to anyone in RCT or Merthyr and costs start from £12.50.</p>	<p>Telephone: 01443 484249 or 484240 Email: tcss@crossroadscwmataf.org.uk</p>
<p>Waste collections and Recycling Domestic refuse is collected free. A charge is made for trade refuse. Arrangements can be made for bulky waste to be collected.</p>	<p>In Merthyr Telephone Environmental Services: 01685 725138 In RCT Telephone Environmental Services: 01443 494700</p>

Keeping Active and Getting Out and About

<p>Age Cymru the national charity for older people in Wales are keen to recruit volunteers across Cwm Taf.</p>	<p>Telephone: 02920 431555 Age Cymru's helpline is: 08000 223 444 www.agecymru.org.uk facebook.com/agecymru Twitter.com/agecymru</p>
<p>Allotments are located across Cwm Taf. Your first point of contact should be the site secretary (on site on Sunday mornings).</p>	<p>In Merthyr telephone: 01685 373678 In RCT Telephone allotments officer: 01443 400563 or www.rctcbc.gov.uk/parks</p>
<p>Blue Badges are provided by Social Services for people eligible to receive them.</p>	<p>In Merthyr Telephone: 01685 724500 In RCT Telephone: 01443 425003 or download an application form online at www.rctcbc.gov.uk/bluebadge. Also available at One4All Centres.</p>
<p>Bus pass The Council provides free bus passes to people over 60 and for people with disabilities or mobility problems. A companion bus pass, which allows one companion to travel free to assist a person with a disability, may also be available</p>	<p>In Merthyr Tydfil you can download an application form from the website www.merthyr.gov.uk or Telephone: 01685 725410 In RCT telephone: 01443 494700 or visit your local One4All Centre. You can download an application form from www.rctcbc.gov.uk</p>
<p>The Cinema Exhibitors Association card is a national card scheme aimed at disabled people that allows one free ticket for the person accompanying them. To be eligible for the card the person with the disability needs to be in receipt of Disability Living Allowance, Attendance Allowance or be registered blind. There is a small charge for membership - application forms are available from cinemas and theatres supporting the scheme or from the website.</p>	<p>Some cinemas have facilities to screen films with subtitles for hearing impaired people and a narrated soundtrack for visually impaired people. Telephone: 0845 0569824 www.yourlocalcinema.com www.ceacard.co.uk</p>

<p>Core day centre services are offered to frail older people and for younger people with physical disabilities.</p>	<p>If you require further information or you wish the person you care for to receive respite at a day care centre please speak to a Duty Officer on: 01685 724507</p> <p>In RCT, core day centres are at Abercynon, Gelli, Pontypridd, Trecynon and Tonyrefail.</p> <p>If you require further information or you wish to attend a day care centre please telephone a Duty Officer on: 01443 425003</p>
<p>Communities First is a programme to improve the living conditions and prospects for people in the most disadvantaged communities across Wales.</p>	<p>In Merthyr telephone: 01685 725225 In RCT telephone: 01443 425761 or Email: commfirstenquires@rctcbc.gov.uk</p>
<p>Day Centres offer a range of activities, rooms to meet in as a group and catering facilities offering discounted food for 50+ residents. Contact our Day Services Development manager for more information.</p>	<p>In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425544</p>
<p>Disability Sport Wales provides over a million opportunities for disabled people to get involved in sport and physical activity.</p>	<p>Telephone: 0845 8460021 www.disabilitysportwales.com</p>
<p>Disabled Parking For information on issues relating to either on-street parking or car parks.</p>	<p>In Merthyr and RCT Blue Badge holders are not exempt from parking charges. In Merthyr telephone: 01685 725285 In RCT telephone Environmental Services: 01443 425001 See also Blue Badges page 53.</p>
<p>Disabled Parking Bays Merthyr Tydfil and Rhondda Cynon Taf Councils deal with applications made for disabled parking bays throughout the Cwm Taf area.</p>	<p>In Merthyr telephone: 01685 725285 In RCT: 01443 425003</p>

Keeping Active and Getting Out and About

<p>Leisure Centres provide a wide range of activities from swimming to squash and badminton courts, fitness suites to function rooms. They also offer a wide range of classes for all abilities. Discounts are available for carers.</p>	<p>In Merthyr telephone: 01685 727476 www.merthyrleisure.co.uk In RCT, visit www.rctcbc.gov.uk/leisure or see Swimming page 56. For information on Carers leisure discounts telephone: 01443 668813</p>
<p>Merthyr's Venture Out Programme provides outdoor activities for adults with mental health conditions.</p>	<p>Telephone: 01685 725058</p>
<p>Mobility Aids Wheelchairs, zimmer frames and walking sticks can be supplied by the health service.</p>	<p>Contact your doctor for more information.</p>
<p>Motability Car Scheme Motability Powered Wheelchair and Scooter Scheme.</p>	<p>Telephone: 0845 4564566 www.motability.co.uk</p>
<p>Museums and Art Galleries are located across the Cwm Taf region.</p>	<p>In Merthyr Cyfarthfa Castle Museum and Art Gallery and Joseph Parry's Cottage. Telephone: 01685 723112 Email: museum@merthyr.gov.uk In RCT telephone: 01443 744013 www.rct-arts.org</p>
<p>National Key Scheme involves fitting standard locks to designated toilets and making keys available for a small charge to people with disabilities. A directory listing where the toilets are based is available from Disability Rights.</p>	<p>Telephone: 020 7250 3222 or www.disabilityrightsuk.org Keys are available from One4All centres. Proof of DLA Mobility (Higher Rate), PIP or Blue Badge must be seen in order for staff to provide a key.</p>
<p>Public Transport</p>	<p>Traveline Cymru offers a 'one-stop-shop' for travel information in Wales, which includes bus, coach, train, air and ferry. Telephone: 0871 200 2233 website www.traveline-cymru.info For more information on local transport ring the Integrated Transport Unit Telephone: 01443 494700 or Email: transportationservices@rctcbc.gov.uk</p>

<p>Shopmobility is a scheme which lends manual wheelchairs, powered wheelchairs and powered scooters to members of the public with limited mobility to shop and to visit leisure and commercial facilities within the town, city or shopping centre.</p>	<p>In Merthyr telephone: 01685 373237 In RCT telephone: 0844 41 41 850 Nearest shopmobility is St David's Centre, Cardiff. Telephone: 029 2039 9355 www.shopmobilityuk.org</p>
<p>Swimming is free for children during school holidays. Free activities for over 60s include swimming during all public sessions, learn to swim lessons and many pools also offer aqua aerobic sessions.</p>	<p>Merthyr Tydfil Leisure Centre: 01685 727476 In RCT: Abercynon Sports Centre: 01443 740141 Aberdare Swimming Pool: 01443 874252 Bronwydd Swimming Pool: 01443 682817 Ferndale Swimming Pool: 01443 755412 Llantrisant Leisure Centre: 01443 228538 Tonyrefail Leisure Centre: 01443 670578 Rhondda Fach Sports Centre: 01443 756242 Rhondda Sports Centre: 01443 434093</p>
<p>Theatres Carers accompanying the person they care for to the Park and Dare, or the Coliseum may be allowed in free (to concession ticket events) if they present identification and proof of their caring role (e.g. entitlement to Carers Allowance). Ring the box office for more information.</p>	<p>Coliseum, Aberdare Telephone: 01685 882380 or 881188 Park and Dare, Treorchy Telephone: 01443 773112 www.whatsonrct.co.uk www.rct-arts.org</p>
<p>Transport for disabled people There are community transport organisations providing transport for elderly and disabled persons in Merthyr and Rhondda Cynon Taf.</p>	<p>Accessible Caring Transport: 01443 478013 Community Transport: 01443 692020 Travol: 01443 486872 Village and Valleys Community Transport: 01443 858516 The Dial a Ride service can be accessed by ringing TraVol or Accessible Caring Transport.</p>

Keeping Active and Getting Out and About

Transport information can be obtained from:	Traveline Wales: 0871 200 22 33 National Rail Services: 08457 484950 For disabled assistance: 0845 300 3005 Long Distance National Express Coach Services: 08717 818181
Venture Out Programme provides activity based outings two days a week for people with mental ill health living in Merthyr.	Telephone: 01685 727027
Vision Mobility have a number of shops throughout RCT offering a wide range of top-quality mobility aids from Rise Chairs, Recline Chairs, Walkers, Household Aids to Cosyfeet footwear.	Telephone: 01443 239104
Walking aids are provided through your GP.	
Walking Information is available about the Taff Trail, Walking for Health, Gardening for Wildlife and Wildlife Surveys from Environmental Services.	In Merthyr telephone: 01685 379884 Email: tic@merthyr.gov.uk In RCT telephone 01443 494700
Wheelchairs For information about the long-term use of a wheelchair, contact your doctor. The British Red Cross has wheelchairs and other medical equipment available for short-term loan. There is no charge, but donations are welcomed. See also Shopmobility on page 56	Telephone: 01443 844129

Mental Health

Local organisations can help to safeguard people's mental health and emotional wellbeing by offering advice and providing support to those with poor mental health and the people who care for them.

For people caring for someone with mental ill health, meetings are held regularly at a number of locations:

In Merthyr telephone: 01685 353907	In RCT telephone: 0808 100 1801
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Age Connects Morgannwg can provide outreach workers and advocates for people with dementia living in the community.	Telephone: 01443 490650 www.acmorgannwg.org.uk
Alzheimer's Society provides information and support for families affected by dementia.	In Merthyr telephone: 01685 353919 In RCT telephone: 01443 844668 www.alzheimers.org.uk
Adult Autism Advice is an information service, based at Ty Draw and designed for adults with High Functioning Autism or Asperger's Syndrome living in Rhondda Cynon Taf, who do not meet the criteria to access traditional support services. People do not need a diagnosis to contact Adult Autism Advice.	Telephone: 029 2053 6495 Email: socialservices@rctcbc.gov.uk www.rctcbc.gov.uk/adultautism
Autism Parent Support Group Parent/carer support group for children and adults of any age with autism.	In Merthyr Contact the National Autistic Society Telephone: 01685 350965 In RCT telephone: 01443 668839

<p>Our Care and Treatment Planning Teams provide secondary health services to people under the age of 65 experiencing mental ill health and the people caring for them. Your GP, who provides primary health care, can make referrals to the teams in the appropriate circumstances.</p>	<p>In Merthyr: Keir Hardy Health Park 01685 351100</p> <p>In RCT: Cynon Valley services based at Ysbyty Cwm Cynon, Mountain Ash Telephone: 01443 715100</p> <p>Rhondda Valley services based at Municipal Buildings, Pentre Telephone: 01443 424350</p> <p>Taff Ely based services at Ty Draw, The Avenue, Pontypridd Telephone: 01443 486856</p>
<p>Child and Adolescent Mental Health Services (CAMHS) provide support for young people with emotional, psychological and psychiatric disorders.</p>	<p>In Merthyr telephone: 01685 351104</p> <p>In RCT telephone: 01443 443014</p>
<p>Communities First offers a number of support groups for people with mild to moderate mental health issues.</p>	<p>Telephone: 01443 425761</p> <p>Email: commfirstenquires@rctcbc.gov.uk</p>
<p>Crisis teams, available 24 hours a day, can be called in appropriate circumstances.</p>	<p>In Merthyr Contact the Disability / ASD Co-ordinator: 01685 724699</p> <p>In RCT telephone: 01443 443443 extension 4903 (Royal Glamorgan Hospital)</p>
<p>Cwm Taf Mental Health Services provides a range of primary, community and inpatient services for adults and older adults across Merthyr and Rhondda Cynon Taf.</p>	<p>www.wales.nhs.uk/sitesplus/865/page/46840</p>
<p>GOFAL are a leading Welsh mental health and wellbeing charity offering services including supported housing, floating support, Routes to Recovery, Crisis intervention and a hospital to home scheme.</p>	<p>Telephone: 01443 845970</p> <p>www.gofal.org.uk</p>
<p>Hafal provides a range of services and support, specifically for Carers of someone with a mental health condition.</p>	<p>In Merthyr telephone: 01685 373322</p> <p>Email: merthyr@hafal.org</p> <p>In RCT telephone: 01685 884918</p> <p>Email: rcttower@hafal.org</p>

<p>Journeys is the only organisation in Wales whose sole purpose is to help people affected by depression find their road to recovery, relieve and prevent depression by providing information, support and understanding to those who are affected, their friends, relatives and carers. Journeys helps people to find their own road to recovery through innovative information resources, practical resources, training and services.</p>	<p>Telephone: 029 2069 2891 Email: info@journeysonline.org.uk www.journeysonline.org.uk</p>
<p>Mental Capacity Act If the person you are caring for has difficulty making decisions about their finance, property or personal welfare you may need to be able to make decisions for them. The Office of the Public Guardian's website has information about acting on someone else's behalf.</p>	<p>Telephone: 0300 456 0300 www.gov.uk/office-of-public-guardian</p>
<p>Mental Health Forum meets quarterly in Pontypridd to provide a support group for people caring for loved ones experiencing mental ill health.</p>	<p>Telephone: 01443 668813</p>
<p>Mental Health Support provides accessible advice through its website about mental health issues and services to people with mental health problems, their Carers, health professionals and anyone else with an interest in mental illness.</p>	<p>www.mentalhealthsupport.co.uk</p>
<p>Merthyr and the Valleys MIND provides information, advice and support to people experiencing mental health and emotional well-being needs, services include, Advocacy, Adult Learning, Information and Advice, Mind's A-Z of mental illness, Self Help Programs and Talking Treatments.</p>	<p>Telephone: 01685 353944 Email: info@matvmind.org www.matvmind.org.uk</p>

Mind Cymru provides information on all aspects of mental health to people who experience mental distress, their families, professionals and the public. Mind also campaigns on service users' behalf.	Telephone: 0845 766 0163 www.mind.org.uk
National Dementia Helpline is operated by Alzheimer's Society.	Telephone: 0845 300 0336
New Horizons manages a range of resource and outreach centres throughout RCT for people experiencing mental health or emotional wellbeing issues.	Telephone: 01685 881113 Email: info@newhorizonsmentalhealth.co.uk www.newhorizons-mentalhealth.co.uk
Older People's Mental Health The Older People's Mental Health Teams are dedicated to supporting older people experiencing mental ill health, their Carers and families.	In Merthyr, telephone: 01685 351122 In RCT telephone: 01443 425003
The Prescribing Advice Project , previously known as the Mental Health and Substance Misuse Project, is run by Citizens Advice Bureau. The project provides welfare benefits and debt advice to mental health and substance misuse service users and their carers.	Telephone: 01443 409284
Samaritans 24-hour listening ear for anyone in distress.	Telephone: 0845 790 90 90
Self-help support groups are listed on the Mental Health Support website.	www.mentalhealthsupport.co.uk
Stress Free events for Carers on how to deal with stress are run regularly.	Telephone: 0808 100 1801
https://www.hightail.com/application sThe Turnaround Project is a fully funded intensive programme running in Rhondda Cynon Taff and Merthyr Tydfil. It uses a cognitive behavioural approach to support disengaged young people as they strive to end their misuse and abuse of drugs and alcohol.	Telephone: 01446 486404 2 Courthouse Street, Pontypridd, CF37 1JW
Venture Out Programme provides activity based outings two days a week for people with mental ill health living in Merthyr.	Telephone: 01685 727027

Money Matters


Times are challenging for many people who are trying to balance a limited income and rising expenditure. Support, advice and information are available from a number of sources to help you if you are struggling with debt and money management or finding out about your entitlement to benefits. Some of these organisations are listed below.

Age Connects Morgannwg can help you plan for your future by providing information and advice on budgeting, debt, tax and Welfare benefits.	Telephone: 01443 490650 Email: information@acmorgannwg.org.uk
Benefits Advisers allow you to find out what benefits you could get, how much you could get and how to claim.	www.gov.uk/benefits-adviser
Citizens Advice Bureau provides information and advice on debt, benefits and legal issues.	In Merthyr telephone: 01685 382188 In RCT telephone Rhondda / Taff: 08444 772020 Cynon Valley: 01443 473389
Coal Industry Social Welfare Organisation CISWO is a national charity delivering community and personal welfare services within mining and former mining communities.	Telephone: 01443 485233
Communities First provide regular Welfare Benefits and Debt Advice surgeries in locally accessible venues, for more information.	In Merthyr telephone: 01685 725225 In RCT telephone: 01443 425761 or Email: commfirstenquires@rctcbc.gov.uk

<p>Consumer Advice Free, confidential help and advice on any consumer problem including advice on your legal rights, help to write effective letters of complaint, contacting traders on your behalf and help you to use the County Court. Home visits are available to people in certain circumstances.</p>	<p>In Merthyr telephone: 08454 040506 In RCT telephone: 01443 484469</p>
<p>Consumer Direct offers advice and help on complaints or queries about fair trading.</p>	<p>Telephone: 08454 04 05 06 www.consumerdirect.gov.uk</p>
<p>Council Tax</p>	<p>In Merthyr telephone: 01685 725116 or 01685 725371 Email: revenues@merthyr.gov.uk In RCT telephone: 01443 425002, visit your local One4All Centre Email: housingbenefitenquiries@rctcbc.gov.uk www.rctcbc.gov.uk/benefitchanges</p>
<p>Credit Unions offer a local place to save your money, access to low cost loans and volunteering opportunities.</p>	<p>Merthyr Tydfil Borough Credit Union Telephone: 01685 377888 www.mtbcu.org.uk In RCT Dragonsavers Credit Union: Telephone: 01443 777043 www.dragonsavers.org</p>
<p>Debt advice The Communities First Programme is a long-term strategy for improving the living conditions and prospects for people in the most disadvantaged communities within Cwm Taf.</p>	<p>In Merthyr telephone: 01685 725225 In RCT telephone: 01443 425761</p>

<p>The Department for Work and Pensions have developed a quick benefits checking tool as part of their information on www.gov.uk. The tool enables you to put in your age and circumstances and it can either run a quick check and give you an estimate of your benefit entitlements, or just provide you with information about benefits you may be eligible for.</p>	<p>www.gov.uk</p>
<p>A Disabled Facilities Grant is a grant that can be used to pay for adaptations to make a home more accessible. It is means tested for people over 18 years old.</p>	<p>In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425725</p>
<p>The Family Fund provides grants to families with severely disabled or seriously ill children up to their 18th birthday.</p>	<p>Telephone: 0845 130 4542 www.familyfund.org.uk</p>
<p>Housing benefits</p>	<p>In Merthyr telephone Customer Helpline: 01685 724555 or Email: revenues@merthyr.gov.uk In RCT telephone Customer Helpline: 01443 425002 or website www.rctcbc.gov.uk/benefitchanges or visit your local One4All Centre. Email: housingbenefitenquiries@rctcbc.gov.uk</p>
<p>Income Tax Her Majesty's Revenues and Customs provides help and advice with tax queries.</p>	<p>Telephone: 0845 300 900 www.hmrc.gov.uk</p>

The Pension Service is part of the Department for Work and Pensions and provides pensions, benefits and retirement information.	Telephone: 0845 60 60 265
The Prescribing Advice Project supports people with mental health and substance misuse problems and can assess eligibility for benefits, assist with benefit applications, provide support with appeals and provide information regarding debt issues.	Rhondda Cynon Taff Citizen's Advice Bureau, 5 Gelliwastad Road, Pontypridd, Rhondda Cynon Taff, CF37 2BP Telephone: 01443 409284
Private Sector Housing Section can provide information on possible grants for private housing.	In Merthyr telephone: 01685 724507 In RCT telephone: 01443 425725
Rent arrears	For advice on rent arrears, contact your housing provider.
StepChange Debt Charity is the new identity of the Consumer Credit Counselling Service . You can use an online Debt Remedy to tell them about your financial situation or give their helpline a call.	Telephone: 0800 138 1111 www.stepchange.org
Stroke Association Welfare Grants may be available for people who have had a stroke.	Referral is via a social worker or health professional.
Trading Standards deals with complaints about unfair or unsafe trading.	In Merthyr telephone: 01685 725402 In RCT telephone: 01443 425777
Turn2us is a charity that helps people find out about charitable grants and state benefits they may be entitled to.	www.turn2us.org.uk



Do **you** or
someone you care
for have working
smoke alarms at home?

Can you hear the
telephone or **doorbell**?

Would you hear the
smoke alarm?

How would you or they get
out if there was a **fire**?



South Wales
Fire and Rescue Service



Gwasangeth Tân ac Achiub
De Cymru

Keep your family safe!

CALL 0800 169 1234 or TEXT 88365

to speak to a member of our Home Safety Team

