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University Health Board



Cwm Taf Morgannwg

# CARERS A-Z GUIDE



## **WELCOME FROM CWM TAF MORGANNWG 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 endeavor.**

We hope that this A-Z Guide, produced jointly by VAMT, Interlink RCT, Bridgend, Merthyr Tydfil and Rhondda Cynon Taf Councils and Cwm Taf Morgannwg University Health Board, 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 Morgannwg area.

**Councillor Phillip White  
Carers Champion - Bridgend Tydfil CBC**

**Councillor David Hughes  
Carers Champion - Merthyr Tydfil CBC**

**Councillor Christina Leyshon  
Carers Champion - Rhondda Cynon Taf CBC**

**Independent Board Member Maria Thomas  
Carers Champion - Cwm Taf Morgannwg University  
Health Board**

## **INTRODUCTION**

**This is the fifth edition of the Cwm Taf Morgannwg Carers Guide.**

It was originally formed by merging information from Merthyr and RCT's Carers guides and now includes information from Bridgend. This 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**

### **Bridgend County Borough Council**

In person at their main office in Civic Offices, Angel Street, Bridgend, CF31 4WB

By telephone: 01656 643643  
or Email:  
talktous@bridgend.gov.uk

In Bridgend, Carers Trust South East Wales offers information, advice and practical assistance. Telephone: 01656 336969

### **Merthyr Tydfil County Borough Council**

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

In Merthyr, Carer information and signposting can be found from VAMT telephone: 01685 353900

### **Rhondda Cynon Taf County Borough Council**

Call on 01443 425005.

In person, by appointment, at the One4aLL Centre's - Book an appointment at [www.rctcbc.gov.uk/appointments](http://www.rctcbc.gov.uk/appointments)

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: 01443 281463 or visit the website [www.rctcbc.gov.uk/carers](http://www.rctcbc.gov.uk/carers)

### **Cwm Taf Morgannwg University Health Board**

Can be contacted by telephone: 01443 744800

Cwm Taf Morgannwg University Health Boards Carers Measure Coordinator Telephone: 01443 744844

## OTHER USEFUL TELEPHONE NUMBERS:

### In Bridgend:

Customer Services .....01656 643643  
Out of hours .....General 01656 643643  
Adult Services .....01443 743665

### In Merthyr:

Payments .....01685 725115 / 01685 725000  
Environment and Planning .....01685 725000  
Council Tax .....01685 725115  
Housing Benefit .....01685 725000  
Adult Social Services .....01685 725000  
General enquiries .....01685 725000  
Education and learning .....01685 725000  
Children's Social Services .....01685 725000  
Children with Disabilities Team .....01685 724500  
Out of hours Social Services .....01443 743665  
Other emergencies .....01685 385231

### In RCT:

24 / 7 Payment line .....01443 425000  
Environmental services .....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 425005  
Children's Social Services .....Key number for all children's  
services queries: 01443 425006  
Children with a Disability Team .....01443 744222 or 01443 425006  
Out of hours .....Social Services: 01443 743665  
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.

<b>Child Abuse</b>	
<b>To report suspected child abuse contact:</b>	<p>In Bridgend: 01656 642320 Email: <a href="mailto:earlyhelp@bridgend.gov.uk">earlyhelp@bridgend.gov.uk</a></p> <p>In Merthyr Tydfil: 01685 725000 Email: <a href="mailto:childrensservices@merthyr.gov.uk">childrensservices@merthyr.gov.uk</a></p> <p>In RCT: Key number for all children's services queries: 01443 425006 Visit: <a href="http://www.cwmtafsafeguarding.org">www.cwmtafsafeguarding.org</a></p> <p>Out of Hours Emergency Duty Team in Bridgend, Merthyr and RCT: 01443 743665</p>
<b>Childline is a free information and support helpline and website for children and young people.</b>	<p>Freephone: 0800 1111 <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>
<b>NSPCC works closely with local communities through their services for children and families, campaigning work and their network of community supporters and partners.</b>	<p>Freephone: 0808 800 5000 <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></p>
<b>Cwm Taf's Morgannwg is a multi-agency partnership working to protect adults at risk in RCT and Merthyr Tydfil.</b>	<p>This covers adults and children in RCT and Merthyr</p> <p>Visit: <a href="http://www.cwmtafsafeguarding.org">www.cwmtafsafeguarding.org</a> For more information telephone: 01443 744800</p>
<b>South Wales Police can be contacted if you require urgent police assistance where there is a threat to life or property. 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.</b>	<p>Emergency number: 999</p> <p>Non-urgent incidents or general queries: 101</p>



# ABUSE AND PROTECTION

## 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  
Text service: 07860 077333  
Email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)  
Website: <http://livefearfree.gov.wales/>

**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](mailto: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@mensadvice.org.uk](mailto:info@mensadvice.org.uk)  
[www.mensadvice.org.uk](http://www.mensadvice.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

# ABUSE AND PROTECTION

## Domestic abuse (cont.)

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

Telephone: 01685 353999  
Domestic Abuse Resource Team:  
Freephone: 0800 389 7552  
Telephone: 01685 388444  
[www.smt.org.uk](http://www.smt.org.uk)

**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.**

Telephone: 029 2022 0033  
Email: [admin@saferwales.com](mailto:admin@saferwales.com)

**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.**

In Pontypridd telephone: 01443 494192

**Victim Support is the independent charity which helps people to cope with the effects of crime.**

Helpline: 0300 30 30161  
In DART (Domestic Abuse Resource Team)  
01685 388444

**Welsh Women's Aid provides direct services for women and children who have experienced or are experiencing domestic abuse.**

Cwm Cynon (Aberdare)  
24 hour helpline: 01685 87 96 73  
Pontypridd  
24 hour helpline: 01443 491528  
[www.welshwomensaid.org.uk](http://www.welshwomensaid.org.uk)

**Women's Aid works to end domestic violence against women and children.**

Telephone: 0808 2000 247 National Domestic Violence 24-hour Helpline.

# ABUSE AND PROTECTION

## Domestic abuse (cont.)

**Women's Aid 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.**

In RCT telephone: 01443 400791  
www.wa-rct.org.uk

## Vulnerable Adults

**Care and Social Services Inspectorate Wales can be contacted if your concern is about someone who lives in a care home.**

Telephone: 0300 790 0126  
Email: ciw@gov.wales

**The Cwm Taf Community Safety Board is a multi-agency partnership working together to reduce crime, disorder and anti-social behaviour currently for Merthyr Tydfil and Rhondda Cynon Taf. The Board is committed to making the borough a safer place to live, work and visit.**

In Merthyr telephone: 01685 725000  
In RCT telephone: 01443 425001  
In Bridgend, the Community Safety Partnership can be contacted by:  
Telephone: 01656 306069  
Email: saferbridgend@bridgend.gov.uk

**Victim Support helps people cope with the effects of crime.**

Helpline: 0300 30 30161  
www.victimsupport.org

**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.**

In Bridgend, telephone: 01656 642477  
Email: AdultsafeguardingMASH@bridgend.gov.uk  
In Merthyr for information or advice telephone: 01685 725000  
In RCT telephone the Adult Protection Team: 01443 425003 for more information.  
If outside normal working hours, telephone the Emergency Duty Team on: 01443 743665  
If you suspect a crime has been committed, you can contact: South Wales Police on: 101  
Crime Stoppers: 0800 555 111

# ADULTS AND OLDER PEOPLE

## Adults and Older People

**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.**

In Bridgend, telephone: 01656 642279  
In Merthyr telephone: 01685 725000  
For RCT Telephone: 01443 425003 for an assessment.  
Telephone: 01443 743665 for emergencies only out of office hours

**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 Hospital Discharge Service, a Nail Cutting Service and Support Plus Cleaning and Shopping Service.**

Telephone: 01443 490650  
Email: [information@acmorgannwg.org.uk](mailto:information@acmorgannwg.org.uk)  
[www.acmorgannwg.org.uk](http://www.acmorgannwg.org.uk)

**Age Cymru is the national charity for older people in Wales. Their 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](http://www.agecymru.org.uk)

**Age Cymru Enterprises Pontypridd offers face to face information on a range of products and services designed specifically for the over 50s.**

Telephone: 0800 652 9221

**Alzheimer's Society offers a range of services aimed for people living with dementia and Carers. This includes dementia support, befriending, advocacy and activity groups.**

0333 150 3456  
[Dementia.connect@alzheimers.org.uk](mailto:Dementia.connect@alzheimers.org.uk)

**The dementia support service Dementia Connect covers Rhondda Cynon Taf, Merthyr Tydfil and Bridgend.**

# ADULTS AND OLDER PEOPLE

## Adults and Older People

**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.**

In Bridgend, telephone 01656 643643  
 In Merthyr Tydfil you can download an application form from the website [www.merthyr.gov.uk](http://www.merthyr.gov.uk) or telephone: 01685 725000  
 In RCT you can apply at [www.rctcbc.gov.uk](http://www.rctcbc.gov.uk)  
 Telephone: 01443 425001 or visit your local One4All Centre.

**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.**

In Bridgend, telephone 01656 643643  
 In Merthyr telephone: 01685 725000  
 In RCT telephone: 01443 425003

**Care and Inspectorate for Wales produce Inspection reports of all care homes in Merthyr and RCT.**

Telephone: 0300 790 0126  
 Email [ciw@gov.wales](mailto:ciw@gov.wales) [www.ciw.wales.gov.uk](http://www.ciw.wales.gov.uk)

**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.**

In Bridgend, telephone 01656 643643  
 In Merthyr telephone: 01685 724500  
 In RCT telephone: 01443 425003

**Complaints about services you receive from social services**

In Bridgend, telephone 01656 643643  
 In Merthyr telephone: 01685 725000  
 Email: [mtcbccomplaints@merthyr.gov.uk](mailto:mtcbccomplaints@merthyr.gov.uk)  
 In RCT telephone: 01443 425003  
 Email: [welisten.complaints@rctcbc.gov.uk](mailto:welisten.complaints@rctcbc.gov.uk)

**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.**

In Bridgend, telephone: 01656 643643  
 In Merthyr telephone: 01685 724500  
 In RCT telephone: 01443 425544

# ADULTS AND OLDER PEOPLE

<b>Adults and Older People</b>	
<b>Dementia Friendly Maerdy is a group of like-minded individuals who are committed to making the Rhondda a safe and supportive community for people living with Dementia, including their families, friends and carers.</b>	Email: dementiafriendlymaerdy@gmail.com Telephone: 07542 877224
<b>DEWIS Centre for Independent Living can provide support for people using Direct Payments.</b>	Telephone: 01443 827930 www.dewiscil.org.uk
<b>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.</b>	In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425003
<b>Domestic help can be provided by the council's home care and catering services or through voluntary and private sector organisations.</b>	In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425003
<b>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 Morgannwg. 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.</b>	In Bridgend, telephone: 01656 643643 In Merthyr contact the Older People's Development Officer on: 01685 725000 In RCT contact on: 01443 744847 or Age Connects Morgannwg: 01443 490650

# ADULTS AND OLDER PEOPLE

## Adults and Older People

<p><b>Hafal delivers a range of services to people with mental health illness including direct support and advice, support in a crisis, advocacy, support in group setting, introductions for befriending and employment and training projects.</b></p>	<p>Email: <a href="mailto:gill.bundy@hafal.org">gill.bundy@hafal.org</a> Telephone: 01685 884918</p>
<p><b>Homecare provides a community based service supporting people with personal care needs to live at home.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003</p>
<p><b>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.</b></p>	<p>Telephone: 0800 319 6789 <a href="http://www.independentage.org.uk">www.independentage.org.uk</a></p>
<p><b>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.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr, telephone: 01685 725000 In RCT, telephone: 01443 425003</p>
<p><b>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.</b></p>	<p>Telephone: 029 2043 1555 <a href="http://www.kwtw.org.uk">www.kwtw.org.uk</a></p>
<p><b>Learning Disability Teams provide services to people with learning disabilities and the people caring for them.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 725000 In RCT: 01443 425003</p>

# ADULTS AND OLDER PEOPLE

## Adults and Older People

<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 384489 or email: <a href="mailto:lifeline@merthyr.gov.uk">lifeline@merthyr.gov.uk</a>                  In RCT, contact the Lifeline monitoring centre for more information: 01443 425090 or email <a href="mailto:lifeline@rctcbc.gov.uk">lifeline@rctcbc.gov.uk</a>  <a href="http://www.rctcbc.gov.uk/telecare">www.rctcbc.gov.uk/telecare</a></p>
<p><b>Mental Health Matters works with and for people with mental health problems, their Carers and supporters. Promotes positive mental health and offers a range of services to help people on their journey of recovery.</b></p>	<p>Based in Bridgend                  Telephone: 01656 767045                  Email: <a href="mailto:admin@mhmwales.org.uk">admin@mhmwales.org.uk</a>  <a href="http://www.mhmwales.org.uk">www.mhmwales.org.uk</a></p>
<p><b>Nursing homes</b></p>	<p>See Residential Care</p>
<p><b>Occupational therapists can advise people with mobility or dexterity problems on methods and equipment available that can help to maintain independence.</b></p>	<p>In Bridgend, telephone: 01656 643643                  In Merthyr telephone: 01685 724500                  In RCT telephone: 01443 425003</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425003</p>
<p><b>Older People's Mental Health Teams are dedicated to supporting older people experiencing mental ill health, their Carers and families.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 351100                  In RCT telephone: 01443 425003</p>



# ADULTS AND OLDER PEOPLE

## Adults and Older People

**People First supports people with a learning disability and/or autistic spectrum disorder.**

In Bridgend telephone: 01656 668314  
In RCT telephone: 01443 683037

**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.**

In Bridgend, telephone: 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT telephone: 01443 425003

**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 Bridgend, telephone: 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT telephone: 01443 425003

**Sandville Self Help Centre offers people centred service with social and psychological care for patients and families. This includes overnight facilities, transport from Bridgend area to Velindre for patients and complimentary therapies and activities including reflexology etc.**

Telephone: 01656 743344  
Email: [info@sandville.org.uk](mailto:info@sandville.org.uk)

### Respite:

<p><b>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.</b></p>	<p>Telephone: 0117 965 2200 <a href="http://www.carerssupportcentre.org.uk">www.carerssupportcentre.org.uk</a></p>
<p><b>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.</b></p>	<p>Telephone: 01443 480484 <a href="http://www.carers.org/local-service/cwmtaf">www.carers.org/local-service/cwmtaf</a></p>
<p><b>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.</b></p>	<p>Telephone: 01707 324581 <a href="http://www.hadnet.org.uk">www.hadnet.org.uk</a></p>
<p><b>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.</b></p>	<p>Telephone: 020 7452 2000 <a href="http://www.livability.org.uk">www.livability.org.uk</a></p>

## ADULTS AND OLDER PEOPLE

### Respite:

**Revitalise 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.**

Telephone: 0303 303 0145  
Email: [bookings@revitalise.org.uk](mailto:bookings@revitalise.org.uk)  
[www.revitalise.org.uk](http://www.revitalise.org.uk)

**Social Services can help to arrange short breaks (respite care) for people who use the service and for their Carers.**

In Bridgend, telephone 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT telephone: 01443 425003  
Email: [socialservices@rctcbc.gov.uk](mailto: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

**Telecare services can provide alarms and detectors in your home to ensure you are as safe as possible and provide reassurance and peace of mind that, in the event of an emergency, help can be called easily and quickly.**

In Bridgend, telephone: 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT telephone Safe At Home Service:  
01443 425090

**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.**

Telephone: 0845 124 9971  
[www.tourismforall.org.uk](http://www.tourismforall.org.uk)

## Advocacy

<p><b>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.</b></p>	<p>In Bridgend, Carers Trust South East Wales can offer information. Telephone: 01656 336969</p> <p>In Merthyr, Telephone: 01685 725000</p> <p>In RCT, the Carers Support Project offers information and support for Carers. Telephone: 01443 281463</p> <p>Age Connects Morgannwg can also provide advocacy. Telephone: 01443 490650</p>
<p><b>All Wales Forum is the only organisation that represents nationally, collectively and solely the views of Parents and Carers of people with learning disabilities.</b></p>	<p>Telephone: 029 2081 1120 <a href="http://www.allwalesforum.org.uk">www.allwalesforum.org.uk</a></p>
<p><b>Community Health Councils offer help, advice and advocacy on complaints about the NHS.</b></p>	<p>Cwm Taf Morgannwg Community Health Council Telephone: 01443 405830</p>
<p><b>British Deaf Association's Welsh team works within community development and works across Advocacy and the BSL charter.</b></p>	<p>For more information email <a href="mailto:cao.wales@bda.org.uk">cao.wales@bda.org.uk</a></p>
<p><b>Dewis Centre for Independent Living provides advocacy for adults with a learning disability</b></p>	<p>Telephone: 01443 827930 <a href="http://www.dewiscil.org.uk">www.dewiscil.org.uk</a></p>
<p><b>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.</b></p>	<p>Telephone: 080880 23456 Text: 84001 <a href="http://www.meiccymru.org">www.meiccymru.org</a></p>
<p><b>Merthyr and the Valleys MIND offers advocacy and counselling for people experiencing mental health problems.</b></p>	<p>Telephone: 01685 707480 Email: <a href="mailto:info@matvmind.org">info@matvmind.org</a> <a href="http://www.matvmind.org.uk">www.matvmind.org.uk</a></p>

## COUNSELLING

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

<b>Counselling</b>	
<b>Almond Tree Counselling is a free professional counselling service for adults, children and young people.</b>	Telephone: 01443 411914
<b>Brynewel House Family Counselling and Information Centre is a free service for those coping with problems related to alcohol abuse.</b>	Telephone: 01443 226864 <a href="http://www.brynewel.org">www.brynewel.org</a>
<b>Carers Support Project RCT provides a free counselling service for Carers, these can be provide by telephone or face to face.</b>	Telephone CarersLine: 0808 100 1801
<b>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.</b>	In Merthyr telephone: 01685 382188 Rhondda Taf CA: 03444 77 2020 Cynon Valley CA: 01443 409284
<b>Counselling Directory is a website that provides a search facility to enable you to identify counsellors and counseling services locally.</b>	<a href="http://www.counselling-directory.org.uk">www.counselling-directory.org.uk</a>
<b>Cruse Bereavement Care provides a service of counselling, advice and support service for bereaved people.</b>	Telephone: 01685 876020 <a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>

## Counselling (cont.)

<b>Eye to Eye provides a youth counselling service for young people between the ages of 11 and 25.</b>	Telephone: 01443 202940 <a href="http://www.eyetoeyewales.co.uk">www.eyetoeyewales.co.uk</a>
<b>New Pathways provides general counselling and also following sexual abuse.</b>	Telephone: 01685 379310
<b>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.</b>	Telephone: 0808 801 0608 <a href="http://www.snapcymru.org">www.snapcymru.org</a>
<b>Ty Ellis Counselling and psychotherapy to all individuals aged 18 years and over from all ethnic and social backgrounds in Bridgend.</b>	Telephone: 01656 786486 Email: <a href="mailto:office@tyelis.org.uk">office@tyelis.org.uk</a>

# BIRTHS AND DEATHS

## Births and Deaths

<p><b>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.</b></p>	<p>In Bridgend, telephone: 01656 643643          In Merthyr telephone Registrar's Office: 01685 727333          In RCT, appointments are made by telephoning District Register Office: 01443 494024          If you are registering a birth, you may find some of the information in our Children and Younger People section useful.</p>
<p><b>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.</b></p>	<p>Telephone: 029 2081 0800  <a href="http://www.careforthefamily.org.uk/bps">www.careforthefamily.org.uk/bps</a></p>
<p><b>Cruse Bereavement Care provides a service of counselling, advice and support.</b></p>	<p>Telephone: 01685 876020</p>
<p><b>Dying Well Matters is a helpline providing a single point of advice for concerned families of patients nearing the end of their lives.</b></p>	<p>Telephone: 0300 100 2011</p>
<p><b>Past Carers Group is a group in RCT offering companionship and friendship to past Carers.</b></p>	<p>Telephone: 01443 491850</p>
<p><b>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.</b></p>	<p>Telephone: 0808 164 3332          Email: <a href="mailto:helpline@sands.org.uk">helpline@sands.org.uk</a>  <a href="http://www.uk-sands.org">www.uk-sands.org</a></p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643          In Merthyr telephone: 01685 727333          In RCT telephone: 01443 494024</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:

<p><b>Aspergers Support Group gives advice and support to families and Carers of children with Autism.</b></p>	<p>In Ysbyty Cwm Cynon, telephone: 01443715044 Email: CTUB_AUTSERV@wales.nhs.uk</p>
<p><b>Autism Life Centre provides young adults with autism access to day services that are motivating, challenging and meaningful.</b></p>	<p>Dan Murphy Day Centre, Brithweunydd Road, Trealaw CF40 2UD Telephone: 01443 438027</p>
<p><b>An Autistic Spectrum Disorders Directory of Services for individuals and their families details local support organisations.</b></p>	<p>Telephone: 01443 844764 Email: Hello@theautismdirectory.com</p>
<p><b>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.</b></p>	<p>In Bridgend email bridgend@nas.org.uk In Merthyr Tydfil National Autistic Society Telephone: 01685 350965 In RCT, telephone: 01443 684581</p>
<p><b>Life With Autism is a support group in the Rhondda that provides family activities and sessions. You can find them on Facebook 'life with autism'.</b></p>	<p>Telephone: 07983 028544 Email lifewithautismrct@hotmail.co.uk</p>
<p><b>NAS RCT provides support and information for families, children and young people with ASD, and those going through the diagnosis process.</b></p>	<p>You can find them on Facebook NAS RCT or email for more information at rapsgroup@outlook.com</p>



## Carers Support

<p><b>Carers Support is available to Carers living in Cwm Taf Morgannwg.</b></p>	<p>In Bridgend: Carers Trust South East Wales. Telephone: 01656 336969</p> <p>Bridgend Carers Centre specialises in giving one to one support to carers of all ages, at home or at other more convenient venues. BCC gives information and advice and provides a diverse programme of short respite breaks.</p> <p>We provide Welfare Benefits Advice, Legal Advice, Carers Grants, Digital Inclusion, Free Carers Counselling, Veteran Support, Macmillan Family Information and Support, Parent Carer Support, Young Carer and Young Adult Carer Support. We are visible in the local hospitals, GP practices, pharmacies, Job Centre, Schools and Colleges where carers can be easily identified for timely information and support. Bridgend Carers Centre Telephone: 01656 658479. <a href="http://www.bridgendcarers.co.uk">www.bridgendcarers.co.uk</a></p> <p>In Merthyr, Carer information and signposting can be found from VAMT. Telephone: 01685 353900</p> <p>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: 01443 281463. <a href="http://www.rctcbc.gov.uk/carers">www.rctcbc.gov.uk/carers</a></p>
<p><b>Carers UK / Wales is a membership organisation of Carers, led by Carers for Carers, taking action to bring about change locally and nationally.</b></p>	<p>Telephone: 029 2081 1370</p> <p>website: <a href="http://www.carerswales.org">www.carerswales.org</a></p> <p>email: <a href="mailto:beth.evans@carerswales.org">beth.evans@carerswales.org</a></p>
<p><b>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. Your Carer's Assessment will identify your needs as a Carer and help plan how you can be supported in what you do.</b></p>	<p>In Bridgend, telephone: 01656 642279</p> <p>In Merthyr telephone: 01685 353907</p> <p>In RCT, telephone: 01443 425003</p> <p>Email: <a href="mailto:carerssupportproject@rctcbc.gov.uk">carerssupportproject@rctcbc.gov.uk</a></p>
<p><b>Carers' Champions are nominated to provide information and advice to support Carers initiatives, events and to assist in identifying new Carers.</b></p>	<p>Carers champions can be found in GP Surgeries, Schools, Hospital Wards, Social Services, Pharmacies, Department of Work and Pensions and the Voluntary sector.</p> <p>If you need more information on Carers Champions please call 01443 744825.</p>
<p><b>Carers Creative Writing Group</b></p>	<p>Contact Irene or Ann for more information.</p> <p>Email: <a href="mailto:ireneburton66@gmail.com">ireneburton66@gmail.com</a> or <a href="mailto:davcau1952@gmail.com">davcau1952@gmail.com</a></p>

## Carers Support (cont.)

**Carers Emergency Card is a card which can be used as an instant source of identification in case of accident or sudden illness.**

Telephone CarersLine: 0117 965 2200

**Legislation passed in the last 25 years gives Carers specific rights and entitlements which include:**

- **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.**

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](http://www.carersuk.org/wales)

## Carers Support (cont.)

<p><b>Carers Co-ordinator for Cwm Taf Morgannwg University Health Board to raise the profile of Carers.</b></p>	<p>For more information, telephone Carers Measure Co-ordinator: 01443 74800</p>
<p><b>Carers Rights Day and Carers Week is a day usually 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.</b></p>	<p>In Bridgend, telephone: 01656 643643                  In Merthyr contact the Carers Development Officer on: 01685 353907                  In RCT contact Carers Support Project: 01443 281463</p>
<p><b>The Carers Star Project is a one of a kind in the Merthyr area, they provide information and advice, one-to-one assessment in the home, in the office or out in the community to give people that constant on going support they need as carers. All aspects of support are covered, adjacent or additional to services already provided. Also, Carers Coffee Club is part of the service they provide for carers to get together for support, a cuppa and a chat.</b></p>	<p>For more information contact Pamela Khan by Telephone 01685 707480 or 07985 201545                  Email: Pam.Khan@matvmind.org.uk</p>
<p><b>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.</b></p>	<p>Telephone: 0300 772 9702                  www.carers.org                  email: wales@carers.org</p>
<p><b>CBS Group is a group run by parents for parents, peer support, training workshops etc. Don't need to have a specific diagnosis.</b></p>	<p>Telephone: 07562 223697                  Email: info.cbs2014@gmail.com                  33 Gelliwastad Road, Pontypridd</p>

## Carers Support (cont.)

**Citizens Advice for Carers help people identify that they are a Carer and make sure they getting help and support they need. We provide specialist advice regarding benefits, debt, housing, employment, assessment, hospital discharge etc. Adviser available to meet with you both at Prince Charles hospital and Ysbwty Cwm Cynon.**

For more information contact adviser Jack Bennett 07950 946605.  
Email: [jack.bennett@citizensadvice.org.uk](mailto:jack.bennett@citizensadvice.org.uk)

**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 Morgannwg University Health Board, you can contact the Patient Support Officers.**

In Bridgend, telephone: 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT, telephone: 01443 425003  
In Cwm Taf Morgannwg University Health Board telephone: 01685 721721 or 01443 443443

**Employment help is available from Job Centre Plus if you are starting or returning to work. This includes confidence building, volunteering, better off calculations and work focused training.**

Telephone: 0800 169 0190 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](http://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: 029 2081 1370  
[www.employersforcarers.org](http://www.employersforcarers.org)

## Carers Support (cont.)

<p><b>Equality, Diversity and Social Justice teams promote equality of opportunity and addresses social disadvantage for everyone working and living in Cwm Taf.</b></p>	<p>In Bridgend, telephone: 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425005</p>
<p><b>FASD – Support group for Carers (mainly adoptive parents and foster Carers) to support children with FASD.</b></p>	<p>Email: fasdrhondda@gmail.com                  Facebook – fasd Rhondda Support Group</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone: 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 424111</p>
<p><b>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.</b></p>	<p>www.gov.uk</p>
<p><b>Hafal – Carers link service project is aimed at providing help and support for anyone who may be identified as a Carer. Advisors available at Ysbyty Cwm Rhondda and The Royal Glamorgan Hospital.</b></p>	<p>For more information contact                  Gill: 07976 624332                  Donna: 07805 665527                  Email: gill.bundy@hafal.org                  donna.evans@hafal.org</p>
<p><b>Hospice Information Ty Hafan</b></p>	<p>For more information                  Telephone: 02920 532200                  Helpline: 0870 903 3903                  Email: www.hospiceinformation.info                  www.tyhafan.org.uk</p>

## Carers Support (cont.)

<p><b>Newsletters provide a useful source of information and you may be able to subscribe to receive them regularly.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 353907                  In RCT telephone: 01443 668813</p>
<p><b>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.</b></p>	<p>Telephone: 01443 281463</p>
<p><b>Past Carers Group in RCT 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.</b></p>	<p>Telephone: 01443 668813                  Email: eleanorep95@hotmail.co.uk or lillygarden44@hotmail.com</p>
<p><b>Rhondda CAPS Children and Parents Support Group is a support group for parent/Carers of children with disabilities in Rhondda. They meet Wednesday mornings.</b></p>	<p>Telephone: 01443 422554</p>
<p><b>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.</b></p>	<p>For more information                  In Merthyr telephone: 01685 353907                  In RCT telephone: 01443 281463</p>

## Carers Support (cont.)

**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: your relevant Carers Centre.

**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.**

In Bridgend, telephone: 01656 643643  
In Merthyr, contact Barnardos on:  
01685 382422  
In RCT referral is via the Young Carers Assessment and Development Worker.  
Telephone: 01443 281463

# CHILDREN AND YOUNGER PEOPLE

## 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.

Children and Younger People	
<b>Action for Children Rhondda Cynon Taf Young Carers Project provides ongoing support for young carers living in RCT.</b>	293 Brithweunydd Road, Trealaw, Tonypanyd CF40 2NZ Telephone: 01443 433079 www.actionforchildren.org.uk
<b>ASD Rainbows are a preschool provision for children with additional needs, they also provide parent/child sessions and after school clubs.</b>	Cwmbach Community Primary School, Llangorse Road, Cwmbach, Aberdare, CF44 0HS Telephone: 07812 102178 Email: asdrainbows@mail.com
<b>Asperger Syndrome Support Group is a parent / carer support group for children of any age with Asperger Syndrome.</b>	Telephone: 01685 886389 or 01443 225732
<b>Autism Life Centre provides young adults with autism access to day services that are motivating, challenging and meaningful.</b>	Dan Murphy Day Centre, Brithweunydd Road, Trealaw CF40 2UD Telephone: 01443 438027
<b>Barnardos Merthyr Tydfil Young Carers Service provides ongoing support for young carers living in Merthyr Tydfil.</b>	Telephone: 01685 725171
<b>Cerebra is a charity that help children and their families with brain injuries and conditions.</b>	Helpline: 0800 328 1159 www.cerebra.org.uk
<b>CSSIW (Childcare Provider Inspections) ensures standards are set and met by child care providers in Wales.</b>	Telephone: 0300 790 0126 Email: cssiw.southeast@wales.gsi.gov.uk Welsh Government, Rhydycar Business Park Merthyr Tydfil CF48 1UZ
<b>Children with Disabilities Team work to support families with children living with disabilities and chronic illnesses.</b>	In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425006



## Children and Younger People

<p><b>Contact a Family</b> 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.</p>	<p>Telephone: 029 2039 6624  <a href="http://www.cafamily.org.uk/wales">www.cafamily.org.uk/wales</a></p>
<p><b>Cynon Valley Pals</b> support for children with disabilities and their families.</p>	<p>Telephone: 07967 845056  <a href="http://www.cynonvalleypals.co.uk">www.cynonvalleypals.co.uk</a></p>
<p><b>Early Bird</b> 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.</p>	<p>In Merthyr telephone: 07435 785319                  In RCT telephone: 07866 225611</p>
<p><b>Early Years and Family Support Services</b> 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 <b>Family Information Service, Language and Play, Flying Start.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 727400                  Email: <a href="mailto:fis@merthyr.gov.uk">fis@merthyr.gov.uk</a>  <a href="http://www.merthyrfis.org">www.merthyrfis.org</a>                  In RCT telephone: 0800 180 4151 or 0300 111 4151 (free from mobiles)                  Email: <a href="mailto:fis@rctcbc.gov.uk">fis@rctcbc.gov.uk</a>  <a href="http://www.rctcbc.gov.uk/fis">www.rctcbc.gov.uk/fis</a></p>
<p><b>Eric</b> is Children's bowel and bladder charity.</p>	<p>Helpline: 0845 370 8008                  Email: <a href="mailto:helpline@eric.org.uk">helpline@eric.org.uk</a>  <a href="http://www.eric.org">www.eric.org</a></p>
<p><b>Flying Start</b> 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"> <li>• Free quality, part-time childcare for 2-3 years;</li> <li>• An enhanced Health Visiting Service;</li> <li>• Access to Parenting Programmes;</li> <li>• Early Language Development.</li> </ul>	<p>Telephone: 01685 727388                  Email: <a href="mailto:FlyingStart@Merthyr.gov.uk">FlyingStart@Merthyr.gov.uk</a>                  Website: <a href="http://www.merthyrfis.org">www.merthyrfis.org</a></p>

## Children and Younger People

<p><b>Follow Your Dreams is a national charity that inspires children and young people with learning disabilities to follow their dreams.</b></p>	<p>Head Office, Gwynfa House, Main Road, Church Village, CF38 1RN. Tel: 01443 218443 <a href="http://www.followyourdreams.org.uk">www.followyourdreams.org.uk</a> email: <a href="mailto:admin@followyourdreams.org.uk">admin@followyourdreams.org.uk</a></p>
<p><b>Fostering and Adoption teams work to provide homes for children and young people in the care of the council.</b></p>	<p>In Merthyr telephone: 0800 783 4086 In RCT telephone: 01443 341122 <a href="http://www.rctcbc.gov.uk/fostering">www.rctcbc.gov.uk/fostering</a></p>
<p><b>Jazzy Jungle Exclusive play session for children with special education needs and disabilities. Every Tuesday between 4-6pm.</b></p>	<p>Telephone: 01443 658778 Unit 7a Hepworth Park, Coes Cae Lane, Pontyclun CF72 9DX</p>
<p><b>NAS Parent Support Group helping support individuals with Autism or Asperger's Syndrome and providing information and advice for families and Carers.</b></p>	<p>Telephone: 07435 785319</p>
<p><b>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.</b></p>	<p>Telephone: 07780 826655 Email: <a href="mailto:Lyndacoombes10@aol.co.uk">Lyndacoombes10@aol.co.uk</a></p>

## Children and Younger People

<p><b>Parenting Support Service offers practical advice and positive ways to manage some of the challenges parents may encounter in bringing up children.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 724720                  In RCT telephone:                  free from landline 0800 180 4151 or                  free from mobile 0300 1114151                  Email: <a href="mailto:fis@rctcbc.gov.uk">fis@rctcbc.gov.uk</a></p>
<p><b>Respite services can provide useful breaks for parents caring for children with disabilities.</b></p>	<p>In Merthyr telephone: 01685 724507                  In RCT telephone: 01443 425003</p>
<p><b>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.</b></p>	<p>Telephone: 01443 425001                  Email: <a href="mailto:tradingstandards@rctcbc.gov.uk">tradingstandards@rctcbc.gov.uk</a></p>
<p><b>Services for Young People in Rhondda Cynon Taf deliver integrated programmes of personal and social education to young people living in RCT</b></p>	<p>Telephone: 01443 744000</p>
<p><b>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.</b></p>	<p>Helpline: 0808 801 0608  <a href="http://www.snapcymru.org">www.snapcymru.org</a>                  email: <a href="mailto:enquires@snapcymru.org">enquires@snapcymru.org</a></p>

## Children and Younger People

<p><b>Splice Child and Family is a family-centred service in Bridgend which aims to support parents/Carers to play and learn along with their children which helps to develop confidence and self-esteem.</b></p>	<p>Telephone: 01656 503141 Email: splice_childandfamily@yahoo.co.uk</p>
<p><b>WICID is a website managed by young people for young people in Rhondda Cynon Taf.</b></p>	<p>www.wicid.tv</p>
<p><b>Y Bont provides a range of services that support disabled children and their families in Bridgend. Providing information, practical, social and emotional support.</b></p>	<p>Telephone: 01656 646013</p>
<p><b>Young Adult Carers Development Worker can provide a range of information, advice and support to Carers aged between 18 and 25 living in RCT.</b></p>	<p>Telephone: 01443 281463 Email: youngcarerssupportteam@rctcbc.gov.uk</p>
<p><b>Young Carers Support supports Young Carers under 18.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr contact Barnardos Telephone: 01685 725171 In RCT Telephone: 01443 425006 youngcarerssupportteam@rctcbc.gov.uk</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 724960 In RCT telephone: 01443 827300 Email: yotinfo@rctcbc.gov.uk</p>

## Drugs and Alcohol

<p><b>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.</b></p>	<p>Drinkline: 0300 123 1110  <a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a></p>
<p><b>Barod RCT</b>  <b>Providing support to individuals affected by alcohol and drugs, free, confidential and non-judgmental support and information</b></p>	<p>Email: <a href="mailto:fallon.reynolds@barod.cymru">fallon.reynolds@barod.cymru</a>  <a href="http://barod.cymru/">http://barod.cymru/</a></p>
<p><b>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.</b></p>	<p>Telephone: 0808 808 2234  <a href="http://www.dan247.org.uk">www.dan247.org.uk</a></p>
<p><b>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 &amp; Alcohol Services (MIDAS), Community Drug and Alcohol Teams (CDATs): Rhondda Integrated Substance Misuse Services (RISMS).</b></p>	<p>Telephone: 0300 333 0000          (free from landlines, local rate from mobiles)          Email: <a href="mailto:daspa@daspa.org.uk">daspa@daspa.org.uk</a></p>

## DRUGS AND ALCOHOL

<b>Drugs and Alcohol</b>	
<b>Drinkwise Wales is a website that offers a healthy guide on how to enjoy a drink responsibly.</b>	Telephone: 020 390 78480 Email: <a href="mailto:contact@alcoholchange.org.uk">contact@alcoholchange.org.uk</a> <a href="http://www.drinkwisewales.org.uk">www.drinkwisewales.org.uk</a>
<b>Drink Wise Age Well is a pioneering alcohol awareness and support programme for the over 50's in Cwm Taf.</b>	For information, to get involved or to access all aspects of the Programme please call us on 0800 161 5780.
<b>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.</b>	Telephone: 01685 814900
<b>Frank is a service that provides friendly, confidential drug advice.</b>	Telephone: 0300 123 6600 Text: 82111 <a href="http://www.talktofrank.com">www.talktofrank.com</a>
<b>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.</b>	<a href="http://www.nhsdirect.wales.nhs.uk/localservices">www.nhsdirect.wales.nhs.uk/localservices</a> or contact your local community pharmacy for more information. Specialist Needle exchange services can be accessed via DASPA (See above).
<b>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.</b>	Telephone: 01443 409284

## Drugs and Alcohol

**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.**

[www.nhsdirect.wales.nhs.uk/localservices](http://www.nhsdirect.wales.nhs.uk/localservices)

**Stop Smoking Wales is a free, NHS service to help people quit smoking.**

Telephone: 0800 085 2219

## Education, Training and Employment

<p><b>Active Inclusion Project aims to address the needs of people with additional needs of those in the community furthest from work.</b></p>	<p>Telephone: 01443 425637 or 07736 488673</p>
<p><b>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.</b></p>	<p>Telephone: 01685 727384</p>
<p><b>Adult Education service provides learning opportunities in local communities.</b></p>	<p>In Bridgend, telephone: 01656 643643          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 727384          Email: <a href="mailto:adultlearning@merthyr.gov.uk">adultlearning@merthyr.gov.uk</a>          In RCT, for further information, telephone Gartholwg Lifelong Learning Centre : 01443 570075</p>
<p><b>Bridges into Work 2 is an exciting project for people in South East Wales who are economically inactive or long term unemployed and living in non-Communities First areas and are aged 25 or over.</b></p>	<p>In Merthyr telephone: 01685 727099          Email: <a href="mailto:nlc.enquires@merthyr.gov.uk">nlc.enquires@merthyr.gov.uk</a></p>



## Education, Training and Employment

<p><b>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.</b></p>	<p>For a free 'Employees Guide to Work and Caring' telephone Carers Wales: 029 2090 6800</p>
<p><b>Childminding training courses are run by the Council's Child Minding Coordinator.</b></p>	<p>In Bridgend, telephone: 01656 643643 In Merthyr telephone: 01685 727400 In RCT telephone: 01443 744000</p>
<p><b>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.</b></p>	
<p><b>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.</b></p>	<p>Telephone: 0800 164 93792 <a href="http://www.communities2point0.org.uk">www.communities2point0.org.uk</a></p>
<p><b>Communities for work is a Welsh Government Partnership programme that works with people of all ages to provide support and advice on gaining employment and training.</b></p>	<p>Zoe Livermore CFW Youth Co-Ordinator (if you are under 25) on 01443 425314 – Email: <a href="mailto:zoe.livermore@rctcbc.gov.uk">zoe.livermore@rctcbc.gov.uk</a> Eira Cook CFW Adult Co-Ordinator (if you are over 25) on 01443 744308 – Email: <a href="mailto:eira.cook@rctcbc.gov.uk">eira.cook@rctcbc.gov.uk</a></p>

## Education, Training and Employment

<p><b>Distance Learning Courses are offered by the National Extension College.</b></p>	<p>Telephone: 0800 389 2839  <a href="http://www.nec.ac.uk">www.nec.ac.uk</a>                      Open University Telephone: 0300 303 5303  <a href="http://www.open.ac.uk">www.open.ac.uk</a></p>
<p><b>Education Programmes for Patients provide a number of self-management courses and workshops for people living with any long-term health condition or caring role.</b></p>	<p>Telephone: 01685 351025 or 01685 351032  <a href="http://www.eppwales.org">www.eppwales.org</a></p>
<p><b>Employers for Carers provide advice and support for employers seeking to develop Carer friendly policy and practice and retain skilled workers.</b></p>	<p>Telephone: 020 7378 4999  <a href="http://www.employersforcarers.org">www.employersforcarers.org</a></p>
<p><b>Employability Bridgend help both employed and unemployed residents of Bridgend County Borough who need support with employability.</b></p>	<p>Telephone: 01656 815317                      Email: <a href="mailto:employability@bridgend.gov.uk">employability@bridgend.gov.uk</a></p>
<p><b>Family &amp; 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.</b></p>	<p>Telephone: 01685 727384                      Email: <a href="mailto:ryan.stokes@merthyr.gov.uk">ryan.stokes@merthyr.gov.uk</a></p>
<p><b>Hafal delivers a range of services to people with mental health illness including direct support and advice, support in a crisis, advocacy, support in group setting, introductions for befriending and employment and training projects.</b></p>	<p>For Bridgend Telephone: 01656 732085                      For RCT and Merthyr Tydfil Telephone: 01685 884918</p>

## Education, Training and Employment

<p><b>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.</b></p>	<p>Telephone: 0800 169 0190 for an appointment with a local adviser.</p>
<p><b>Learning Curve provides work experience placements for people with learning disabilities living in RCT.</b></p>	<p>Telephone: Treforest: 01443 841235 Llwynypia: 01443 436937 Gadlys: 01685 873647 Email: <a href="mailto:socialservices@rctcbc.gov.uk">socialservices@rctcbc.gov.uk</a></p>
<p><b>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, e talking books and online courses.</b></p>	<p>Merthyr Central Library Telephone: 01685 725258 Email: <a href="mailto:library.services@merthyr.gov.uk">library.services@merthyr.gov.uk</a> In RCT visit <a href="http://www.rctcbc.gov.uk/libraries">www.rctcbc.gov.uk/libraries</a> or for RCT's Housebound Service Telephone: 01685 880061 Email: <a href="mailto:HomeLibrary@rctcbc.gov.uk">HomeLibrary@rctcbc.gov.uk</a></p>
<p><b>Moving and Handling training courses for Carers are free and run regularly.</b></p>	<p>In Merthyr contact the Carers Development Officer: 01685 353907 In RCT telephone: 01443 281463</p>
<p><b>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.</b></p>	<p>Telephone: 01443 348990 Helpline: 0808 801 0608 <a href="http://www.snapcymru.org">www.snapcymru.org</a></p>

## Education, Training and Employment

<p><b>St Johns Cymru trains people in the workplace, school and in the community first aid in the Bridgend Training Centre.</b></p>	<p>Telephone: 02920 449600</p>
<p><b>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.</b></p>	<p>Telephone: 03455 760 101 www.southwales.ac.uk</p>
<p><b>Valleys Steps is a well-being charity that provide courses that are designed to provide people with tools to understand more about themselves, learn ways to boost well-being and manage common difficulties such as stress, low mood and anxiety.</b></p>	<p>Email: info@valleyssteps.org Telephone: 01443 803048</p>
<p><b>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 Work step.</b></p>	<p>Telephone: 01443 229988 www.visionproducts.org.uk</p>
<p><b>Volunteering advice can be obtained from BAVO, VAMT and Interlink, the umbrella organisations for voluntary groups working in Merthyr and Rhondda Cynon Taf.</b></p>	<p>In Bridgend telephone 01656 810400 www.bavo.org.uk In Merthyr telephone Voluntary Action Merthyr Tydfil: 01685 353900 www.vamt.net In RCT telephone Interlink: 01443 846200 www.interlinkrct.org.uk</p>

## Education, Training and Employment

**Wellbeing Through Work in work support for people struggling in work with physical or emotional health problems.**

Telephone: 08456 017556  
wtw@wales.nhs.uk

**Welsh Language Policy Public bodies have strategies in place which set out their commitment to promoting and safeguarding the Welsh language.**

In Bridgend, telephone 01656 643643  
In Merthyr telephone: 01685 725000  
In RCT telephone: 01443 744069  
Cwm Taf Morgannwg University Health Board,  
telephone: 01443 744800

**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.**

Telephone: 01443 425761  
Email: cfw@rctcbc.gov.uk

## 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.

Health and Wellbeing	
<b>Age Connects Morgannwg</b> provides advice, support and practical assistance to improve the lives of older people, including their hospital discharge service.	Telephone: 01443 490650
<b>Age Cymru</b> is the national charity for older people in Wales. Their 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 <a href="http://www.agecymru.org.uk">www.agecymru.org.uk</a> <a href="https://facebook.com/agecymru">facebook.com/agecymru</a> <a href="https://twitter.com/agecymru">Twitter.com/agecymru</a>
<b>Alzheimer's Society</b> offers a range of services aimed for people living with dementia and carers. This includes dementia support, befriending, advocacy and activity groups.	Telephone: 01685 353919 Email: <a href="mailto:Kirsty.Morgan@alzheimers.org.uk">Kirsty.Morgan@alzheimers.org.uk</a>
<b>Arthritis Care Wales</b> is a voluntary organisation working to support people with arthritis of all ages.	Telephone: 02920 444 155 Helpline: 0808 800 4050 <a href="http://www.arthritiscare.org.uk">www.arthritiscare.org.uk</a> Email: <a href="mailto:cymru@arthritiscare.org.uk">cymru@arthritiscare.org.uk</a>
<b>Awen Cultural Trust</b> is a Bridgend based family-centred service which aims to support parents/Carers to play and learn along with their children which helps to develop confidence and self-esteem.	Telephone: 01656 754825 Email: <a href="mailto:enquiries@awen-wales.com">enquiries@awen-wales.com</a>
<b>BETH</b> provides financial help to people affected by cancer and their families in Rhondda Cynon Taf.	Telephone: 01443 671974

## Health and Wellbeing

<p><b>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.</b></p>	<p>Telephone:07889 044697 or 07563 795885          Email: suehadlow13@btinternet.com  <a href="http://www.pontyclunbosompals.org.uk">www.pontyclunbosompals.org.uk</a></p>
<p><b>Bowel Screening is available for people aged between 60 and 69, and will be extended to everyone aged between 50 and 74 by 2015.</b></p>	<p>Telephone: 0800 294 3370</p>
<p><b>Breathe Easy Support Group is a network for people who have a lung condition and for those who look after them.</b></p>	<p>Telephone: 03000 030 555</p>
<p><b>Breast Test Wales provides the breast screening programme in Wales.</b></p>	<p>Telephone: 029 2039 7222</p>
<p><b>Bridgend Community Bereavement Support offers support and groups.</b></p>	<p>Telephone: 07379 169836          Email: <a href="mailto:hello@bridgendbereavement.co.uk">hello@bridgendbereavement.co.uk</a></p>
<p><b>British Heart Foundation Cymru provides help and advice for those with a heart condition.</b></p>	<p>Telephone: 0300 330 3322  <a href="http://www.bhf.org.uk">www.bhf.org.uk</a></p>
<p><b>British Lung Foundation provides help and advice for those with a lung condition.</b></p>	<p>Telephone: 03000 030 555  <a href="http://www.blf.org.uk">www.blf.org.uk</a></p>
<p><b>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. In some locations they charge for the service. In other places they ask for a donation.</b></p>	<p>Bradbury House, Mission Court,          Newport NP20 2DW          Telephone: 01633 245753</p>

# HEALTH AND WELLBEING

## Health and Wellbeing

**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, Tonypanydy, 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: 0344 871 1111

**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.**

Bradbury House, Mission Court, Newport, NP20 2DW  
Telephone: 0344 871 1111

**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.**

Telephone: 01685 379633  
Email: [info@canceraidmerthyr.co.uk](mailto:info@canceraidmerthyr.co.uk)

**Carers Discounted Access to Leisure Services is available to Carers of all ages.**

In Bridgend, telephone 01656 643643  
In RCT telephone: 01443 281463  
In Merthyr Tydfil telephone: 01685 353907



## Health and Wellbeing

<p><b>The Carers Star Project is a one of a kind in the Merthyr area, they provide information and advice, one-to-one assessment in the home, in the office or out in the community to give people that constant on going support they need as Carers. All aspects of support are covered, adjacent or additional to services already provided. Also, Carers Coffee Club is part of the service they provide for Carers to get together for support, a cuppa and a chat.</b></p>	<p>For more information contact Pamela Khan by Telephone 01685 707480 or 07985 201545 Email: Pam.Khan@matvmind.org.uk</p>
<p><b>Carers Trust Wales is an ambitious national charity committed to improving support and services for unpaid Carers.</b></p>	<p>wales@carers.org Telephone: 0300 772 9702</p>
<p><b>Community Health Council offer help, advice and advocacy on complaints about the NHS.</b></p>	<p>Telephone Cwm Taf Morgannwg Community Health Council: 01443 405830</p>
<p><b>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.</b></p>	<p><a href="http://www.choosewellwales.org.uk">www.choosewellwales.org.uk</a></p>
<p><b>Community Pharmacy Common Ailments Service (Choose Pharmacy) – Cynon Valley</b> <b>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.</b></p>	<p><a href="http://www.cwmtafuhb.wales.nhs.uk/choose-pharmacy-common-ailments-scheme">www.cwmtafuhb.wales.nhs.uk/choose-pharmacy-common-ailments-scheme</a></p>

## Health and Wellbeing

**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.**

For more information contact your regular community pharmacy.

**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.**

For more information contact your regular community pharmacy.

**Community Safety Partnerships work to prevent domestic abuse, substance misuse, antisocial behaviour and acquisitive crime.**

In Bridgend, telephone 01656 643643  
 In Merthyr telephone: 01685 725000  
[www.mtcsp.org.uk](http://www.mtcsp.org.uk)  
 In RCT telephone: 01443 425001

**Cwm Cycling Rhondda hires out a range of specially adapted bikes that cater for people with disabilities and mobility needs.**

Telephone: 01443 434859  
 Email: [CwmCyclingRhondda@rctcbc.gov.uk](mailto:CwmCyclingRhondda@rctcbc.gov.uk)

<b>Health and Wellbeing</b>	
<b>Cwm Gymnastics Club is a community based club which is part of Valleys Gymnastics Academy. They provide high quality, fun opportunities for children and young people from 4 upwards at Abercynon Sports Centre RCT.</b>	Telephone: 07928 709355 Email: <a href="mailto:cwmgymnastics@hotmail.co.uk">cwmgymnastics@hotmail.co.uk</a>
<b>British Deaf Association's Welsh team works within community development and works across Advocacy and the BSL charter.</b>	For more information email <a href="mailto:cao.wales@bda.org.uk">cao.wales@bda.org.uk</a>
<b>Deafblind Cymru offers local support, advice and advocacy for someone with a combined sight and hearing loss.</b>	Telephone: 0800 132 320 <a href="http://www.deafblind.org.uk">www.deafblind.org.uk</a>
<b>Dementia Friendly Maerdy is a group of like-minded individuals who are committed to making the Rhondda a safe and supportive community for people living with Dementia, including their families, friends and carers.</b>	Email: <a href="mailto:dementiafriendlymaerdy@gmail.com">dementiafriendlymaerdy@gmail.com</a> Telephone: 07542 877224
<b>Dentists Information about local dental services is available from Cwm Taf Health Board's website.</b>	Telephone: 01443 715000 <a href="http://www.cwmtafhwb.wales.nhs.uk">www.cwmtafhwb.wales.nhs.uk</a> Telephone: 01443 492817 for emergency dentistry for people not able to access treatment that is available Monday to Friday 9am to 4.30pm. Telephone: 0845 601 0110 for evening and weekend emergencies.
<b>Dewis Cymru is the place for information about well-being in Wales, local organisations and services that can help you.</b>	<a href="http://www.dewis.wales/home">www.dewis.wales/home</a>

## Health and Wellbeing

<p><b>Diabetes UK hold regular meetings for sufferers and their families at venues throughout Rhondda Cynon Taf.</b></p>	<p>For more information telephone: 02920 668276</p>
<p><b>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.</b></p>	<p>Telephone: 02920 668276</p>
<p><b>Environmental Health Officers visit premises on matters relating to Health and Safety, food hygiene, pollution and housing.</b></p>	<p>In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425001 Public Health and Protection</p>
<p><b>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.</b></p>	<p><a href="http://www.eyecarewales.nhs.uk">www.eyecarewales.nhs.uk</a></p>
<p><b>GPs - Information about local doctors' surgeries is available from Cwm Taf Morgannwg University Health Board.</b></p>	<p>Telephone: 01443 744800 <a href="http://www.cwmtaf.wales">www.cwmtaf.wales</a> 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 <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></p>

## Health and Wellbeing

<p><b>Hafal delivers a range of services to people with mental health illness including direct support and advice, support in a crisis, advocacy, support in group setting, introductions for befriending and employment and training projects.</b></p>	<p>Email: <a href="mailto:gill.bundy@hafal.org">gill.bundy@hafal.org</a> Telephone: 01685 884918</p>
<p><b>Hapi Project makes a positive difference to the health and well-being of the communities living in and around the Cynon and Taf Ely area.</b></p>	<p>Telephone: 0303 040 1998 <a href="mailto:enquires@newydd.co.uk">enquires@newydd.co.uk</a></p>
<p><b>Headway works for people with acquired brain injuries, their families and Carers.</b></p>	<p>Telephone: 029 2057 7707 <a href="http://www.headwaycardiff.org">www.headwaycardiff.org</a></p>
<p><b>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.</b></p>	<p>In Merthyr: 01685 728130 In RCT: 01685 728130 for Cynon Valley or 01443 443283 for Rhondda / Taf.</p>
<p><b>Help me quit 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.</b></p>	
<p><b>Hospitals provide a mixture of in-patient and out-patient services to people living in their catchment areas. Contact individual hospitals or visit <a href="http://www.cwmtaf.wales">www.cwmtaf.wales</a></b></p>	<p>Dewi Sant: 01443 486222 Pontypridd Cottage Hospital: 01443 486222 Prince Charles: 01685 721721 Royal Glamorgan: 01443 443443 Keir Hardie Health Park: 01685 351021 Ysbyty Cwm Cynon: 01685 721721 Ysbyty Cwm Rhondda: 01443 430022 Llwynypia Hospital: 01443 440440 Ysbyty George Thomas: 01443 430022</p>

## Health and Wellbeing

<p><b>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:</b></p> <ul style="list-style-type: none"> <li>• Hospital discharge planning</li> <li>• The responsibility of the NHS for continuing care</li> </ul>	<p>In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003</p>
<ul style="list-style-type: none"> <li>• What happens on the day someone leaves hospital</li> <li>• If you feel you cannot provide care</li> </ul> <p><b>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.</b></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><b>Incontinence For advice contact your Doctor, Practice Nurse or District Nurse.</b></p>	<p>Telephone NHS Direct Wales on: 0845 46 47 <a href="http://www.nhsdirect.wales.nhs.uk">www.nhsdirect.wales.nhs.uk</a></p>
<p><b>Infectious Disease information can be provided by the Public Health and Protection Officer.</b></p>	<p>In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425001</p>
<p><b>In the Pink (Merthyr and Cynon Valley) Breast Cancer Support Group</b></p>	<p>Telephone: 01685 728645</p>

## Health and Wellbeing

<p><b>Keir Hardie Health Park, Merthyr Tydfil is a joint agency health and well-being facility that houses the Health Centre, St. Tydfil's Hospital day, primary and community services.</b></p>	<p>Telephone: 01685 721721  or GP practices:  1 01685 353780  2 01685 351492  3 01685 351493</p>
<p><b>Leisure Centres provide a wide range of activities and a wide range of classes for all abilities. Discounts are available for Carers.</b></p>	<p>In Bridgend telephone: 01656 678890  In Merthyr: 01685 727476  In RCT <a href="http://www.rctcbc.gov.uk/leisure">www.rctcbc.gov.uk/leisure</a></p>
<p><b>The Lymphoedema Support Network is a registered charity and the UK's national patient support organisation for lymphoedema.</b></p>	<p>Telephone: 020 7351 0990  Email:  <a href="mailto:adminlsn@lymphoedema.freemove.co.uk">adminlsn@lymphoedema.freemove.co.uk</a>  <a href="http://www.lymphoedema.org">www.lymphoedema.org</a></p>
<p><b>Specialist support for people with cancer and their Carers is available through Macmillan nurses.</b></p>	<p>For the Macmillan Support Line Telephone:  0808 808 00 00</p>
<p><b>Merthyr Eyelights is a social group for people with visual impairment. They meet every Thursday.</b></p>	<p>Telephone: 01685 722135  Email: <a href="mailto:morgan@v-i-m.org.uk">morgan@v-i-m.org.uk</a>  <a href="http://www.v-i-m.org.uk">www.v-i-m.org.uk</a></p>
<p><b>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.</b></p>	<p>Telephone: 07967 106914  or fax: 01685 384198</p>
<p><b>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.</b></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 typetalk on: 1 8001 0845 46 47.  <a href="http://www.nhsdirect.wales.nhs.uk">www.nhsdirect.wales.nhs.uk</a></p>

## HEALTH AND WELLBEING

<b>Health and Wellbeing</b>	
<b>Ospreys Wheelchair Rugby is held at Sports Club in Llantrisant.</b>	Contact head coach Paul Jenkins on 01656 725204 or 07970 400565
<b>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.</b>	Telephone: 0344 225 3712 Email: sm@parkinsons.org.uk
<b>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.</b>	Prince Charles Hospital: 01685 724468 Royal Glamorgan Hospital: 01443 443039
<b>Platform (Previously 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.</b>	www.platform.org.uk Email: connect@platform.org Bridgend telephone: 01656 647722 RCT and Merthyr Tydfil Peer Mentoring Services Telephone: 01443 845975
<b>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.</b>	Telephone: 01443 687556 www.rhonddabreastfriends.org.uk
<b>Rowan Tree Cancer Care offers support for cancer patients in RCT.</b>	Telephone: 01443 479369 www.rowantreecancercare.co.uk
<b>Royal British Legion supports armed forces communities from providing expert advice and guidance, to recoverys and rehabilitation, through to transitioning to civilian life.</b>	For more information visit the website <a href="https://britishlegion.org.uk">https://britishlegion.org.uk</a>



## Health and Wellbeing

<p><b>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.</b></p>	<p>Telephone: 01685 353999</p>
<p><b>Scope is a disability equality charity who provide practical information and emotional support to disabled people and their families.</b></p>	<p>Telephone: 0808 800 3333</p>
<p><b>Sensory Loss - Social services offers support and assessment for people of all ages who are blind, partially sighted, hard of hearing or deaf-blind.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003</p>
<p><b>Serious or terminal illness Social Services work with health trusts and other organisations to provide services for people who are seriously or terminally ill.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003</p>
<p><b>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.</b></p>	<p><a href="http://www.nhsdirect.wales.nhs.uk/localservices">www.nhsdirect.wales.nhs.uk/localservices</a></p>
<p><b>Help me quit Wales is a free NHS service to help people quit smoking. Weekly sessions last for 6 weeks, and clients will be assessed as suitable for either group or one-to- one support.</b></p>	<p>Contact Stop Smoking Wales by telephoning: 0808 278 4105 <a href="http://www.helpmequit.wales">www.helpmequit.wales</a></p>
<p><b>RNIB is the Royal National Institute of Blind People, they offer help and support for blind and partially sighted people.</b></p>	<p>Email: <a href="mailto:Carys.Groves@rnib.org.uk">Carys.Groves@rnib.org.uk</a></p>

## Health and Wellbeing

<p><b>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.</b></p>	<p>In Bridgend telephone 07903 403325          Email: <a href="mailto:info.cymru@stroke.org.uk">info.cymru@stroke.org.uk</a>          In RCT and Merthyr Tydfil telephone: 02920 524409 or 07903 402327  <a href="http://www.stroke.org.uk">www.stroke.org.uk</a></p>
<p><b>Tenovus helps individuals with a cancer diagnosis and their families with support.</b></p>	<p>Telephone Cancer Support Line:          0808 808 1010</p>
<p><b>The Bridge Mentoring Plus Scheme a preventative service for young people to stop them from entering the Criminal Justice System. Support for those aged 10-25 years old.</b></p>	<p>Bridgend Telephone: 01656 647891</p>
<p><b>Valleys Regional Equality Council is an established organisation working towards the elimination of racial discrimination.</b></p>	<p>Telephone: 01443 742704  <a href="http://www.valrec.org">www.valrec.org</a></p>
<p><b>Valleys Steps is a well-being charity that provide courses that are designed to provide people with tools to understand more about themselves, learn ways to boost well-being and manage common difficulties such as stress, low mood and anxiety.</b></p>	<p>Email: <a href="mailto:info@valleysteps.org">info@valleysteps.org</a>          Telephone: 01443 803048</p>
<p><b>Vision Products specialize in selling mobility and independent living aids.</b></p>	<p>Aberdare shop: 01685 378 769          Pontyclun Shop: 01443 220811</p>
<p><b>Wales Council for Deaf People provides information and advice on issues that concern deaf and hard of hearing people.</b></p>	<p>Telephone: 01443 485687  <a href="http://www.wcdeaf.org.uk">www.wcdeaf.org.uk</a>          Email: <a href="mailto:mail@wcdeaf.org.uk">mail@wcdeaf.org.uk</a></p>
<p><b>Wales Council for the Blind is an umbrella agency representing people with visual impairments in Wales.</b></p>	<p>Telephone: 029 2047 3954  <a href="http://www.wcb-ccd.org.uk">www.wcb-ccd.org.uk</a></p>

## Housing, Home Adaptation and Homelessness

**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.**

In RCT and Merthyr telephone:  
01443 755696  
Email: [enquiries@cwmtafr.org.uk](mailto:enquiries@cwmtafr.org.uk)  
In Bridgend telephone: 01656 646755  
Email:  
[enquiries@bridgendcareandrepair.co.uk](mailto:enquiries@bridgendcareandrepair.co.uk)

**Care Inspectorate Wales CSSIW is the government body that makes sure that care homes and childcare services meet the regulations and standards expected of them.**

Telephone: 0300 790 0126  
Email: [ciw@gov.wales](mailto:ciw@gov.wales)  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

**Community Furniture Aid furnish homes for people on the lowest incomes in Bridgend area. Referrals only from recognized organisations.**

Telephone: 01656 646013

**Disabled Facilities Grants are given for essential adaptations to give a disabled person greater freedom of movement in and around their home.**

In Merthyr telephone: 01685 724500  
In RCT telephone: 01443 425003

**Energy Efficiency Advice concerns energy efficiency grants and other ways of saving money when using electricity and gas in the home.**

**Most energy suppliers offer special support services for vulnerable customers. Contact your supplier for information.**

For free energy advice telephone:  
0300 123 1234  
To speak with RCT's Housing Energy Officer please call 01443 281136

## Housing, Home Adaptation and Homelessness

**Furniture Environmental Services offer advice on collection of unwanted furniture or bulky refuse**

**Charitable organisations collect unwanted furniture and resell it to families at affordable prices.**

In Bridgend, telephone 01656 643643

In Merthyr telephone: 01685 725000

In RCT telephone: 01443 425001

In Bridgend Community Furniture Aid: 01656 646013

In Merthyr Green Horizons: 01443 693348  
[www.greenhorizonsmerthyr.co.uk](http://www.greenhorizonsmerthyr.co.uk)

In RCT Toogoodtowaste: 01443 680090  
[www.toogoodtowaste.co.uk](http://www.toogoodtowaste.co.uk)

**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.**

In Bridgend, telephone 01656 643643

In Merthyr telephone: 01685 725000

email [housing@merthyr.gov.uk](mailto:housing@merthyr.gov.uk)

In RCT telephone: 01443 495188

**Housing Aids and Adaptations can be supplied by Social Services to improve access in and around the home.**

In Bridgend, telephone 01656 643643

In Merthyr telephone: 01685 725000

In RCT telephone: 01443 425003

[www.rctcbc.gov.uk/ot](http://www.rctcbc.gov.uk/ot)

**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.**

Telephone: 0800 111 999

## Housing, Home Adaptation and Homelessness

**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.**

Telephone: 01443 281136  
 Email: [homestep@rhondda-cynon-taff.gov.uk](mailto:homestep@rhondda-cynon-taff.gov.uk)

**Housing grants may be available for privately owned homes. Contact Private Sector Housing for more information.**

In Merthyr telephone: 01685 725000  
 In RCT telephone: 01443 281136  
[www.rctcbc.gov.uk/housing](http://www.rctcbc.gov.uk/housing)

**Housing Associations are social landlords offering accommodation that includes sheltered housing and accessible flats and bungalows.**

Aelwyd HA: 029 2048 1712  
[www.aelwyd.co.uk](http://www.aelwyd.co.uk)  
 Cynon Taf CHG: 01443 743200  
[www.cynon-taf.org.uk](http://www.cynon-taf.org.uk)  
 Hafod Housing AL: 029 20799 539  
[www.hafod.org.uk](http://www.hafod.org.uk)  
 Merthyr Tydfil Housing Association:  
 01685 352800  
[www.mtha.org.uk](http://www.mtha.org.uk)  
 Merthyr Valleys Homes (info. and repairs):  
 01685 727772 [www.mvhomes.org.uk](http://www.mvhomes.org.uk)  
 Newydd HA: 0303 040 1998  
[www.newydd.co.uk](http://www.newydd.co.uk)  
 Sycamore Service Team: 01656 767785  
 Trivallis: 0300 003 0888  
[www.trivallis.co.uk](http://www.trivallis.co.uk)  
 Rhondda HA: 01443 424200  
[www.rhondda.org](http://www.rhondda.org)  
 Wales and West HA: 0800 052 2526  
[www.wwha.co.uk](http://www.wwha.co.uk)

## Housing, Home Adaptation and Homelessness

<p><b>Kerbs (dropped) The Council deals with requests to drop kerbs to help vehicular access.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425001</p>
<p><b>Llamau supports young people aged 16 to 25 and vulnerable women of all ages facing homelessness.</b></p>	<p>Telephone: 029 2023 9585  <a href="http://www.llamau.org.uk">www.llamau.org.uk</a></p>
<p><b>Nest is the Welsh Government’s fuel poverty scheme that aims to help reduce the number of households in fuel poverty.</b></p>	<p>Telephone: 0808 808 2244  <a href="http://www.nest.gov.wales">www.nest.gov.wales</a></p>
<p><b>Pathways to Adapted Housing is a service directed towards assisting people with disabilities or chronic ill health to access accommodation suitable to their needs.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425004</p>
<p><b>Pest control services can be arranged by contacting the council’s public health service. There are charges for killing some pests.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425001</p>
<p><b>Rapid Response Adaptations may be available via assessment to assist in hospital discharge situations.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT Telephone: 01443 425001                  and ask for Public Health</p>
<p><b>Recycling and waste collections are provided weekly. Removal of bulky items can be arranged by contacting Environmental Services or completing an online form.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT Telephone: 01443 425001</p>

## Housing, Home Adaptation and Homelessness

<p><b>Rent Arrears the Rent Officer Service provides advice on rent arrears. Contact either your housing provider or the councils' housing advice service.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone Housing Advice Centre: 01443 495188</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr: 01685 725000                  In RCT: 01443 425003</p>
<p><b>Rhondda Housing Association offers a range of services including supported housing, social housing and support for the elderly.</b></p>	<p>Telephone: 01443 424200                  Email: <a href="mailto:enquiries@rhondda.org">enquiries@rhondda.org</a></p>
<p><b>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.</b></p>	<p>Support line: 0345 075 5005</p>
<p><b>Social Services supply aids / equipment and can advise on adaptations to enable people with disabilities to live independently at home.</b></p>	<p>In Bridgend, telephone 01656 643643                  In Merthyr telephone: 01685 725000                  In RCT telephone: 01443 425003</p>
<p><b>South Wales Fire Service provides free home safety checks for anyone living in RCT.</b></p>	<p>Telephone: 0800 169 1234  <a href="http://www.southwales-fire.gov.uk">www.southwales-fire.gov.uk</a></p>

## Housing, Home Adaptation and Homelessness

**The Wallich is based in Bridgend Solutions Centre and offer advice, support and assistance for people who are homeless or experiencing housing difficulties.**

Telephone: 01656 674184  
Email: [bridgend@thewallich.net](mailto:bridgend@thewallich.net)

**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.**

Telephone: 01443 480484  
Email: [cwmtaf@crossroads.org.uk](mailto:cwmtaf@crossroads.org.uk)

**Trivallis provides housing to people of all ages across RCT.**

Telephone: 0300 003 0888  
[www.trivallis.co.uk](http://www.trivallis.co.uk)

**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.**

In Merthyr Telephone Environmental Services:  
01685 725000  
In RCT Telephone Environmental Services:  
01443 425001



## Keeping Active and Getting Out and About

<p><b>Age Cymru the national charity for older people in Wales are keen to recruit volunteers across Cwm Taf Morgannwg.</b></p>	<p>Telephone: 02920 431555 Age Cymru's: 08000 223 444 <a href="http://www.agecymru.org.uk">www.agecymru.org.uk</a></p>
<p><b>Allotments are located across Cwm Taf. Your first point of contact should be the site secretary (on site on Sunday mornings).</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725000 In RCT Telephone allotments officer: 01443 425001</p>
<p><b>Blue Badges are provided by Social Services for people eligible to receive them.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr Telephone: 01685 725000 In RCT Telephone: 01443 425005</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr Tydfil you can download an application form from the website <a href="http://www.merthyr.gov.uk">www.merthyr.gov.uk</a> or Telephone: 01685 725000 In RCT telephone: 01443 425001 or visit your local One4All Centre. You can download an application form from <a href="http://www.rctcbc.gov.uk">www.rctcbc.gov.uk</a></p>
<p><b>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.</b></p>	<p>Some cinemas have facilities to screen films with subtitles for hearing impaired people and a narrated soundtrack for visually impaired people. Telephone: 01244 526 016 <a href="http://www.yourlocalcinema.com">www.yourlocalcinema.com</a> <a href="http://www.ceacard.co.uk">www.ceacard.co.uk</a></p>

## Keeping Active and Getting Out and About

<p><b>Core day centre services are offered to frail older people and for younger people with physical disabilities.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr Tydfil: 01685 724500 In RCT: 01443 425003</p>
<p><b>Cwm Cycling Rhondda hires out a range of specially adapted bikes that cater for people with disabilities and mobility needs.</b></p>	<p>Telephone: 01443 434859 Email: <a href="mailto:CwmCyclingRhondda@rctcbc.gov.uk">CwmCyclingRhondda@rctcbc.gov.uk</a></p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425544</p>
<p><b>Disability Sport Wales provides over a million opportunities for disabled people to get involved in sport and physical activity.</b></p>	<p>Telephone: 0300 300 3115 <a href="http://www.disabilitysportwales.com">www.disabilitysportwales.com</a></p>
<p><b>Disabled Parking For information on issues relating to either on-street parking or car parks.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425001</p>
<p><b>Disabled Parking Bays Merthyr Tydfil and Rhondda Cynon Taf Councils deal with applications made for disabled parking bays throughout the Cwm Taf area.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725285 In RCT: 01443 425005</p>
<p><b>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.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 727476 <a href="http://www.merthyrleisure.co.uk">www.merthyrleisure.co.uk</a> In RCT, visit <a href="http://www.rctcbc.gov.uk/leisure">www.rctcbc.gov.uk/leisure</a></p>

## Keeping Active and Getting Out and About

<p><b>Men/Women Sheds provide support and guidance to individuals and groups across the UK in starting and managing sheds. This helps to reduce isolation, loneliness and empower local communities.</b></p>	<p>To find out your nearest shed visit the website <a href="https://menssheds.org.uk">https://menssheds.org.uk</a></p>
<p><b>Merthyr's Venture Out Programme provides outdoor activities for adults with mental health conditions.</b></p>	<p>Telephone: 01685 725000</p>
<p><b>Motability Car Scheme Motability Powered Wheelchair and Scooter Scheme.</b></p>	<p>Telephone: 0300 4564566 <a href="http://www.motability.co.uk">www.motability.co.uk</a></p>
<p><b>Museums and Art Galleries are located across the Cwm Taf region.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr, Cyfarthfa Castle Museum and Art Gallery and Joseph Parry's Cottage. Telephone: 01685 723112 Email: <a href="mailto:museum@merthyr.gov.uk">museum@merthyr.gov.uk</a> In RCT <a href="http://www.rct-arts.org">www.rct-arts.org</a></p>
<p><b>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.</b></p>	<p>Telephone: 0330 950 0400 or <a href="http://www.disabilityrightsuk.org">www.disabilityrightsuk.org</a> 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><b>Ospreys Wheelchair Rugby is held at Sports Club in Llantrisant.</b></p>	<p>Contact head coach Paul Jenkins on or 01656 725204 07970 400565</p>
<p><b>Public Transport</b></p>	<p>Traveline Cymru offers a 'one-stop-shop' for travel information in Wales, which includes bus, coach, train, air and ferry. Telephone: 0800 464 0000 website <a href="http://www.traveline-cymru.info">www.traveline-cymru.info</a> For more information on local transport ring the Integrated Transport Unit Telephone: 01443 425001 or Email: <a href="mailto:transportationservices@rctcbc.gov.uk">transportationservices@rctcbc.gov.uk</a></p>

## Keeping Active and Getting Out and About

**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.**

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](http://www.shopmobilityuk.org)

**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.**

In Bridgend, telephone 01656 643643  
 Merthyr Tydfil Leisure Centre: 01685 727476  
 In RCT:  
 Abercynon Sports Centre: 01443 740141  
 Aberdare Swimming Pool: 01685 870111  
 Bronwydd Swimming Pool: 01443 682817  
 Ferndale Swimming Pool: 01443 755412  
 Hawthorn Swimming Pool: 01443 841228  
 Llantrisant Leisure Centre: 01443 224616  
 Tonyrefail Leisure Centre: 01443 670578  
 Rhondda Fach Sports Centre: 01443 756242  
 Rhondda Sports Centre: 01443 434093

**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.**

Coliseum, Aberdare Telephone: 01685 882380 or 881188  
 Park and Dare, Treorchy Telephone: 01443 773112  
[www.whatsonrct.co.uk](http://www.whatsonrct.co.uk)  
[www.rct-arts.org](http://www.rct-arts.org)

## Keeping Active and Getting Out and About

<p><b>Transport for disabled people There are community transport organisations providing transport for elderly and disabled persons in Merthyr and Rhondda Cynon Taf.</b></p>	<p>Accessible Caring Transport: 01443 478013 Community Transport: 01443 692020 TraVol: 01443 486872 Village and Valleys Community Transport: 01443 858462 The Dial a Ride service can be accessed by ringing TraVol or Accessible Caring Transport. Bridgend Community Transport: 01656 669665</p>
<p><b>Transport information can be obtained from:</b></p>	<p>Traveline Wales: 0800 464 0000 National Rail Services: 03457 484950 For disabled assistance: 0845 300 3005 Long Distance National Express Coach Services: 08717 818181</p>
<p><b>Venture Out Programme provides activity based outings two days a week for people with mental ill health living in Merthyr.</b></p>	<p>Telephone: 01685 725058 Website: <a href="http://www.mentroallan.co.uk">www.mentroallan.co.uk</a></p>
<p><b>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.</b></p>	<p>Telephone: 01443 239104</p>
<p><b>Walking aids are provided through your GP.</b></p>	
<p><b>Walking Information is available about the Taff Trail, Walking for Health, Gardening for Wildlife and Wildlife Surveys from Environmental Services.</b></p>	<p>In Merthyr telephone: 01685 725000 Email: <a href="mailto:tic@merthyr.gov.uk">tic@merthyr.gov.uk</a> In RCT telephone 01443 424052</p>

## 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.

Mental Health	
<b>For people caring for someone with mental ill health, meetings are held regularly at a number of locations:</b>	In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 353907 In RCT telephone: 0808 100 1801
<b>Age Connects Morgannwg can provide outreach workers and advocates for people with dementia living in the community.</b>	Telephone: 01443 490650 <a href="http://www.acmorgannwg.org.uk">www.acmorgannwg.org.uk</a>
<b>Alzheimer’s Society provides information and support for families affected by dementia.</b>	In Merthyr telephone: 01685 353919 In RCT telephone: 01443 844668 <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
<b>Autism Parent Support Group Parent/carer support group for children and adults of any age with autism.</b>	In Merthyr Contact the National Autistic Society Telephone: 01685 350965 In RCT telephone: 01443 668839
<b>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.</b>	Your GP, who provides primary health care, can make referrals to the teams in the appropriate circumstances.
<b>Child and Adolescent Mental Health Services (CAMHS) provide support for young people with emotional, psychological and psychiatric disorders.</b>	In Merthyr telephone: 01685 351021 In RCT telephone: 01443 443008 or 01443 443016

# MENTAL HEALTH

## Mental Health

**Crisis teams, available 24 hours a day, can be called in appropriate circumstances.**

In Merthyr Telephone: 01685 721721  
extension 26952/26953 (Prince Charles Hospital)  
In RCT telephone: 01443 443443  
extension 4903 (Royal Glamorgan Hospital)

**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.**

[www.cwmtafmorgannwg.wales](http://www.cwmtafmorgannwg.wales)

**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.**

Telephone: 01443 845970  
[www.gofal.org.uk](http://www.gofal.org.uk)

**Hafal provides a range of services and support, specifically for Carers of someone with a mental health condition.**

In Bridgend: 01656 732085  
In Merthyr telephone: 01685 373322  
Email: [merthyr@hafal.org](mailto:merthyr@hafal.org)  
In RCT telephone: 01685 884918  
Email: [rcttower@hafal.org](mailto:rcttower@hafal.org)

**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.**

Telephone: 029 2069 2891  
Email: [info@journeysonline.org.uk](mailto:info@journeysonline.org.uk)  
[www.journeysonline.org.uk](http://www.journeysonline.org.uk)

## Mental Health

**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.

Telephone: 0300 456 0300  
[www.gov.uk/office-of-public-guardian](http://www.gov.uk/office-of-public-guardian)

**Mental Health Forum** meets quarterly in Pontypridd to provide a support group for people caring for loved ones experiencing mental ill health.

Telephone: 01443 486856 for more information

**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.

[www.mentalhealthsupport.co.uk](http://www.mentalhealthsupport.co.uk)

**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.

Telephone: 01685 707480  
 Email: [info@matvmind.org](mailto:info@matvmind.org)  
[www.matvmind.org.uk](http://www.matvmind.org.uk)

**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: 0300 123 3393  
[www.mind.org.uk](http://www.mind.org.uk)



<b>Mental Health</b>	
<b>National Dementia Helpline is operated by Alzheimer's Society.</b>	Telephone: 0300 222 1122
<b>New Horizons manages a range of resource and outreach centres throughout RCT for people experiencing mental health or emotional wellbeing issues.</b>	Telephone: 01685 881113 Email: <a href="mailto:info@newhorizonsmentalhealth.co.uk">info@newhorizonsmentalhealth.co.uk</a> <a href="http://www.newhorizons-mentalhealth.co.uk">www.newhorizons-mentalhealth.co.uk</a>
<b>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.</b>	In Bridgend telephone: 01656 643643 In Merthyr, telephone: 01685 351100 In RCT telephone: 01443 425003
<b>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.</b>	Telephone: 01443 409284
<b>Samaritans 24-hour listening ear for anyone in distress.</b>	Telephone free number: 116 123
<b>Self-help support groups are listed on the Mental Health Support website.</b>	<a href="http://www.mentalhealthsupport.co.uk">www.mentalhealthsupport.co.uk</a>
<b>Venture Out Programme provides activity based outings two days a week for people with mental ill health living in Merthyr.</b>	Telephone: 01685 725058 Website: <a href="http://www.mentroallan.co.uk">www.mentroallan.co.uk</a>

## 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.

<b>Money Matters</b>	
<b>Age Connects Morgannwg can help you plan for your future by providing information and advice on budgeting, debt, tax and Welfare benefits.</b>	Telephone: 01443 490650 Email: <a href="mailto:information@acmorgannwg.org.uk">information@acmorgannwg.org.uk</a>
<b>Benefits Advisers allow you to find out what benefits you could get, how much you could get and how to claim.</b>	<a href="http://www.gov.uk/benefits-adviser">www.gov.uk/benefits-adviser</a>
<b>Citizens Advice Bureau provides information and advice on debt, benefits and legal issues.</b>	In Bridgend, telephone: 01656 762800 In Merthyr telephone: 01685 382188  In RCT telephone: Advice line: 03444 702020 Admin Line: 01443 409284 <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
<b>Coal Industry Social Welfare Organisation CISWO is a national charity delivering community and personal welfare services within mining and former mining communities.</b>	Telephone: 01443 485233
<b>Consumer Direct offers advice and help on complaints or queries about fair trading.</b>	Telephone: 03454 04 05 06 <a href="http://www.consumerdirect.gov.uk">www.consumerdirect.gov.uk</a>

<b>Money Matters</b>	
<b>Council Tax</b>	In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 377888 In RCT telephone: 01443 425002
<b>Credit Unions offer a local place to save your money, access to low cost loans and volunteering opportunities.</b>	Merthyr Tydfil Borough Credit Union Telephone: 01685 377888 <a href="http://www.mtbcu.org.uk">www.mtbcu.org.uk</a>  In RCT Dragonsavers Credit Union: Telephone: 01443 777043 <a href="http://www.dragonsavers.org">www.dragonsavers.org</a>
<b>The Department for Work and Pensions have developed a quick benefit checking tool as part of their information on <a href="http://www.gov.uk">www.gov.uk</a>. 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.</b>	<a href="http://www.gov.uk">www.gov.uk</a>
<b>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.</b>	In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 724500 In RCT telephone: 01443 425003
<b>The Family Fund provides grants to families with severely disabled or seriously ill children up to their 18th birthday.</b>	Telephone: 01904 550 055 <a href="http://www.familyfund.org.uk">www.familyfund.org.uk</a>
<b>Housing benefits</b>	In Bridgend, telephone 01656 643643 In Merthyr telephone Customer Helpline: 01685 725000 In RCT telephone Customer Helpline 01443 425002

## Money Matters

<p><b>Income Tax Her Majesty's Revenues and Customs provides help and advice with tax queries.</b></p>	<p>Telephone: 0300 200 3300 www.hmrc.gov.uk</p>
<p><b>The Pension Service is part of the Department for Work and Pensions and provides pensions, benefits and retirement information.</b></p>	<p>Telephone: 0845 60 60 265</p>
<p><b>Private Sector Housing Section can provide information on possible grants for private housing.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425725</p>
<p><b>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.</b></p>	<p>Telephone: 0800 138 1111 www.stepchange.org</p>
<p><b>Stroke Association Welfare Grants may be available for people who have had a stroke.</b></p>	<p>Referral is via a social worker or health professional.</p>
<p><b>Trading Standards deals with complaints about unfair or unsafe trading.</b></p>	<p>In Bridgend, telephone 01656 643643 In Merthyr telephone: 01685 725000 In RCT telephone: 01443 425777</p>
<p><b>Turn2us is a charity that helps people find out about charitable grants and state benefits they may be entitled to.</b></p>	<p>www.turn2us.org.uk</p>