

Carmarthenshire County Council 01267 234567

For information on services www.carmarthenshire.gov.uk

Adult Teams – Social Care Services

Referral Centre number for:

Carmarthen, Dinefwr and Llanelli Teams 01267 224421

Contact for information on Occupational Therapists; on adaptations and equipment; community care and carers assessments - how to access services, respite/short breaks, Telecare, Direct Payments, ILF, emergency care, copies of leaflets, Direct Payments etc.

Area Mental Health Teams

Carmarthen 01267 236017

Dinefwr 01269 595473

Llanelli 01554 772768

Llangadog 01550 777771

For information on assessments, how to access services and support.

Substance Misuse Team 01554 744377

Contact to find out if you or the person you care for are eligible to receive services and support.

Community Teams for Learning Disability Services

Carmarthen 01267 236899

Llanelli 01554 775916

Contact to find out if you or the person you care for are eligible to receive services and support.

Adult Placement Team 01267 224200

Contact for more information on this service.

Child Care Teams

Dinefwr 01558 825414

Carmarthen 01267 224403

Llanelli 01554 742227

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Children's Disability Team

Carmarthen 01267 246400

Llanelli..... 01554 742387

Provide help and support to disabled children and their families.

Contact for information on assessment of need.

Transition Team.....01267 246754

Contact for more information on this service.

Hospital Teams Social Work Teams

Carmarthen 01267 227562

Llanelli..... 01554 756567

Contact if you are concerned about services being in place when someone is coming home from hospital.

Social Care, Health & Housing Complaints 01267 228835

If you are not happy with your services.

Care & Social Services Inspectorate Wales (CSSIW)..01267 223402

For a list of Social Services registered private and voluntary agencies.

Hywel Dda Health Board 01437 771220

Can provide patient information and information on local services.

CCC Joint Carers Development Worker 07919415476

Can provide information about services for carers.

Hywel Dda Community Health Council – Carmarthenshire Local Committee

103, Lammas Street, Carmarthen SA31 3AP 01267 231384

NHS Direct Wales..... 0845 46 47

Telephone service provided by nurses giving confidential health care advice and information 24 hours a day.

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Counselling

British Association for Counselling and Psychotherapy

Information line 0870 443 5219

www.bacp.co.uk

For information on private counsellors in your area

Carmarthenshire Counselling Service..... 01554 749747

Or email carmarthenshirecounselling@yahoo.co.uk

A voluntary organisation with trained counsellors offering individual counselling for adults over 18. Self referrals or through your GP

Churches Counselling Service in Wales 0800 783 3540

Offers help to anyone who feels that they need someone to talk to.

Confidential, personal service offered by well trained and supervised counsellors

Relate 01267 236737

Samaritans..... 0845 790 9090

You can talk in confidence about any problem to a trained person

Support Groups and Organisations

May be able to provide support and information about the particular illness/disability affecting the person you care for, and local contact.

Please see cards re caring for someone with specific conditions

Carmarthenshire Carers Service 0300 0200 002

Phone for information, support, local groups and contacts and a quarterly newsletter for carers

Carers Support Worker 07779164604

Based in GP practices in Llandeilo, Llandovery, Nantgaredig. Can provide information & support and make home visits if required.

Llanelli Carers Support Group..... 01554 756538

The group meets every month at the Coleshill Centre and are a branch of Carers Wales

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Llanelli Carers Support Group01554 756538

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Carers Wales.....02920 811370

Informs and campaigns on carers issues;

Produce information leaflets free to carers on a wide range of issues, including:

'Coming out of Hospital – a guide for carers;

'Taking a break'

'When caring becomes a crisis';

'How do I get help? – a guide to carers assessments'

'When caring comes to an end.'

Phone for or email for copies.....[**info@carerswales.org**](mailto:info@carerswales.org)

Or visit the website for more information and links to other sites.....[**www.carerswales.org**](http://www.carerswales.org)

Carers UK Advice Line.....0808 808 7777

*Free national helpline for carers open 10am – 12pm: 2pm – 4pm
Wed & Thurs.*

Carers UK - *Work with a partnership of major employers who want to help their staff who have caring responsibilities. This partnership is called Employers for Carers.*

[**www.direct.gov.uk**](http://www.direct.gov.uk)

Website with a wide range of information, including employment issues.

ACAS08457 47 47 47

Have produced a short guide for carers and employers on flexible working.

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Caring for a Child with Learning Disabilities

National Autistic Society 0845 070 4004

NAS Carmarthenshire Branch.....01269 844393

Barnardo's..... 01554 775232

Provide a range of support services responsive to the assessed needs of disabled children and their families. (Children's Disability team referrals).

Crossroads Care Sir Gâr.....Card 11

Breakthro'

Carmarthen07772 078634

Llanelli.....01554 752450/07940 122776

Charity based organisation, providing Saturday clubs, holiday play schemes and weekend breaks for children with severe learning disabilities. (Children's disability team referrals).

Contact a Family..... 0808 808 3555

Provide information, support and advice to parents of children with disabilities. They also enable parents to contact other families both on a local and national basis.

Cerebra01267 244200

Has a parent support department which aims to help by offering information, support and various services that parent have requested

Mencap Wales Learning Disability Helpline 0808 808 111

10am – 6pm Mon – Friday. 10am – 4pm weekends & bank holidays.

Mencap Family Adviser Service01267 232256

Can provide information about learning disability, local groups and can answer questions about a range of issues

SNAP Helpline 0845 1203730

Offers information and support to families of children and young people who have special educational needs.

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10am – 6pm Mon – Friday. 10am – 4pm weekends & bank holidays.

Mencap Family Adviser Service 01267 232256
Can provide information about learning disability and can answer questions about a range of issues such as how to locate clubs in the area, finding somewhere to live, and much more.

Mencap Local Societies

Llanelli & District 01554 834974
 01554 832212
Can provide local support to people with learning disabilities and to their families.

Mencap Welfare Benefits Adviser 01267 232256
Dedicated to helping people with learning disabilities and their families.

Citizen Advocacy Service.

Carmarthenshire People First 01267 234635
Support agency for people with learning disabilities.

Community Teams Learning Disability

Carmarthen 01267 244388
 Llanelli 01554 775916
Contact to find out if you or the person you care for are eligible to receive services and support.

Adult Placement Service 01267 224200
Contact for more information on this service.

The Princess Royal Trust for Carers 02920 221788
Website with a variety of information on learning disability:

www.carers.org

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Caring for Someone with A Physical Disability or Illness

Arthritis Care Helpline 0808 800 4050
Contact for local information 01239 711883

RNIB Cymru (Royal National Institute for the Blind)....02920 450440
Provides a wide range of services, including information on benefits, housing, holidays etc.

Cancer Information & Support Service (CISS) .. 01792 655025
 Or visit www.cancerinformationorg.uk
Offers information and support to anyone affected by cancer – patient, relative or carer.

Crossroads Care Sir Gâr

Llanelli 01554 754957
 Carmarthen 01267 220046

RNID Information Line 0808 808 0123
 Textphone 0808 808 9000
 Email..... informationline@rnid.org.uk

Diabetes Cymru 02920 668276
Contact for local groups and information.

Disability Wales 029 2088 7325

Equality & Human Rights Commission Helpline..08456 048810

Epilepsy Cymru Helpline..... 08457 413774
Phone for information, support, local groups and contacts.

Multiple Sclerosis Helpline 0808 800 8000

Parkinson's National Helpline 0808 800 0303
Contact for information on your nearest group 01443 404916

Stroke Association Family Support Service.....01269 841912

Stroke Helpline.....0303 3033100

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Stroke Helpline..... 0303 3033100

Caring for Someone who Has Dementia

Alzheimer's Society Carmarthenshire

Units 26/27 01269 845953

Cross Hands Business Park

Mobile..... 07791 694 677

..... 07825 379515

Covering all of Carmarthenshire the service offers people diagnosed with dementia, and their families, information and support.

Alzheimer's Society

National Helpline (Monday - Friday 8.30-6.30)..... 0845 300 0336

You can speak to trained helpline advisers who can offer information, support, guidance and referral to other organisations.

Alzheimer's Society 020 7423 3500

Also provide a variety of fact sheets on a wide range of issues including:

'Carers – Looking after Yourself'

'Coping with Memory Loss'

'Diagnosis and Assessment'

'Enduring & Lasting Power of Attorney'

You can phone for copies or download at www.alzheimers.org.uk

Amman Valley Dementia Carers Support 01269 591787

Crossroads Care Sir Gâr

Llanelli..... 01554 754957

Carmarthen 01267 220046

Can offer practical support by providing regular breaks for carers.

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Eiriol - Carers Mental Health Advocate 01267 235427
Can assist and support carers of people with a broad range of mental health difficulties through advocacy.

Mental Health Advocacy 01267 231122
Advocacy support for people with mental health problems

Carmarthenshire Counselling Service..... 01554 749747
email carmarthenshirecounselling@yahoo.co.uk
A voluntary organisation with trained counsellors, offering individual counselling for adults over 18 through self referrals or through your GP

CALL (Community Advice and listening line) 0800 132737
Offers emotional support and information on mental health and related matters to people in Wales

Hafal - Carers Support Helpline 01267 223365
Mobile 07854 722012
Offers a range of services for people affected by severe mental illness and their carers

Mind Cymru Information Line 0845 7660163
Carmarthen Mind 01267 222990
Llanelli Mind 01554 752751
Befriending scheme for Carmarthenshire 01554 776306

Saneline Helpline 0845 7678000

MDF/The Bi Polar Organisation Cymru.....08456 340080
Offers a range of support for people affected by Manic Depression/Bi Polar, and their carers.

West Wales Action for Mental Health (WWAMH).01267 238367
Can provide information about local mental health services and can signpost you to relevant organisations. Can help raise awareness of the issues and difficulties carers may be facing with the commissioning and provider organisations.

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Caring for Someone with Problematic Substance Use

Development Worker for Families and Carers of Substance Users..... 01267 228978

Mobile.....07778 270811

Developing support services for families and carers.

Prism – Carmarthen..... 01267 231634

Prism – Llanelli.....01554 741636

A community based specialist agency offering free advice, support and information to people with problems related to their or someone else's use of alcohol and/or drugs.

SUDDS 01267 242021

email: info@sudds-service.org.uk

Specialist Under-18s Drink & Drug Service

WWSMS – West Wales Substance Misuse Service.....01267 244442

A service for people experiencing problems with substance misuse.

Drugs Intervention Programme (DIP Team) 01554 751383

Chooselife (Llanelli)..... 01554 771122

Alcoholics Anonymous 0845 7697555

A fellowship of people who share experiences, strength and hope with each other to solve their common problem and help others to recover.

Al - Anon..... 020 7403 0888

Al-Anon offers understanding and support for families and friends of problem drinkers.

Al – Anon for Teenagers 020 7407 0215

www.alanonuk.org.uk/alateen.php

Adfam..... 020 7533 7640

www.adfam.org.uk

A national organisation working with and for families affected by drugs and alcohol.

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Age Cymru 02920 431555

Information for older people, their families and carers.

Age Concern Sir Gâr 01554 784080

For information on a variety of issues and on local services.

Independent Age 020 7605 4200

For more information visit www.independentage.org.uk

Helps older people 'live with independence & dignity.' May be able to offer small grants.

British Red Cross 01267 235374

Can sometimes lend equipment in an emergency such as wheelchairs, commodes etc.

CAVS 01267 245555

May be able to provide information on local voluntary groups who provide a range of services.

Crossroads Care Sir Gâr

Carmarthen 01267 220046

Llanelli 01554 754957

Can offer practical support by providing regular breaks for carers.

Rowan Organisation 0800 783 1755

Can advise on Direct Payments

For more information visit: www.therowan.org

Marie Curie Nurses 01495 740827

For more information visit www.mariecurie.org.uk

Marie Curie Nurses are available during the day and night, to reduce stress and anxiety and give carers the chance to get some much needed rest.

Macmillan Nurses

Carmarthen 01267 227655

Llanelli 01554 783561

Provide specialist support, advice, information and symptom control for people and families affected by cancer.

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Telecare..... 01558 825395

Email: telecare@cararthenshire.gov.uk

Visit www.cararthenshire.gov.uk

For more information on the Telecare service.

Carmarthenshire Careline..... 01558 824283

24 hour service out of office hours

Installs and responds to alarms.

Bladder & Bowel Foundation

Information Helpline 9.30am – 1pm..... 0845 345 0165

For personal and confidential advice from a specialist nurse.

CAB..... Card 15

For access to a solicitor who can advise on housing issues.

Shelter Cymru..... 0845 075 5005

Housing information helpline.

Care & Repair..... 01554 744300

Can offer advice, information and practical help with repairs, grants and adaptations to your home.

Carers Wales..... 02920 811370

Free leaflet available for carers 'Getting Help to Adapt your Home'.

Home Energy Efficiency Grants (HEES)..... 0800 316 2815

Can help with heating and insulation improvements if you are in receipt of a disability or means tested benefit.

Home Heat Helpline 0800 33 66 99

Contact if you are at risk of your fuel supplies being disconnected.

British Gas – Home Energy Care Register..... 0800 072 8625

Braille service & Gas Care Register for customers with special needs.

Winter Fuel Payment 08459 151515

Available from October – March to people over 60.

Telecare 01558 825395

Email: telecare@cararthenshire.gov.uk

Visit www.cararthenshire.gov.uk

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Tourist Information

Carmarthen Tourist Information Centre.....01267 231557

Email: carmarthenTIC@carmarthenshire.gov.uk

For information on accessible leisure and tourist sites

Libraries

Ammanford.....01269 598150

Carmarthen.....01267 224824

Llanelli.....01554 773538

Contact for more information on mobile and community library services, the online library services and services for special groups

Disabled Holiday Directory.....01348 875592

Visit..... www.disabledholidaydirectory.co.uk

For directory of accessible accommodation in the UK and abroad

Concessionary Travel Pass01267 224313

Entitles older people and people with disabilities to free travel on local bus services. People with disabilities & unable to travel without help may also be entitled to take someone with them free of charge.

Motability Scheme0845 456 4566

Visit www.motability.co.uk

Enables disabled people to obtain a car, powered wheelchair or scooter simply by using their government-funded mobility allowances.

Blue Badge Scheme0845 658 0445

Parking concessions for people who are disabled or who have severe walking disabilities and travel either as drivers or passengers.

RADAR.....020 7250 3222

Email.....radar@radar.org.uk

Hospital Transport0844 8700888

To book transport to hospital.

Country Cars.....01267 224313

Tourist Information

Carmarthen Tourist Information Centre.....01267 231557

Email: carmarthenTIC@carmarthenshire.gov.uk

For information on accessible leisure and tourist sites

Libraries

Ammanford.....01269 598150

Carmarthen.....01267 224824

Llanelli.....01554 773538

Contact for more information on mobile and community library services, the online library services and services for special groups

Disabled Holiday Directory.....01348 875592

Visit..... www.disabledholidaydirectory.co.uk

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Benefit Enquiry Line 0800 882200

Email: BEL-Customer-Services@dwp.gsi.gov.uk

For callers with a text phone 0800 24 33 55

For help with completing benefit claim forms.

Carers Allowance Unit 0845 608 4321

Can answer any questions you may have about claiming and receiving Carers Allowance.

Disability Living Allowance & Attendance Allowance

To request a form to claim AA or DLA 0800 882 200

Pensions Service Enquiry Line 0845 601 8821

www.direct.gov.uk

Social Security ...*for local office see BT directory under Jobcentre Plus*

Age Cymru 02920 431555

Age Concern Sir Gâr 01554 784080

For information and advice.

CATCH UP 01554 776850

Information centre providing advice for older and disabled people on benefits issues.

Inland Revenue (Tax)

Helpline 8.30 – 5.00 Mon – Fri 0845 608 6000

Carers Wales 02920 811370

Produce leaflets, free to carers on topics including: ‘Benefits’ ‘Money Worries’ ‘Carers Premium’ ‘Disability Living Allowance’, ‘Invalid Care allowance’, ‘Council Tax’, ‘Dealing with Someone Else’s Money’ Phone for copies .

Carers UK Advice Line 0808 808 7777

*General Information and advice available from Carers UK
10am – 12pm & 2pm – 4pm Wednesday and Thursday.*

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Public Guardianship Office 0300 456 0300

If the person you care for cannot make their own decisions, or may not be able to in the future, they may be able to nominate someone to make decisions for them (by giving them Power of Attorney), or the Court of Protection can make decisions on their behalf. Contact for more information or advice. www.guardianship.gov.uk

The Patients Association Helpline..... 0845 608 4455

For more information about Advance Care Planning.

Citizens Advice Bureaux

Ammanford..... 01269 590721

Carmarthen 01267 234488

Llanelli..... 01554 759626

For information on solicitors, housing and benefit issues .

Disability Law Service..... 02077 919800

Has a contract with the Legal Services Commission to provide free legal advice to those on a low income. Opens its list to the families and carers of disabled people.

Age Cymru..... 029 2043 1555

Produce fact sheets on a wide variety of topics from pensions and care to housing and leisure.

Mencap – Wills and Trusts 020 7696 6925

Email: willsandtrusts@mencap.org.uk

Contact for advice about wills and trusts.

Counsel and Care

Advice Line Local call rate..... 0845 3007585

Provides information for older people and carers.

Public Guardianship Office0300 456 0300

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Care & Social Services Inspectorate Wales (CSSIW)... 01267 223402

For a list of Local Authority registered residential or nursing homes.

Carers Wales 029 2081 1370

For factsheets and leaflets on residential and nursing home care.

Age Cymru 029 2043 1555

For factsheets and leaflets on residential and nursing home care.

The Princess Royal Trust for Carers..... 029 2022 1788

For factsheets and leaflets on residential and nursing home care.

Hospice Information Service 02075 208 222

www.helpthehospices.org.uk

Information about home nursing and respite care for people with cancer or terminal illness.

Day Hospice

Palliative Care Team Service

Carmarthen 01267 227100

Llanelli 01554 783560

MS Society Helpline..... 0808 800 8000

Alzheimer's Society Dementia Helpline..... 0845 300 0336

Relatives and Residents Association Advice Line . 02073 598136

For relatives and friends of people in residential and nursing homes.

Counsel and Care Advice Line 0845 300 7585

Information, support for vulnerable older people and their carers.

Age UK Information Line... 0800 00 99 66

Free national information service for senior citizens, their carers and relatives.

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Cruse Bereavement Care..... 0844 477 9400

www.cruse.org.uk

Provides support and information for the bereaved and those helping them.

Cruse Helpline & website for young people..... 0808 808 1677

Local Cruse contact..... 01267 235130

Bereavement Officer

West Wales General Hospital..... 01267 235151

Winston's Wish..... 08452 030405

Helps children rebuild their lives after the death of a relative or sibling.

Samaritans 0845 790 9090

24 hour confidential support available.

The General Register Office 0845 6037788

For information on how to register a death & order a certificate online; or you can find details of your local office in the telephone directory.

Social Security - Help with funeral costs

*For your local office see phone book under..... **Jobcentre Plus***

Phone for a copy of 'What to do after a death'.

British Humanist Association..... 020 7979 3580

Contact for more information on Humanist ceremonies.

Natural Death Centre Helpline..... 0871 2882098

Funeral advice service.

Carers Wales..... 029 2081 1370

Phone for leaflet 'When caring comes to an end'.

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