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# Social Care, Health & Housing

**Carmarthenshire County Council** ..... 01267 234567  
*For information on services .....[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)*

## **Adult Teams – Social Care Services**

Dinefwr ..... 01558 825371  
Carmarthen ..... 01267 224421  
Llanelli ..... 01554 779621

*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 779649

*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 742322

**Family Support Teams**

Carmarthen ..... 01267 234987

Llanelli..... 01554 742387

*Provide help and support to disabled children and their families.**Contact for information on assessment of need.***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***Carmarthenshire Local Health Board** ..... 01554 744400*Can provide patient information and information on local services***CCC Joint Carers Development Worker** ..... 01554 744461*Can provide information about services for carers***NHS Trusts**

Carmarthenshire ..... 01269 841343

Llanelli ..... 01554 756567

Derwen and Pembrokeshire..... 01267 237481

**Carmarthenshire Community Health Council**

103, Lammas Street, Carmarthen SA31 3AP..... 01267 232312

**NHS Direct Wales**..... 0845 46 47*Telephone service provided by nurses giving confidential health care advice and information 24 hours a day*

**Counselling**

**British Association for Counselling and Psychotherapy**

Information line ..... 0870 443 5219

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

*For information on private counsellors in your area*

**Carmarthenshire Counselling Service..... 01554 749747**

*Or email [Carmarthenshirecounselling@yahoo.co.uk](mailto: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 ..... 01437 764384**

*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 Project ..... 01267 236436**

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

**Carers Support Worker ..... 01550 721975**

*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*

**Carers Wales**..... 02920 811370

*Informs and campaigns on carers issue;*

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

*'Supporting carers at work – how employers can help';*

*'Work, learning and training – opportunities for carers'*

*'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)

**Carersline**..... 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*

**ACAS** ..... 08457 47 47 47

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

- Autistic Society Wales** ..... 01792 815915  
*Contact for local groups and information*
- Barnardos** ..... 01554 775232  
*Provide a range of support services responsive to the assessed needs of disabled children and their families. (Family support team referrals)*
- Breakthro'**  
 Carmarthen ..... 0845 450 0388  
 Llanelli ..... 01554 752450  
*Charity based organisation, providing Saturday clubs, holiday play schemes and weekend breaks for children with severe learning disabilities. (Family support 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*
- Cerebra** ..... 01267 244200  
*Has a parent support department which aims to help by offering information, support and various services that parent have requested*
- Mencap Cymru Helpline** ..... 0808 8000 300  
 8am – 8pm Mon – Friday. 10am – 4pm weekends
- Carmarthenshire Family Adviser Service** ..... 01267 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.*
- The Princess Royal Trust** ..... 02074 807788  
*Website with information on learning disability, including Autistic Spectrum Disorder, Asperger Syndrome & ADHD [www.carers.org](http://www.carers.org)*

# Caring for an Adult with Learning Disabilities

**Mencap Cymru Helpline**..... 0808 8000 300

**Mencap Family Adviser Service Carmarthen** .. 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 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 Service** ..... 01267 224252

*Contact for more information on this service*

**The Princess Royal Trust**..... 02074 807788

*Website with a variety of information on learning disability:*

[www.carers.org](http://www.carers.org)

# 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)**.. 01267 655025  
 Or visit [www.cancerinformationorg.uk](http://www.cancerinformationorg.uk)  
*Offers information and support to anyone affected by cancer – patient, relative or carer*
- RNID Information Line** ..... 0808 808 0123  
 Textphone .....0808 808 9000  
 Email..... [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)
- Diabetes Cymru** ..... 02920 668276  
*Contact for local groups and information*
- Disability Wales Helpline** ..... 0800 7316282  
*10am–1pm Monday and Friday*
- Disability Rights Commission Helpline** ..... 08457 622633
- Epilepsy Cymru Helpline**..... 08457 413774  
*Phone for information, support, local groups and contacts*
- Princess Royal Trust for Carers**..... 02920 221788  
[www.carers.org](http://www.carers.org) *Links to various sites that may be useful with regard to transport, financial help with travel, personal mobility, aids & equipment etc.*
- 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 Club Llanelli**.....01554 756161

# Caring for Someone who Has Dementia

## **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** ..... 20 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](http://www.alzheimers.org.uk)

## **Alzheimer’s Society Carmarthenshire**

**Carers Information Room** ..... 01554 779364

Caebryn, Prince Phillip Hospital

**Mobile**..... 07798 776016

..... 07825 379515

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

**Amman Valley Dementia Carers Support** ..... 01269 591787

## **Crossroads Sir Gar**

Llanelli.....01554 744421

Carmarthen .....01267 220046

*Can offer practical support by providing regular breaks for carers*

[www.dementia.com](http://www.dementia.com)

*A website with information on caring for someone with dementia*

**Carers Mental Health Advocate**..... 01267 223365  
*Can assist and support carers of people with a broad range of mental health difficulties through advocacy and support groups.*

**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**..... 01267 223365  
*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 776303

**Saneline Helpline** ..... 0845 7678000

**MDF/The Bi Polar Organisation Cymru**.....084556 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.*

**Development Worker for Families and Carers of Substance Users**..... 01267 224289  
07778 270811

*Developing support services for families and carers.*

**Prism – Alcohol & Drugs Agency** ..... 01267 231634  
email: [support@prism-carmarthenshire.org.uk](mailto:support@prism-carmarthenshire.org.uk)

*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.*

**SUDDS** ..... 01267 242021  
email: [info@sudds-service.org.uk](mailto:info@sudds-service.org.uk)

*Specialist Under-18s Drink & Drug Service*

**WWSMS – West Wales Substance Misuse Team**.....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 088  
*Al-Anon offers understanding and support for families and friends of problem drinkers.*

**Al – Anon for Teenagers** ..... 020 7407 8180  
[www.alanonuk.org.uk/alateen.php](http://www.alanonuk.org.uk/alateen.php)

**Adfam**..... 020 7533 7640  
[www.adfam.org.uk](http://www.adfam.org.uk)

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

**Age Concern Cymru**..... 029 20431555

*Information for older people, their families and carers*

**Age Concern Sir Gar**..... 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](http://www.independentage.org.uk)

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

**British Red Cross**..... 01267 237874

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

**CAVS** ..... 01267 236367

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

**Crossroads Sir Gar**

Carmarthen ..... 01267 220046

Llanelli..... 01554 744421

*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](http://www.therowan.org)

**Marie Curie Nurses** ..... 01495 740827

**For more information visit**

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

*Marie Curie's 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*

**Telecare**..... 0845 658 0445  
**email** [telecare@carmarthenshire.gov.uk](mailto:telecare@carmarthenshire.gov.uk)  
**visit** [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

*For more information on the Telecare service*

**Carmarthenshire Careline**..... 01267 222288

*24 hour service out of office hours.*

*Installs and responds to alarms*

### **Continence 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**..... 0808 800 4444

*Housing information helpline*

**Care & Repair**..... 01269 597330

*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**..... 0845 6001935

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

**Winter Fuel Payment** ..... 08459 151515

*Available from October – March to people over 60*

## Tourist Information

Carmarthen Tourist Information Centre.....01267 231557

Llandeilo Tourist Information Centre.....01558 824226

**Email:** ..... [CarmarthenTIC@carmarthenshire.gov.uk](mailto: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*

**CAVS [www.cavs.org](http://www.cavs.org)**.....01267 236367

**(Carmarthenshire Association of Voluntary Organisations)**

*For directory of local groups & contacts for talking newspapers*

**Concessionary Travel Pass** .....01267 231817

*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 Scheme** .....0845 456 4566

**Visit** [www.motability.co.uk](http://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 Scheme** .....0845 658 0445

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

**RADAR**.....020 725 3222

**Email**.....[radar@radar.org.uk](mailto:radar@radar.org.uk)

**Hospital Transport** .....0845 456 4566

*To book transport to hospital*

**Country Cars**.....01267 224923

- Benefit Enquiry Line** ..... 0800 882200  
 Email: [Bel-Customer-Services@dwp.gsi.gov.uk](mailto: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** ..... 01253 856123  
*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 822 200
- Pensions Service Enquiry Line** ..... 0800 882 200  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)
- Social Security** ....*for local office see BT directory under Jobcentre Plus*
- Age Concern 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*
- Carersline** ..... 0808 808 7777  
*General Information and advice available from Carers UK  
 10am – 12pm & 2pm – 4pm Wednesday and Thursday*

**Public Guardianship Office** ..... 0845 330 2900

*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](http://www.guardianship.gov.uk)*

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

*For more information about Advance Care Planning*

**Citizens Advice Bureaux**

Ammanford..... 01269 590720

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 Concern Cymru**..... 029 2043 1555

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

**Mencap Cymru** ..... 029 2074 7588

**Email:** [willsandtrusts@mencap.or.uk](mailto:willsandtrusts@mencap.or.uk)

*Contact for advice about wills and trusts*

**Help the Aged Cymru** ..... 02920 346550

**Email** [infor@helptheaged.ork.uk](mailto:infor@helptheaged.ork.uk)

*Provides information for older people and carers*

**Counsel and Care**

**Advice Line** Lo-call rate 10-12.30..... 0845 3007585

*Provides information for older people and carers*

**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 Concern Cymru** ..... 029 2043 1555

*For factsheets and leaflets on residential and nursing home care*

**Princess Royal Trust** ..... 029 2022 1788

*For factsheets and leaflets on residential and nursing home care*

**Hospice Care Information** ..... 0870 903 3 903

[www.hospiceinformation.info](http://www.hospiceinformation.info)

*For more information about hospice care*

## **Day Hospice**

### **Palliative Care Team Service**

Carmarthen ..... 01267 227100

Llanelli ..... 01554 783560

**Hospice Information Service** ..... 02087 789252

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

**MS Society Helpline** ..... 0808 800 8000

**Alzheimers 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 3007585

*Information, support for vulnerable older people and their carers*

**Help the Aged Senior Line** ..... 0808 800 6565

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

**Cruse Bereavement Care**..... 0870 167 1677

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

[www.gro.gov.uk](http://www.gro.gov.uk)

*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**..... 02079790 3586

*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'*