



Empowering people. Inspiring excellence. Strengthening communities.

Third Sector Community Services – here to support you Updated 15th April 2020

This briefing provides information about third sector community based services, and helplines, which can support you during the Covid-19 crisis. It also includes information about other services and community hubs.

These services may change from time to time and depend on staff and volunteers, and may not be able to respond to all requests for support.

Further updates will be provided as and when GVS becomes aware of services.

Age Connects Cardiff and the Vale

Age Connects in the Vale can provide Shopping Support, prescriptions and phone calls to isolated clients.

Eastern and Central Vale Good Neighbours Scheme

Nicola Rockett

Tel: 01446 747654

Tel: 07483 057373

nicola.rockett@ageconnectscardiff.org.uk

Western Vale

Paula Hodge

Tel: 07507 416875

paula.hodge@ageconnectscardiff.org.uk

Cardiff

Angela Jones – Community Volunteering

Tel: 07964 974389

Tel: 029 2068 3686

angela.jones@ageconnectscardiff.org.uk

Alzheimer's Society is here for everyone affected by dementia. If you are living with dementia or are concerned for your loved one at this difficult time, please call our Dementia Connect support line on 0333 150 3456 (open every day)

Cardiff and Vale Action for Mental Health will be:

* maintaining a Mental Health Info and Wellbeing page on their website:

www.cavamh.org.uk/mental-health-wellbeing<https://cavamh.us7.list-manage.com/track/click?u=4456e9dbfd09275337100602a&id=941eb4293e&e=b40ad2647a>

- * circulating information via the Mental Health Forum mailing lists and interest groups.
- * linking to people with mental health lived experience via Sefyll, (adults) Nexus (older people) and Join the Dots, (young people up to age 25). All the involvement development services will be contacting the people they support by phone or email, including those who may be self isolating, and sharing wellbeing and other information

Please contact Linda Newton on Linda@cavamh.org.uk ring 07522 914210

Cardiff and Vale Carers Gateway

The Cardiff and Vale Carers Gateway provides information and support to unpaid carers in Cardiff and the Vale of Glamorgan. The aim of the service is to improve the quality of life for carers, and the cared for, in Cardiff and the Vale, helping carers to make the most of their life alongside their caring role and maintain their independence.

The Gateway provides telephone and email support from Monday – Friday, 9am – 5pm.

Tel: 029 2192 1024

Gateway@ctsew.org.uk

Care and Repair Cardiff and the Vale

They can provide essential external practical works, such as key safes and grab rails, for older home owners age 60 and over. External works means that people do not have to come out of their homes.

For more information, contact 029 2047 3337 and leave a message and they will call you back.

The Cinnamon Trust

The Cinnamon Trust is a national charity for the elderly (aged 65 and over), the terminally ill and their pets. Our primary aim is to help keep people and their pets together, by assisting with pet related tasks such as dog walking, pet care and short-term fostering (when an owner faces a spell in hospital).

We also provide long term care for pets whose owners have died or moved into residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future.

If we can help, please call one of the Volunteer Coordinators on 01736 757900 (Monday to Friday 09.00-17.00)

Cruse Cardiff & Vale

Cruse Cardiff & the Vale are providing **Telephone Support ONLY** to all existing and new clients until further notice.

The national FREE Cruse Helpline is available: telephone 0808 8081677 - open weekdays 9am-5pm, with extended opening hours until 8pm on Tues/Wed/Thurs.

Dinas Powys Voluntary Concern

DPVC are coordinating help for those who are self-isolating or in need in Dinas Powys in the Vale of Glamorgan. We have over 40 volunteers and we are already using them to ensure that basic shopping is undertaken and that contact with those who may be isolated is maintained.

Volunteering during the Covid-19 crisis

If you wish to volunteer to help others, particularly those you do not know very well, you are advised to do so through well-established charities, such as Dinas Powys Voluntary Concern, that are registered charities with a long and well established record of experience, safeguarding, confidentiality, for the benefit of both volunteers and those we help. DPVC is coordinating help in Dinas Powys. The DPVC office will remain open for this purpose, but please ring or email rather than call in to protect the coordinators.

Please do NOT post your personal contact details on Social Media for obvious security reasons.

Email DPVC if you wish to help or to refer someone who may need it:

Judith Anderson (DPVC Wellbeing and Befriending Coordinator)

befriendingdpvc@gmail.com

Wendy Lees (DPVC Transport and General Enquiries Coordinator) dpvc@btinternet.com

They will reply and keep you updated and personal information will be kept confidential in accordance with DPVC's GDPR policies.

Contact 029 2051 3700 or text 07484 601425

The Good Grief Trust

Coronavirus Bereavement Advice

We offer our heartfelt condolences to anyone who has suffered a bereavement through the Coronavirus, or under any circumstance during these uncertain and disturbing times. We want you to know that you're not alone and we will try our best to guide you in the right direction.

All of us at The Good Grief Trust have lost someone we love, so we want to help you find the support you need as quickly as possible.

This is our new page to bring you updates on the crisis and signpost you to the charities, support services and helplines that offer dedicated advice and information. We are so sorry that you are here, but we hope this advice helps you.

https://www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/?fbclid=IwAR1_eLga3MtEuUTM8pPsKKpp_NTNgyBvfok_C5CuKVhcoqE2c-AEakN7p_g

GVS Community Liaison Officer – supporting families, carers, young adults and those experiencing long term medical conditions. Age 18 to 60.

The Community Liaison Officer role is a one stop shop service, working closely with health and social care teams to meet the needs of people in the Vale.

The aim is to help people remain independent by helping them access community services. Support may be provided to address simple financial and benefit issues, loneliness, isolation, parenting support, access to advocacy, transport, condition specific issues, housing, support at home on discharge from hospital and information on social activities and other topics. E-mail: carole@gvs.wales

Home Instead Senior Care

Now that people have been advised to stay at home, and family members may not be visiting, I thought I would take a moment to let you know that it's business as usual for Home Instead Senior Care.

Our CAREgivers are all trained in infection control and are taking care of our clients in their own homes as normal.

Just a reminder that we do shopping and prescription collections as part of our care remit and will do anything required within reason (keeping staff safety in mind) to help those in our communities to stay as safe as possible.

We are currently open to taking on new clients, but with the understanding that, as we now live in unprecedented times if things drastically change overnight, we would need to reconsider our position.

For more information please contact Rosi Caves;
M: 07907 959979

E: rosi.caves@homeinstead.co.uk
W: <https://www.homeinstead.co.uk/cardiff>

Mind in the Vale

Mind are offering telephonic or online skype/Zoom calls to support to anyone who lives in the Vale and experiences mental health problems. We are able to support people with the following:

- Guided self help
- Social Prescribing
- Support with benefits
- Signposting to community support groups
- Welfare calls
- Someone to talk to if you are lonely or isolated

Please phone – 01446 730792 or email admin@mindinthevale.org.uk

Move it or Lose It - the 'cuppa routine'

Move It or Lose It deliver exercise classes for older people across the UK which are aimed to help people stay fit, flexible and have good strength and balance. At the moment their classes are not running, but they have produced online resources that are really useful, as well as a Covid-19 support pack for older people. One of the resources is the 'cuppa routine' which is aimed at encouraging people to do some simple exercises while they are waiting for the kettle to boil. There is a link on the page to download a leaflet if people are not able to view it online.

<https://www.moveitorloseit.co.uk/time-for-a-cuppa/>

ReBuild - Supporting and empowering people living with mental ill health into volunteering to improve wellbeing

We are offering the Wellbeing Café online support.

Just to let you know that we are moving the Wellbeing Café on-line!

Same chat, same people, same activities - just bring your own tea - and cake if you have it!

It's a private group on Facebook, just for the volunteers and regulars at the café. We'll gradually be adding video chats and content over the coming weeks - but most importantly we want you!

Here's the link for the Café: <https://www.facebook.com/groups/rebuildwellbeingcafe/>

and we're also posting lots of ideas and activities, useful contacts, to help keep you cheered up and supported at this really hard time on our Facebook page here.

Here's the link for the Page: <https://www.facebook.com/ReBuildProject2019/>

Please don't hesitate to get in touch if you need any help - practically, technically, emotionally, from a mental health perspective.

Stay safe, stay at home, stay in touch - remember - its physical distancing not social isolation. ❤️

Royal British Legion Admiral Nurse Service

Admiral Nurses are a specialist service helping the Armed Forces community and their families living with dementia. They are unable to offer face to face support at the moment, but are contacting people already known to them to offer telephone support.

If you are a veteran, and you need support, please do not hesitate to contact the Royal British Legion. Their email address is AdmiralSouthWales@britishlegion.org.uk

Tenovus Cancer Care

Nurse led Support Line available Monday-Friday 9am-5pm and 10am -1pm weekends and Bank Holidays. For anyone who is worried about or affected by cancer

Telephone 0808 808 10 10 or visit www.tenovuscancercare.org.uk

United Welsh Healthy@Home hospital discharge service

Healthy@Home is a dedicated short-term service to help people who have been in hospital long term return home safely. They are currently offering a telephone based service, some shopping support and prescription pick up, but may not be able to respond to all requests.

If you are over 65, and have recently been discharged from hospital, please ask a member of health or social care staff to refer you to the Healthy@Home service.

Email: Healthy@Home@unitedwelsh.com

Website: <https://www.unitedwelsh.com/healthyhome/>

Woody's Lodge

We are still offering support and guidance over the telephone, via email and Facebook messenger. We will be ringing our Veterans once a week to ensure they are safe and offer an ear to listen, if needed. We will have our phones manned during the times below and encourage Veterans to ring for any support.

SOUTH WALES – Barry

Mon – Thu 10-3

07731417974

support@woodyslodge.org

YMCA Young Carers Support

Young carers can call, text or whatsapp the number below. They can also access support on our social media pages.

Instagram- ymcayoungcaresvale

Facebook- @YMCAValeYoungCarers or follow the link

<https://www.facebook.com/YMCAValeYoungCarers>

Twitter- @bethanyrymca

Bethany Riley

Young Carers Project Worker

M 07538549935

E Bethany.Riley@ymcacardiff.wales

Other Services

Cardiff Council Meals on Wheels Service in the Vale

Deliveries are made in the Vale to Wenvoe, Sully, Penarth, Dinas Powys and Llandough.

At present Meals on Wheels are continuing as normal, however there are new instructions for delivery drivers to help protect themselves and the public.

If a customer needs to self-isolate for any reason, please let us know, this can even be a sign on the front door. Meals can be placed in a suitable area (door step/porch) at the front of the property and the doorbell will be rung or door knocked. The driver will step back as far as practical (ideally at least 2m) and wait for the customer to open the door. For reassurance our drivers will wear gloves when they're delivering to anyone who is self-isolating.

The customer can then simply pick up the meal and take it inside, if they do not answer the door, the driver will retrieve the meal and leave a calling card. The driver will then contact the office and the next of kin will be informed of the non-delivery of the meal.

I hope that this explains why there is a change in meal delivery for the time being. As this is a constantly evolving situation things may change further. If you require assistance please contact the team on telephone 029 20 537080.

Helplines

Age Cymru

Age Cymru have set up a new 'check in and chat' service this week for people aged 70 or over across Wales who live on their own, to have regular calls from us and to support them with accessing relevant local services if needed.

In addition we have Age Cymru Adviceline, which we have added extra personnel to during this time. Adviceline can assist older people, their family, friends, carers, or professionals with any advice they may need.

Tel: 08000 223 444.

British Heart Foundation

They have a helpline for patients who are at risk of or who have Heart and Circulatory conditions.

Telephone: 0300 330 3311

Email: hearthelpline@bhf.org.uk

<https://www.bhf.org.uk/informationsupport/support/heart-helpline>

<https://www.bhf.org.uk/informationsupport/heart-matters-magazine/news/coronavirus-and-your-health>

COMMUNITY HUBS ON FACEBOOK

BARRY

Barry Community COVID-19 News & Assistance

<https://www.facebook.com/groups/BarryCommunityCOVID19/>

A community group working together in the Barry area to respond to the challenges of COVID-19.

Barry Waterfront covid19 Community Support

<https://www.facebook.com/groups/2476088765987098/>

Covid-19 Barry

<https://www.facebook.com/groups/223084678794816/?fref=nf>

CARDIFF AND THE VALE

Corona Virus Help in Cardiff and the Vale

<https://www.facebook.com/groups/3955231737892925/>

A group set up to give and receive help and find out about product availability during this pandemic.

COWBRIDGE

Cowbridge Corona Virus Community Volunteers

<https://www.facebook.com/groups/573613386573124/>

This page has been created to help the vulnerable in and around Cowbridge during the COVID-19 outbreak.

EWENNY / COLWINSTON

Corntown / Ewenny Community Hub

I thought it would be good to build our community, keeping an eye out for neighbours, especially those who are elderly, alone, vulnerable.

<https://www.facebook.com/groups/1074208939626620/>

GENERAL

Corona Virus - South Wales Community Resilience

<https://www.facebook.com/groups/SouthWalesCommunity/>

This is a community group to help individuals, families and business during difficult times by coming together to help each other.

Coronavirus Wales, UK

<https://www.facebook.com/groups/139827200675383/>

LLANDOUGH

Llandough Covid-19 Mutual Aid Group

<https://www.facebook.com/groups/216736309441390/>

This is the local group for Llandough, Vale of Glamorgan, as part of the national movement to organise a network of volunteers helping our communities through the challenging times ahead in dealing with the coronavirus covid-19 pandemic.

LLANTWIT MAJOR

Llantwit Major Hub

<https://www.facebook.com/groups/llantwitmajorhub/>

Llantwit Major Hub is a network for individuals, groups, businesses and services in Llantwit Major and the Rural Vale. Our aim is to provide opportunities for people to source the people, goods, services and things they need in life locally.

OGMORE BY SEA

Ogmore by Sea, Ewenny, St Brides - Covid 19 Support and Assistance

Share local information and support during the crisis. Also Wick and Corntown.

<https://www.facebook.com/groups/3261209467241933/>

Helping Hands Ogmore by Sea

This group has been set up for people who are able to offer appropriate and safe help (in line with Government advice) in the community to those in need during the COVID19 outbreak.

<https://www.facebook.com/groups/141281007210984/>

Ogmore by Sea Church

<https://www.facebook.com/OBSEC1/>

PENARTH

Helping Hands

<https://www.facebook.com/groups/207933657118081/>

This page is for residents of Penarth to offer or request support. Including and not limited to, collecting shopping, prescriptions checking on vulnerable people, walking dogs, the idea is to be supportive and assist where possible.

RHOOSE

Rhose Coronavirus Help

<https://www.facebook.com/groups/214436179920021/>

Let's help each other through - post here if you're self-isolating and need an errand running, your dog walking or school work sharing - or if you can fetch something for neighbours.

ST ATHAN

St Athan Coronavirus Community Support

<https://www.facebook.com/groups/515976832678504/>

ST BRIDES

Helping Hands St Brides

The aim of this group is to quickly bring together a community of people who are willing and able to provide support to our elderly and infirm during the up coming Covid-19 outbreak. We will offer to deliver shopping, run errands, collect medication and do anything we can to help those in need in our village.

<https://www.facebook.com/groups/153075902516684/>

ST GEORGES AND ST BRIDES

St Georges and St Brides Super Ely Villages

Community Noticeboard for the villages of St Georges and St Brides-super-Ely and including the Drope and the Down.

<https://www.facebook.com/groups/260792191584710/>

SULLY

Sully Village Hub

<https://www.facebook.com/groups/letsimprovesully/>

This groups wishes to bring all residents together to share thoughts, ideas and any helpful information on our village.

WENVOE

Wenvoe Support Group for Coronavirus

<https://www.facebook.com/groups/1047784465614790/>

COMMUNITY COUNCILS

BARRY TOWN COUNCIL

01446 738663

info@barrytowncouncil.gov.uk

<http://www.barrytowncouncil.gov.uk/>

COLWINSTON

07594 902413

colwinstoncc@gmail.com

<http://www.colwinston.btck.co.uk/>

COWBRIDGE WITH LLANBLETHIAN TOWN COUNCIL

01446 773385 or 01656 773896

c.p.john@cowbridge-tc.gov.uk

www.cowbridge-tc.gov.uk

BONVILSTON & ST NICHOLAS

A WhatsApp group of volunteers (currently 12) has been set up for the Bonvilston & St Nicholas area. Please contact Cllr Ian Perry – tel no 07908845765 email

cldr.ianperry@outlook.com

DINAS POWYS

029 2051 3114

theclerk@dinaspowys.org

www.dinaspowys.org

EWENNY

01656 659820

ewennycc@gmail.com

LLANCARFAN

01446 412603

llancarfancc@gmail.com

LLANDOUGH

01446 409294

clerk@llandough-cc.co.uk

LLANDOW

01656 741354 / 07747 151205

davidlloyd.jones@btinternet.com

LLANFAIR

01446 773646

jackie.griffin1@btopenworld.com

LLANGAN

07594 902413

llangancouncil@gmail.com

LLANMAES

07751 372537

clerk.llanmaesc@gmail.com

LLANTWIT MAJOR TOWN COUNCIL

Support line for residents in Llantwit Major available 9am – 8pm 7 days a week.

01446 793707

info@llantwitmajortowncouncil.gov.uk

www.llantwitmajortowncouncil.gov.uk

MICHAELSTON LE PIT AND LECKWITH

07780 606585

clerk@michaelstoncc.co.uk

PENARTH TOWN COUNCIL

029 2071 3844

eboylan@penarthtowncouncil.gov.uk

www.penarthtowncouncil.gov.uk

PENDOYLAN

01446 760685

enquiries@pendoylancommunity.org / judith123roberts@btinternet.com

PENLLYN

07813 318085

penllyn.community.council@gmail.com

PETERSTON SUPER ELY

07949 174711

pseccc@hotmail.co.uk

ST ATHAN

01446 750452

st.athan@btconnect.com

www.stathancommunitycouncil.org.uk

ST BRIDES MAJOR

01656 650004

clerk.sbmcc@gmail.com

www.stbridesmajor.co.uk

ST DONATS

01656 650004

stdonatscommunitycouncil@gmail.com

ST GEORGES AND ST BRIDES SUPER ELY

07855 074364

StGStB@outlook.com

ST NICHOLAS WITH BONVILSTON

07739 580036

clerk.snbcc@hotmail.com

SULLY AND LAVERNOCK

029 2053 0006

sullycouncil@btconnect.com

WELSH ST DONATS

01446 774833

clerkwsd@gmail.com

WENVOE

029 2059 1139

wenvoecc@googlemail.com

WICK

07710 209437

wickcommunitycouncil@gmail.com

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