



Directory of Services for Older People in the Vale of Glamorgan and Cardiff

The information in this directory is as up to date as possible but services are changing regularly.

Inclusion in the directory is not to be taken as a recommendation by GVS

Find out more in this directory about support, advice and information for older people

Revised December 2023

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

This directory has been produced by Glamorgan Voluntary Services (GVS)

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If you would like to add a service to this directory, please e-mail GVS enquiries@gvs.wales

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Advocacy services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and Vale Advocacy Service

If you live in a care home and need help solving a problem, our advocates provide a free and independent service which identifies with and represents a person's views and concerns. This help has also been extended to people who live at home in the Vale of Glamorgan. The advocate can help individuals to write letters, make phone calls, or represent their wishes and/or negotiate with outside agencies.

Telephone 029 2068 3600

Advocacy Matters (Wales)

Provides advocacy services for adults with a learning disability and/or Autism Spectrum Conditions. We also provide advocacy services for parents with learning disabilities involved in child protection and child care procedures as well as a Victim Assist Project for adults with a learning disability who have been the victim of a crime.

Telephone 029 2023 3733, e-mail info@advocacymatterswales.co.uk

or visit www.advocacymatterswales.co.uk

Advocacy Support Cymru

Delivers independent advocacy services in South Wales. Provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Community Mental Health Advocacy for those who are eligible. Also provide Specialist Advocacy for people with learning disabilities and/or autism.

Telephone 029 2054 0444, e-mail info@ascymru.org.uk or visit www.ascymru.org.uk

Age Cymru Dementia Advocacy Project

The service can help people 50+ with dementia and carers of people with dementia to express their views, secure their rights and access information and services. The service is free, independent and confidential and delivered by fully trained professional advocates

Email: dementiaadvocacy@agecymru.org.uk

Age Cymru HOPE Advocacy Project

The HOPE project supports older people and carers across Wales. Further details about HOPE, can be found on Age Cymru's advocacy webpages:

<https://www.ageuk.org.uk/cymru/our-work/advocacy/>

Cardiff and Vale Advocacy Gateway

An adult advocacy telephone helpline service for residents aged 18+ living in Cardiff and the Vale of Glamorgan needing or receiving social care/support from social services or

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<https://www.dewis.wales/>

other person concerned about someone's social care and support. The free service is available by telephone 0808 801 0577, Monday to Friday, 9am to 5pm. No referral is required, anyone can contact and use the service. The service is also available to care/support professionals, practitioners, and carers or other citizens concerned about someone's social care and support needs.

Cardiff People First (C)

A self-advocacy and community advocacy organisation, run by people with a learning disability. Telephone 029 2023 1555, e-mail info@cardiffpeoplefirst.org.uk or visit www.cardiffpeoplefirst.org.uk

Dewis CIL

Dewis Centre for Independent Living has a well-established advocacy service with experienced and trained advocacy caseworkers. We are able to offer advocacy in several ways to a variety of people in a number of circumstances and we are completely independent.

Telephone 01443 827930 or e-mail info@dewiscil.org.uk

Diverse Cymru

Provides a free and independent advocacy service for disabled users of Adult Social Services who are residents in the Vale of Glamorgan. You will be able to gain access to an advocate who is non-judgemental, respectful of your needs, views and experiences, and who will listen, provide choices, represent and empower you. Your advocate will assist you to gather relevant information and explain options available to you so that you can make your own choices and decisions. We will act only on your instructions and will not take any action against your wishes. You can instruct your advocate to write letters, talk to people on the telephone or face-to-face on your behalf. Your advocate can support you to advocate for yourself or represent you at meetings, including the ones with authorities.

What we can help you with:

- Obtaining community care that you need
- Supporting and representing you throughout the process of acquiring benefits such as Personal Independent Payments, Employment Support Allowance, Pension Credit, Attendance Allowance, Carers Allowance
- Appealing decisions that you do not agree with, such as decision about your benefits or care
- Supporting you in acquiring an accessible home
- Making complaints about services
- Providing information on other organisations that may be able to offer support you

For all enquiries and for self-referrals please contact the Advice Team on 029 2036 8888 option 2.

Llais, Cardiff & Vale Region (Citizens Voice Body for Health and Social Care in Wales)

We provide a free and independent client-led advocacy service that covers all service, care or treatment provided or paid for by NHS or local authority. We offer a flexible

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approach to meet the needs of our clients. The level of support is tailored to the individuals' requirements and is provided in a friendly, confidential and professional manner, encouraging the NHS and local authority to learn from patients' experiences and to make improvements where necessary. If you have any health or social care concerns you wish us to support you with, please telephone 029 2075 0112 or e-mail cardiffandvaleadvocacy@llaiscymru.org . Please note that we operate an appointment only system.

MHA Communities Penarth and District

Help and support to older people in the wider community. We offer services that enable people to leave their homes and begin to socialise with others. We achieve this with transport, weekly 'Out and About' day trips, Friday coffee morning, lunch club and afternoon 'Friendship Group'. We also offer advocacy, signposting, newsletters and general support to those in need. Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

RNIB Advocacy Service

Eye health advocacy at RNIB can help advocate for individuals experiencing delays to treatment or difficulties accessing low vision services. You can contact the service via our Helpline on 0303 123 9999 or by e-mailing helpline@rnib.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Vale People First (V)

A self-advocacy organisation for and led by people with a learning disability, that live, work or have a connection with the Vale of Glamorgan. Telephone 07866 564741, e-mail lizdavidson1072@gmail.com or visit www.valepeoplefirst.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Befriending services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and Vale

Offers befriending services to combat loneliness in older people. These services include:

- Face to face befriending where a volunteer will visit an older person in their home, perhaps for a cup of tea and a chat, or accompany them to an activity
- Telephone befriending, where a volunteer will phone an older person at an agreed time for a chat

Telephone 029 2068 3600 for Cardiff or 01446 795549 for the Vale.

Deafblind Cymru – Befriender service

The Befriender service aims to help reduce isolation and loneliness often experienced by people with a combined sight and hearing loss by linking them with a volunteer befriender. This can be either a home befriender, social befriender or tele-befriender. We also have digital bendifenders to assist with learning how to use tablet devices, which enables deafblind people to keep in touch with family/friends, access information or do a weekly shop on-line. Our social groups are enjoyed by many, the nearest of these to the Vale of Glamorgan is in Bridgend and is held on the first Tuesday of the month and meets at 11am – 1pm in the Dunraven Room, Nolton Church Hall, Merthyr Mawr Road North, Bridgend CF31 3NH. To find out more please contact our Information and Advice Line, Freephone number on 0800 132320 or e-mail info@deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru Befriending Circle provides people with phone and email-based peer support. We match people with our trained volunteers based on their experience of diabetes. We hoped this would help to reduce isolation and give people the chance to receive peer support from someone else who knows what it is like to live with the condition. The befriending circle is for anyone living with diabetes, carers of and anyone who may be at risk of diabetes. We also hold virtual monthly peer support sessions to connect people who also face the daily challenges of managing diabetes. Diabetes UK local groups and family groups across Wales hold social events, they fundraise, campaign and raise awareness of diabetes. Local groups can be found by typing in your postcode into our local group search bar:

https://www.diabetes.org.uk/how_we_help/local_support_groups.

Contact Lucy Snell on lucy.snell@diabetes.org.uk or 029 2066 8276

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Offers Memory Café, community club and befriending services in Dinas Powys and Llandough.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telephone 029 2051 3700 (9.30 to 12.30 Mon - Fri), e-mail dpvc@btinternet.com or visit www.dpvc.org.uk

Diverse Cymru - Black and Minority Ethnic Mental Health Support Service

This service supports people who are Black or Minority Ethnic and have been diagnosed with a mental health condition in Cardiff and the Vale of Glamorgan.

We provide community advocacy; a befriending service; and support to access services.

Referrals to this service are through your GP, Community Mental Health Team, Social Services or another health or social care professional. We cannot accept self-referrals.

We are also running a Black and Minority Ethnic dementia project.

Call 029 2036 888, e-mail Suzanne.duval@diverse.cymru or samira.salter@diverse.cymru or visit www.diverse.cymru.org.uk

Independent Age

The Friendship Service gives older people the chance to have a regular call or visit from one of our volunteers and, over time, form a genuine bond of friendship.

For further information, telephone 0800 319 6789.

Macmillan Buddy Service

Going through cancer can be an isolating experience at any time. Our free Macmillan Buddy service (formerly called Telephone Buddies) is here for you. We'll match you with someone who understands what you're going through, and they'll give you a weekly telephone call, video call or visit you in your home. Your volunteer buddy is there for you. You can talk to them about how you're feeling and your support needs during this difficult time. They can also let you know about our services, and all the ways that Macmillan can help to make sure you don't face cancer alone.

If you would like to apply, please [Sign up to get support from a Macmillan Buddy - Macmillan Cancer Support](#)

Marie Curie Companion at Home Service

The **Marie Curie Companion at Home Service** is provided by specially trained volunteers who can offer one-to-one support for individuals with a palliative diagnosis and their carers. The service provides companionship and emotional support, practical support, a short break for carers, information on further support and services. If you think you could benefit, please Telephone 0800 304 7407 or e-mail waleshelper@mariecurie.org.uk

MHA Communities Penarth and District

Help and support to older people in the wider community. We offer services that enable people to leave their homes and begin to socialise with others. We achieve this with transport, weekly 'Out and About' day trips, Friday coffee morning, lunch club and afternoon 'Friendship Group'. We also offer advocacy, signposting, newsletters and general support to those in need. Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

Re-engage Call Companions service

Our call companion's idea is very simple: a volunteer call companion calls the same older person between two and four times a month at a mutually agreed time for an informal chat. Calls will last for around 30 minutes. The call companions programme is aimed at people who are: 75 or older; living alone or in sheltered housing with little or no contact with family

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or friends; struggle to leave their house in normal times. In addition, for call companions we ask that the older people have sufficiently good hearing to take on regular phone conversations.

At the time the older person is referred, we'll ask a general question about the older person's interests or hobbies to make sure we match them with a volunteer and to help spark conversation. If you know anyone who would benefit from call companions, please refer them using our simple online form. Don't forget to get the older person's consent first. You can find the form on our website: www.reengage.org.uk/refer/ or contact Sam Higgins on sam.higgins@reengage.org.uk Telephone: 0800 716543. www.reengage.org.uk

RNIB Living Well with Sight Loss Courses

RNIB's free, informal, community-based courses provide information, advice, support and practical solutions for people adjusting to sight loss and those close to them. Boost your confidence and connect with others to share experiences. You can join a course by phone, group video call, or in person when we can offer face-to-face sessions. [Living Well with Sight Loss courses | RNIB](#)

RNIB Talk and Support

The RNIB Talk and Support team run free, phone-based, social groups for adults with sight loss across the UK. They give people the opportunity to socialise, build friendships and get peer support with others who also experience sight loss. We match individuals together for conversations based on age and group preferences. If you would like to join a Talk and Support group you can register your interest by [filling out our form](#) or head to the website for more information [Talk and Support | RNIB](#).

RNIB Community Connect

The Community Connect team have volunteer befrienders who can make an initial 6 one-to-one calls to people with sight loss who perhaps aren't keen on taking part in any of the phone groups on offer. E-mail rachel.llewellyn@rnib.org.uk or anum.munawar@rnib.org.uk or visit [Community connection and wellbeing | RNIB](#) for more information.

RNIB Helpline

Meet and connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Contact our Helpline to find out what is going on. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#) The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and

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alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you three sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.org.uk

The Vale Third Sector Broker (V)

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Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

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Bereavement (see also Counselling) for older people in the Vale and Cardiff

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Cruse Bereavement Care

Cruse exists to help and support all those affected by bereavement - including children. Cruse offers one to one support, counselling and group support. Telephone 029 2022 6300 or e-mail cardiff@cruse.org.uk

Forget Me Not Chorus Calon Chorus (C)

Calon Chorus is open to anyone who has loved and lost someone with dementia. Our friendly weekly sessions are free and take place at Canton Uniting Church, Cardiff CF5 1LQ on Thursdays 6:30-8:30pm. All sessions are fully funded and free to all who take part! New members are always welcome to join us, and no singing experience is required.

For more information telephone 029 2236 2064 or e-mail hello@forgetmenotchorus.com or visit www.forgetmenotchorus.com/join-our-community/

The Marie Curie Wales Bereavement Information and Support Service (BISS)

The Marie Curie Bereavement Information and Support Service is available to anyone who has been bereaved following the loss of someone with a terminal illness, including dementia. We can also support you before your loved one dies.

Call us for free on 0800 0902309 to discuss practical and emotional concerns with one of our trained Support Line Officers or get ongoing support from a bereavement volunteer. We also have two fully trained counsellors who are able to provide additional 1:1 support either face to face, virtually or on the telephone.

We also have a bereavement group within the hospice for those who have been bereaved through a terminal illness. Please call 029 2042 6068 for more details.

Samaritans

Offers a safe place, being a confidential and non-judgemental listening service 24 hours a day, 7 days a week. You can call us free at any time, from any phone on 116 123 or e-mail jo@samaritans.org You can also write to us for free to: Freepost SAMARITANS LETTERS. If you would like emotional support in Welsh, we have a Welsh Language Line which is free to call on 0808 164 0123 from 7pm to 11pm every day. We also have a letter writing service in Welsh for free: Freepost SAMARITANS LETTERS.

The Vale Third Sector Broker (V)

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This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

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Cafés and Meal Delivery Services

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Caffi I Bawb

Situated within Ambito Sully Day Opportunities and open from 10am – 3pm, Monday to Friday, Caffi I Bawb is an ideal place for eating and meeting, socialising or just relaxing and surfing the net using our free Wi-Fi facility. Caffi i Bawb has an activity menu which means you can join our pay as you go sessions for adults with disabilities at Ambito Sully, you can choose what you want to do and when.

As our activity menu offers a wide range of sessions which are tailored for the needs of adults with learning disabilities, you are sure to find something that you will enjoy. Our fully qualified support staff facilitate all sessions and are always willing to help, but if you require 1:1 support or a P.A. they will need to stay with you. You can book activities in advance by phone or e-mail, or you can pop down to the caffi and book instantly for the same day if there is something going on that you would like to try!

Telephone 01446 733418 or e-mail sully.day.opportunities@ambitocare.co.uk

Age Connects Cardiff and the Vale @ the Wellbeing Centre Barry (V)

Why not come along to our community café at 38 Holton Rd, Barry where we provide:

- A place to socialise and make new friends, with the café opening from 10am till 12.30pm on weekdays
- A one stop centre for information with volunteers and staff on hand to answer queries you might have
- Monthly access to legal advice, benefit checks, tax help, and housing advice
- Regular activities such as stitching and knitting sessions (Monday), Yoga (Wednesday) & Tai Chi (Thursday) classes, Bingo (Friday), health checks, and afternoon teas
- A place to volunteer and find out about opportunities to get involved in the community

To find out more, please telephone 01446 747654.

Cardiff Council Meals on Wheels (C)

An affordable community service operating 365 days a year. This critical service is helping elderly and vulnerable residents to live independently. We deliver hot, nutritious meals that cater for a variety of diets and conditions. Your Meals on Wheels team member will happily plate your meal if you would like. Our dedicated drivers build up a respectful rapport with clients. They provide a welcome and familiar face, and in some cases offer

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clients a lifeline to the outside world. If you would like to find out more, telephone 029 2053 7080, or visit www.telecarecardiff.co.uk

Cardiff Pedal Power Café

Open all year round as part of Pedal Powers inclusive cycling mission, a vegetarian café offering healthy options with easy wheelchair access and a disability aware environment to suit all needs, also dog friendly.

Telephone 029 2039 0713 or e-mail info@cardiffpedalpower.org.uk

Dementia Café for the Young at Heart (C)

Have you been affected by Dementia? Then come along to the 'Dementia Café for the Young at Heart' at Adamsdown Day Centre, St Germans Church Hall, Metal St, Cardiff, on the second Monday of the month 2pm - 4pm. There is no charge. The café provides an opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

Dinas Powys Memory Café (V)

On the second and fourth Friday of every month. Support and information for carers, friends, family and anyone affected by memory problems. At Murchfield Community Centre, Dinas Powys. Telephone 029 2051 3700 or e-mail befriendingdpvc@gmail.com

Memory Café Penarth (V)

For those living with dementia and their families and carers. Come and find out about local community support, join in with dementia friendly activities and enjoy taster sessions. Monthly sessions at Penarth Methodist Church.

Telephone 029 2056 9483 or e-mail Christine.darby@homeinstead.co.uk

Memory Café Whitchurch (C)

For those living with dementia and their families and carers. Come and find out about local community support, join in with dementia friendly activities and enjoy taster sessions. Monthly sessions at Ararat Baptist Church, Whitchurch.

Telephone 029 2056 9483 or e-mail Christine.darby@homeinstead.co.uk

Rita's Multicultural Café and Cadoxton Youth Project (V)

Offers a variety of refreshments and intergenerational projects. Call in to 95 Main Street, Barry.

Wiltshire Farm Foods

Home delivery of healthy dietician approved frozen meals. In addition to the standard range diets catered for include "free from", ethnic and pureed, soft and fork mashable meals for those with chewing and / or swallowing difficulties.

Telephone 029 2034 2008 or e-mail Cardiff@wiltshirefarmfoods.co.uk

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Carers services for older people in the Vale and Cardiff

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For more detailed information about services for carers please see the Cardiff & Vale Carers Directory, accessible via <http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Alzheimer's Society activities and group services currently operating throughout Cardiff and the Vale include:

Dementia Support Line:

If you need dementia support, we're here for you. We know dementia affects everyone differently; whether you, a loved one, a friend or neighbour is affected by dementia, we're here to support you. Our Dementia Advisers are available on the phone to give you the support you need or give you the opportunity to be transferred to a local Dementia Adviser who can provide face-to-face support.

Call us: Tel: 0333 150 3456 or **Tel: 03300 947 400** (for Welsh-speaking)

Text Relay: 18001 3033 222 11 22 (for those who are deaf or hard of hearing)

Carer Information and Support Programme (CrISP) (Face to face)

We offer programmes for family carers to learn more about dementia in a supportive and friendly environment. Carers can share their experiences and find out about local services that may be of help.

For more information e-mail: Helen Payton/Ruth Caddy (Dementia Advisers)

cardiffandvalecrisp@alzheimers.org.uk

Live Well With Dementia Programme (LWWD) (Face to face)

The Live Well with Dementia Programme aims to provide people living with early-stage dementia with the knowledge, skills and practical tools to support and empower them to take an active role in the management of their health and well-being.

For more information e-mail: Helen Payton/Ruth Caddy (Dementia Advisers)

cardiffandvalecrisp@alzheimers.org.uk

Alzheimer's Society Carers' Support Group is for any person currently caring for someone living with dementia, either in their own home or in a residential setting. Our peer support group offers a reassuring, confidential and safe place to talk to others about how dementia affects your life. Our Carers Support Group can provide you with the opportunity to connect with other carers in the same situation as yourselves in the comfort of your own home. Guest speakers are invited along to give information and advice of local services, along with Dementia Advisers in attendance to offer support and advice, or just for an informal chat if required. The group meet online via ZOOM on the second Tuesday of

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each month. For joining instructions, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Fun and Friendship Activity Group: A social activity group for people living with Young-Onset Dementia. (Diagnosed before the age of 65). The Fun and Friendship (Activity) Group is free of charge and open to anyone living with young onset dementia, accompanied by those who support them. Come along to enjoy an activity, chat and laugh together in a supportive and relaxed environment. Activities can include creative music, quizzes, skittles, boccia, bucket drumming and reminiscence. Dementia Advisers in attendance to offer support and advice, or just for an informal chat if required. (Refreshments available). Held on the second Wednesday of each month at V21 Sbectrwm Centre, Bwlch Road, Fairwater Cardiff CF5 3EF from 10.30am – 12noon. For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Music and Memory Café: A friendly, sociable and relaxed group for people with dementia accompanied by those who support them. Come along for opportunities to participate in fun and engaging music-based activities, including music, singing, playing instruments and reminiscence. No previous musical experience required! Light refreshments available. Held on the first Tuesday of each month at Cyncoed Methodist Church, Westminster Crescent, Cyncoed, Cardiff CF23 6SE, from 2pm – 3pm. For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Singing for the Brain is a weekly singing group. Singing for the Brain brings the joy of singing to people living with dementia, accompanied by those who support them. Join us where you can meet new people in a friendly, fun and social environment and come along for some fun vocal warm-ups and to sing a wide variety of familiar and new songs in a supported environment. No musical experience is necessary and there will be a very warm welcome! (Refreshments provided). These sessions are every Wednesday from 2pm – 3pm, both in-person at St Isan's Church Hall, Heol Hir, Llanishen CF14 5AE and online, via ZOOM. (Call for joining details) For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Other organisations:

All Wales Forum of Parents and Carers of People with Learning Disabilities (AWF)
An umbrella body made up of a Wales wide alliance of local and regional based organisation and support groups of parents and carers. We are governed by parents and carers, ensuring that our client base has a clear input into our direction of work. We are unique among the Learning Disability bodies in Wales as the only organisation that represents nationally, collectively and solely the views and voices of Parents and family Carers of people with learning disabilities. We share a commitment with our wider alliance partners to work to improve the rights and recognition of family carers supporting loved ones with a disability. Through working together with the network, we want to enable parents and family carers to have an equitable voice and to be empowered to make positive decisions to meet their needs.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

We will identify issues and opportunities at local, regional and national levels where we can come together to raise awareness, discuss solutions and generate innovative community led ideas and assist in the future planning of services and support for both carers and their relatives. All Wales Forum will also work in partnership with Welsh Government and third sector partners to deliver social care projects across Wales to meet the well-being needs of learning disability family carers.
Telephone 029 2081 1120 or e-mail admin@allwalesforum.org.uk

ategi Shared Lives

ategi Shared Lives is for adults who need support and want to live or stay in a family home environment. ategi carefully match you with one of our specially trained Shared Lives carers, who share their home and family, supporting you with what you need, which could be developing your skills, working towards your goals and supporting you to be more independent. You could spend the day, stay for a short break, or move in – it's completely flexible to your needs. We are regulated by Care Inspectorate Wales (CIW) and can offer support to individuals with various support needs to include individuals with learning disabilities, physical disabilities, anxiety/mental ill health, sensory impairment, young people moving from foster care to adults services, older people and people with dementia or people being discharged from hospital who need extra support before returning home.
Telephone: 029 2081 4800, e-mail SLSWales@ategi.co.uk or visit www.ategi.co.uk

Carers' Services (Local Authority contacts)

Contact your local council for information and advice on services and training available within Cardiff and the Vale.

For the Vale telephone 01446 700111, e-mail c1v@valeofglamorgan.gov.uk
or visit www.valeofglamorgan.gov.uk/carers by the webchat function on https://www.valeofglamorgan.gov.uk/en/our_council/Contact-Us.aspx

For Cardiff telephone 029 2087 2087, e-mail c2c@cardiff.gov.uk
or visit www.cardiff.gov.uk/carers

Cardiff & Vale Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. We hold regular events and activities where carers meet each other and share experiences while having fun. Our services are free and includes an extensive range of information resources.

Telephone 029 2056 5917 or e-mail admin@parentsfed.org

Cardiff and Vale University Health Board - Unpaid Carers Information Service

Works with local authorities and voluntary organisations to provide carers with better support and information. For any carer-related enquiries, telephone 029 2184 5692, e-mail pe.cav@wales.nhs.uk or visit <https://cavuhb.nhs.wales/patient-advice/patient-experience/unpaid-carers-information-service/>

Carers Trust Wales

Carers Trust Wales exists to provide action, help and advice to carers throughout Wales. Our staff work to improve support, services and recognition for anyone living with the challenges of caring. With our local Network Partners we aim to ensure that information, advice and practical support are available to all carers across the country.

Telephone 0300 772 9702, e-mail wales@carers.org or visit www.carers.org/wales

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Carers Wales

Carers tell us that one of the most important thing they need is expert advice and information. We provide this – over the phone, through leaflets, and on our website. Many carers do not seek support early enough in their caring journey, or don't know about the range of practical, financial and emotional support available. We believe no-one should care alone.

Telephone 029 2081 1370, e-mail info@carerswales.org or visit www.carerswales.org

Grandparents Raising Grandchildren (C)

Grandparents Raising Grandchildren (GRG) Cardiff is a Cardiff-based support group for grandparents and other kinship carers caring for a child full-time. All of the committee are grandparents with personal understanding of these situations.

GRG Cardiff is committed to improving the lives of grandchildren (and kinship carers) and the children they care for, through our support group, and as a secondary aim, by speaking up to the government on behalf of kinship carers.

Telephone 07340 960969, e-mail grgcardiff@hotmail.com or visit www.grgcardiff.co.uk

Home Instead

Provides person centred care for older people, enabling them to actively enjoy life in their own home, ensuring they stay safe and well. Home Instead ensures that Care Professionals personalities and interests are closely matched to those of clients, and that the same Care Professional visits each time.

Home Instead can also provide a full-time home care solution which allows a client to stay at home in familiar surroundings, supported by a fully trained Live-In Care Professional who works to an individually tailored plan. This one-to-one personalized live-in care service can provide an ideal alternative to full time residential care. Contact 029 2056 9483, visit www.homeinstead.co.uk/cardiff or www.homeinstead.co.uk/penarthandbarry

Marie Curie – Care for a Cuppa

'Care for a Cuppa' is a carers support group hosted weekly at the Cardiff and Vale Hospice, Bridgeman Road, Penarth. The group is for those caring for someone with a palliative condition, to come and talk about their caring journey with other's going through something similar. Free tea, coffee and biscuits are provided and it is hosted in the welcoming Wellbeing and Support Hub (WaSH) If you feel you or someone you know could benefit from this service contact the Activities Co-ordinator on 029 2042 6000 or e-mail wellbeingandsupporthub@mariecurie.org.uk

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework, challenges and representation at court and tribunal.

Telephone 029 2034 1577, e-mail barbara.kerridge@riverside-advice.co.uk or visit www.riverside-advice.co.uk

Rondel House Day Service (V)

Rondel House Day Service is situated in Maes Y Cwm Street, Barry and provides a service for older people who live in the Central and Eastern areas of the Vale of

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Glamorgan. The service has been remodelled as a centre of excellence for Dementia within the context of a Dementia friendly community. Telephone 01446 700111 or 01446 745922.

Telecare Alarm Services

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways. For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or e-mail Telecare@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

The Royal British Legion Admiral Nurse service

A dedicated team of Admiral Nurses who are looking to support carers of people living with dementia. The carer or person with dementia must have served in the armed forces. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need.

Telephone the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk or visit www.britishlegion.org.uk

The Vale of Glamorgan Adult Placement (Shared Lives) Service (V)

Provides long term, short breaks, emergency placements and additional support in the counties of Vale of Glamorgan and Bridgend to people who have been identified via an integrated assessment as able to have their support needs and personal outcomes met within a family environment by suitably assessed, approved and trained hosts. Our service is regulated by the Care Inspectorate Wales (CIW). We may be able to support people aged over 18 years with Learning Disabilities, Physical Disabilities, Mental Health, Sensory Impairment, Older People and People with Dementia. Referrals are accepted for people who have care and support needs which are identified by the referring team. If you or someone supporting you would like to know more please contact 01446 700111, e-mail C1V@valeofglamorgan.gov.uk or visit:

https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/adult_placement_service/Adult-Placement-Service.aspx

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Condition Specific services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Adferiad Family Support Service (V)

Carer and family support for anyone caring for someone with a serious and enduring mental illness. Includes practical and emotional support.

Telephone 07760 808930 or 07974 175189 or e-mail paul.keeping@adferiad.org or Lydia.williams@adferiad.org

Ambito Care and Support

Ambito Care and Support offers disabled adults a wide range of social/leisure opportunities and activities. These are facilitated both in the community and at the service. Everyone attending the service has an individual support plan that takes account of their needs, expectations and rights. With our accessible facilities, we give individuals the independence and choice to do the things they enjoy, in a safe, friendly and stimulating environment. We support the development of people's skills including work experience, voluntary work and life skills and also offer a wide range of meaningful activities for adults with complex learning, physical and sensory impairments. Our group activities are for disabled adults with any impairment or condition.

Telephone 01446 733418 or e-mail sully.day.opportunities@ambitocare.co.uk

Bipolar UK

Supports individuals affected by bipolar, those with a diagnosis, their families and carers. Services include a Support Line, Support Groups, Youth Groups, Employment Support and a web-based online forum - e-Community.

Telephone Information and Support Line 0333 323 3880 or visit www.bipolaruk.org

Blind Veterans UK

A national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community.

Telephone 0800 389 7979 or visit www.blindveterans.org.uk

Breast Cancer Care

Offers a range of free services for anyone affected by breast cancer.

Telephone 029 2023 4070 or e-mail cym@breastcancercare.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

British Heart Foundation Cymru

Provides a range of services and useful resources.

Telephone 0300 330 3322 or e-mail Wales@bhf.org.uk

British Lung Foundation

Available Monday to Friday, 9am - 5pm to provide information and advice to people living with any lung condition. If you contact us outside of these hours, we'll get back to you as soon as we can. Telephone BLF Helpline 03000 030 555

Community Advice and Listening Line (C.A.L.L.)

C.A.L.L. provides a 24 hour Wales wide, mental health telephone helpline service. The helpline offers emotional support to people suffering mental distress as well as their friends, carers and relatives. Freephone 0800 132 737 or visit www.callhelpline.org.uk

Cardiff and Vale Action for Mental Health (cavamh)

Working to progress mental health services through service user, carer and third sector involvement. For information about involvement in older people's mental health services, access to a Directory of Mental Health Services and **DIRECTIONS**, the carers' handbook and directory about older people's mental health services in Cardiff and the Vale, telephone 029 2022 2200, e-mail mail@cavamh.org.uk or visit www.cavamh.org.uk

Cardiff and Vale Fibrofighters

Fibrofighters hold social meetings every Friday at Barry Library from 11am to 1pm, with everyone welcome to attend. If you would like more information about Fibrofighters or their regular meetings, e-mail CardiffandValeFibrofighters@hotmail.com visit their Facebook page '@CardiffandValeFibrofighters' or telephone 07399 665245.

Cardiff and Vale Memory Team

The Cardiff and Vale Memory Team based at the University Hospital of Llandough is a multidisciplinary team that are involved in the initial assessment of patients presenting with a variety of conditions that affect cognition, including memory, that have been referred by community teams, primary and secondary care services. The team also provides post diagnostic support through its multidisciplinary members to individuals living with dementia and their relatives. Telephone: 029 2071 6961 or e-mail: memory.team@wales.nhs.uk

Cardiff & Vale Parents Federation

Supports parents, carers and relatives of disabled children and adults with a learning disability. We hold regular events and activities where carers meet each other and share experiences while having fun. Our services are free and include an extensive range of information resources. Telephone 029 2056 5917 or e-mail admin@parentsfed.org

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Deafblind UK and Deafblind Cymru

Deafblind UK is a free membership organisation that works with anyone who has both a sight and a hearing impairment. We know that even at comparatively low levels of a combination sight and hearing impairment people can begin to lose confidence, there is no fixed level of impairment that is necessary to become a member. We enable our members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. We also have holiday caravans on the North coast of Wales and on the East Norfolk Coast, available exclusively to our members. Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

Diabetes UK Cymru

Diabetes UK Cymru Befriending Circle provides people with phone and email-based peer support. We match people with our trained volunteers based on their experience of diabetes. We hope this will help to reduce isolation and give people the chance to receive peer support from someone else who knows what it is like to live with the condition. The befriending circle is for anyone living with diabetes, carers of and anyone who may be at risk of diabetes. We also hold virtual monthly peer support sessions to connect people who also face the daily challenges of managing diabetes. Diabetes UK local groups and family groups across Wales hold social events, fundraise, campaign and raise awareness of diabetes. Local groups can be found by typing in your postcode into our local group search bar: https://www.diabetes.org.uk/how_we_help/local_support_groups. Contact Lucy Snell on lucy.snell@diabetes.org.uk or 029 2066 8276

Effro – Cwm Taf Morgannwg/Cardiff & Vale University Health Board

Offers a wide range of dementia related training opportunities, throughout Wales, and welcomes expressions of interest from anyone interested in volunteering. Most training is currently provided free of charge and can be tailored to the needs of your team/organisation.

Effro also offers between five and ten group sessions in Care homes, or anywhere where there is a community of people with dementia, (within our area of service); sessions are underpinned by theories such as Cognitive Stimulation Therapy and Reminiscence Therapy and intended to be multi-sensory, fun environments for those participating. We seek to empower staff/volunteers in these communities to continue running groups in the longer term.

Effro offers personalised, 1:1 support for people in the community living with dementia; providing individuals with a positive, personalised action plan based on their particular needs and ambitions. The principal aim of the 1:1 support is to help the individual to be as physically and mentally active as possible whilst providing their family members and/or carers with a degree of support. Whilst there is no charge for this service the number of referrals that can be accepted is limited.

E-mail: effro@platform.org Telephone: 0300 3035918 or visit: <https://effro.org>

Epilepsy Action Cymru

Offers a 'Talk and Support counselling service', available to adults over 18 living in Wales affected by epilepsy including parents and carers. Telephone 028 9018 4015. Offers a Befriending service for anyone feeling lonely or isolated, which includes people living with

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

epilepsy themselves or their close family members. Free helpline offers free confidential advice to anyone affected by epilepsy. Contact 0808 8005050 or visit <https://www.epilepsy.org.uk/support-for-you/epilepsy-action-cymru-wales>

Epilepsy Wales

Provides support, information and advice to people affected by and living with epilepsy. We have a Coffee and Chat group meeting in Cardiff. Telephone 01978 312 325, Freephone 0800 228 9016 or e-mail lesley@epilepsy.wales

Headway Cardiff and South East Wales

Provides support and services to people affected by Acquired Brain Injury (ABI), including a specialist day centre, carers groups, social events and outreach. Visit <https://headwaycardiff.com/> telephone 029 2057 7707 or e-mail info@headwaycardiff.org.uk

Macmillan Cymru Support Line

Because cancer can affect your life in so many ways, Macmillan Cancer Support does whatever it takes to give people the support they need. We're here to help everyone with cancer live life as fully as they can. Whether you need help paying bills, advice on benefits or treatment, or just want to chat, please visit [Macmillan Cancer Support | The UK's leading cancer care charity](#) or call us free on 0808 808 0000 to find out about the different ways we can help. Our support line is open 7 days a week, 8am until 8pm, 365 days a year.

You can also join our Macmillan Online Community, a free online place for people living with or who are affected by cancer to chat about the issues affecting them. It is a safe environment where you can talk to people who have similar experiences to yours. Whether you are having tests, have just been diagnosed or you are in treatment – or you are supporting someone who is, the Online Community is available 24 hours a day, 7 days a week. For more information, please sign up here [Chat with others affected by cancer - Macmillan Online Community | Macmillan Cancer Support](#)

Information and Support Centres, Cardiff & Vale University Health Board

Cancer and health and wellbeing information is available in the Information and Support Centres in Cardiff and Vale University Health Board. This service supports anyone looking for health information and can give support by providing free access to information in hard copy and via the internet, signposting to services and offering time to talk in a confidential environment. You can get free information about all types of health conditions, including cancer and long-term health conditions; local services and organisations; access to financial advice and information on benefits; carers information; screening, health awareness and health promotion. Contact Sarah Davies, Facilitator, e-mail pe.cav@wales.nhs.uk or telephone 07973 715912 or visit <https://cavuhb.nhs.wales/patient-advice/patient-experience/information-and-support-centres/>

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

Marie Curie

If you or a loved one is living with a terminal illness Marie Curie may be able to provide care from the hospice or in your own home. For people living in Cardiff or the Vale of Glamorgan, we're here to help you achieve the best possible quality of life through support in the hospice. Whether that's through a stay at the hospice or visits to our Day Therapy unit we can help relieve your symptoms, support you and your loved ones at a difficult time, or advise you on practical issues.

If you're registered with a GP practice in the Vale of Glamorgan and need support at home, you may be able to get support from our specialist team of clinical nurses, doctors, social workers and therapists who can visit you at home if your GP feels it's necessary. They can also see you at an outpatient clinic.

To receive care and support from us, please contact your **District Nurse, GP or hospital consultant** who may be able to refer you.

Marie Curie Hospice, Cardiff and the Vale, Bridgeman Road, Penarth CF64 3YR

Telephone 029 2042 6000 or e-mail penarth.hospice@mariecurie.org.uk

Wherever you live you can contact the Marie Curie Support Line 0800 090 2309 for practical information and emotional support if you or someone you love is affected by terminal illness. Visit www.mariecurie.org.uk

ME Support in Glamorgan

Supports people with Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) and their carers. Telephone 029 2076 2347, e-mail mesigwales@gmail.com or visit www.mesupportinglamorgan.co.uk

MNDA - Motor Neurone Disease Association

If you need advice about MND, contact our regional staff and/or our helpline team, MND Connect, who provide practical and emotional support. Our regional care development advisers, volunteer association visitors and a local and national network of branches and groups, are all focussed on ensuring that people affected by MND get the timely support they need. Please check the website and Facebook page for information on local support. Our branch website is: <http://www.mnda-cardiffandvale.org.uk> Our facebook page is:

MND Association Cardiff & Vale Branch

www.facebook.com/search/top/?q=mnd%20association%20cardiff%20%26%20vale%20branch Our Twitter account is: @MNDACARDIFFVALE

<https://twitter.com/MNDACARDIFFVALE?lang=en-gb>

Contact Sue Edwards, Area Support Co-ordinator on 07873 260403 or sue-edwards2011@hotmail.co.uk

<https://www.mndassociation.org/> - or phone MND Connect on 08088026262.

Multiple Sclerosis Society

Support for all people with, or affected by, multiple sclerosis.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telephone 029 2167 8926 or e-mail Sian.Tucker@mssociety.org.uk

My MS, My Rights, My Choices Project is an information and one to one support service for people with MS and their carers across Wales, funded for three years. Offers support to complete benefit applications, employment issues, changes in health/treatment and information on a wide range of issues related to MS. Telephone 0208 438 0715 or e-mail adele.gilmour@mssociety.org.uk

Men's Shed

We are the group for the men of the MS community to get together and catch up on the topics that matter most. Whether you live with MS or support someone close to you, join us on ZOOM for a moment to unwind! We meet every month on the first Tuesday at 7pm. E-mail wellbeinginwales@mssociety.org.uk

Parkinson's UK Cymru

Provides support and information for anyone affected by Parkinson's.

Telephone 0808 800 0303 or e-mail hello@parkinsons.org.uk. Parkinson's UK also offers a number of support groups in the area where people with Parkinson's and their families can access mutual support and a fortnightly communication support project called 'Live Loud!' for people with Parkinson's whose voice has been affected by the condition. Telephone 0344 225 3784 or e-mail wales@parkinsons.org.uk

RNIB Cymru

Wales' largest sight loss organisation. Providing a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss. If you have a question about living with sight loss we are here for you. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNIB Sight Loss Advice Service

Through our Sight Loss Advice Service, RNIB offers support to blind and partially sighted people across the UK. We can help you to find the right assistive technology, support you in education and work, access financial help and much more. We're here to help you live the life you want. [Sight loss and wellbeing | RNIB](#)

We cover a wide range of topics such as:

- eye conditions
- emotional support
- wellbeing
- registering your sight loss with social services
- home life and family
- mobility and getting around
- employment
- accessing information
- benefits and concessions
- your rights
- education
- leisure
- technology

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB Eye Care Liaison Officers

The RNIB has an Eye Care Liaison Officer (ECLO) available in every eye clinic in Wales. ECLOs work closely with medical and nursing staff in the eye clinic, and the sensory team in social services. They give people who have been diagnosed with an eye condition the practical and emotional support they need to understand their diagnosis, deal with their sight loss and maintain their independence. ECLOs act as an important bridge between health and social services and are central to the support and wellbeing of patients in eye clinics. They also help prevent avoidable sight loss, by talking through treatment and helping people to understand their medication if necessary [Eye Care Liaison Officers \(ECLOs\) | RNIB](#).

RNIB Eye Health Information Team

Our friendly and helpful Eye Health Information team can help you understand your eye condition or the eye condition of someone you know. If you would like to contact the Eye Health Information team, get in touch through the [Helpline](#) if you or someone you care for needs our help. Call us on [0303 123 9999](#) Monday to Friday 8am to 8pm, and Saturday 9am to 1pm or e-mail helpline@rnib.org.uk.

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you 3 sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.org.uk

Sense - Active Lifestyles project

Sense provide participation opportunities for individuals with complex needs to engage in a number of sport and physical activity opportunities that are suitable to their needs.

Activities are tailored to individuals with two or more disabilities To find out more, follow our activity finder [Bookable activities - Sense](#). As part of the project we also offer a number of training opportunities to support coaches, leisure staff, health & social care staff to feel more confident in their activity delivery to individuals with complex disabilities. To find out more about any of the opportunities contact Lauren.Heath@sense.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Shine

Shine is the largest organisation in Europe committed to improving the lives of people affected by the disabilities spina bifida and hydrocephalus. We are a network, a community, and a lifeline. Shine enables people to get the best out of life!

Shine provide specialist support from before birth and throughout the life of anyone living with spina bifida and/or hydrocephalus, as well as to parents, families, carers and professional health and social care staff. We work on a national and local level to provide these services through our specialist service teams who are accessible across Wales to ensure that all the information and support needed can be provided.

For South East Wales contact Helen Allen on 07894 394322 or e-mail helen.allen@shinecharity.org.uk General e-mail: wales@shinecharity.org.uk telephone 01733 555988 or visit www.shinecharity.org.uk

Sight Life (formerly Cardiff Institute for the Blind)

Provides local services and lifelong support, so that blind and partially sighted people in South Wales can live independently and make the most of their lives. We work closely with RNIB Cymru to make every day better for people affected by sight loss.

Telephone 029 2039 8900, e-mail ask@sightlife.wales or visit www.sightlife.wales

Singing for lung health Cardiff

Specialist singing group for anyone with a lung condition. No previous singing experience is required. A typical session includes gentle physical warm up, breathing exercises, vocal warm up, songs from around the world: modern and traditional, refreshments. Every Wednesday 1.45pm – 2.45pm via Zoom. Cost: £15 per five sessions.

Telephone 07811 874760 or e-mail ruth_bradshaw@btinternet.com

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information phone 029 2052 9848.

South Wales Myeloma Support Group

Myeloma is a non-curable form of bone cancer. The support group for patients, partners, family and friends brings together people from all over South Wales. It takes the form of a speaker, a cup of tea, social events and a sharing of experiences.

Telephone 07597 040201, e-mail chairman.s.wales.myeloma@gmail.com or 07863 284102, e-mail secretary.s.wales.myeloma@gmail.com or visit www.myeloma.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Stroke Association Services – Cardiff and the Vale

This is a one year post stroke service which offers practical advice, essential information and emotional support. We work closely with stroke survivors to help them set their own goals and help them take steps to achieve them. The service is for stroke survivors of any ages, carers and family members. We operate an open referral system.

Telephone Tracey on 07903 401916 or Nic on 07903 401866

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353

E-mail: Stephanie.martin@stroke.org.uk

Every Monday 10.30am - 12.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. To help support into the community/education and exercise programmes/help with returning to work/practical advice and emotional support. Stroke Recovery Service Co-ordinators normally refer into the service.

Stroke Carers Group

Delivered by Stroke Association staff, this service is available to anyone who cares for someone who has suffered a stroke. Every three weeks on Mondays 1pm - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. Telephone Stephanie Martin on 07951 206353 or Tracey Thomas on 07903 401916.

Stroke Association's Next Steps Project

The Stroke Association's Next Steps Project is delivering both Zoom and face to face sessions for stroke survivors and their carers. A variety of sessions are available including a working age group, golf, bowling and other activity related groups.

The project is open to referrals across Wales. For more information or to make a referral please e-mail NextStepsWales@stroke.org.uk or contact India on 01745 508531

Stroke Support Groups:

Voluntary stroke communication group for people over 60. Meets every Wednesday at Bethel Baptist Church Hall, Penlline Road, Whitchurch 10.30am - 12.30pm or Penylan Library and Community Centre, Penylan Road, Penylan, Cardiff, 2pm - 4pm. Telephone Sali Walsh on 07932 666107.

CRISP Stroke Club meets on a Wednesday evening once a month, January to November inclusive in Whitchurch. Contact 029 2052 4400 for the organisers contact details. You must register with the organiser before your first visit.

Support group in the Vale open to anyone affected by a stroke, either the patient, relative or carer. Meets on the third Thursday of each month at Llantonian Hall, Llantwit Major from 2pm – 4pm. Contact Liz Evans on 07507 480620 or e-mail lizabeth13@hotmail.co.uk

Tenovus Cancer Care's Support Line

If you or someone you love has been affected by cancer, our free Support Line is here for you. It's for everyone affected by cancer and our experienced nurses can offer advice on diagnosis, treatment, side-effects, and anything else that's on your mind. Our team is here 365 days a year to answer any questions about any type of cancer. Our Support Line is your door to all our support services, so to find out how we can help, all you've got to do is

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

call. Telephone 0808 808 1010, 9am-5pm Monday to Friday, 10am-1pm weekends & bank holidays

Tenovus Cancer Care's All-Wales Cancer Community

We want everyone affected by cancer, anywhere in Wales, to have a voice, and for these voices to be heard. Become part of the All-Wales Cancer Community and tell us about the issues most important to you. You can help improve outcomes and experiences for people affected by cancer in Wales.

Find out more: <https://www.tenovuscancercare.org.uk/campaigning-and-influencing/all-wales-cancer-community> or call 0808 808 1010

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry and Cardiff.

E-mail enquiries@tyhapus.org.uk or telephone 01446 738024

Vale Insight (V)

Offers support and practical assistance to visually impaired people and their carers. Telephone 01446 795940.

Wales Council of the Blind (WCB)

WCB is the independent agency that signposts blind and partially sighted people to sources of help, information, advice and opportunities.

WCB is also the umbrella agency representing visual impairment within Wales, working to campaign, lobby and support the improvement of services for people with sight loss.

Telephone 029 2047 3954, e-mail richard@wcb-ccd.org.uk or visit www.wcb-ccd.org.uk

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales.

Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.org.uk

Wales Dementia Helpline

The free helpline offers emotional support to anyone, of any age, who is caring for someone with dementia as well as other family members or friends. The service will also

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

help and support those who have been diagnosed with dementia. Freephone 0808 808 2235 or visit www.dementiahelpline.org.uk

Welsh Association of ME and CFS Support (WAMES)

WAMES helpline provides information about a wide range of topics which affect people living with ME and CFS and those who care for them or provide services for them. We also signpost to other organisations for further information and/or advice. Open Monday – Friday 10am – 7pm.

Telephone 029 2051 5061, e-mail helpline@wames.org.uk or visit www.wames.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Counselling (see also Bereavement) services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Cardiff Mind (C)

Promotes positive mental wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life.

Telephone 029 2040 2040 or e-mail admin@cardiffmind.org

Cruse Bereavement Care

Cruse exists to help and support all those affected by bereavement - including children. Cruse offers one-to-one, group and telephone support.

Telephone 029 2022 6166 or e-mail cardiff@cruse.org.uk

Macmillan Cymru

Through Bupa, Macmillan are offering up to 6 free remotely-delivered counselling sessions for people struggling emotionally because they are living with cancer. These sessions, delivered by phone or video call are led by a qualified therapist, and can help you understand, manage and overcome difficult feelings you may have right now. You can access support remotely within days if you qualify to use the service. For more information, please visit [Free specialist counselling for people with cancer | Macmillan Cancer Support](#)

The Marie Curie Wales Bereavement Information and Support Service (BISS).

The Marie Curie Bereavement Information and Support Service is available to anyone who has been bereaved following the loss of someone with a terminal illness, including dementia. We can also support you before your loved one dies.

Call us for free on 0800 0902309 to discuss practical and emotional concerns with one of our trained Support Line Officers or get ongoing support from a bereavement volunteer.

We also have two fully trained counsellors who are able to provide additional 1:1 support either face to face, virtually or on the telephone.

We also have a bereavement group within the hospice for those who have been bereaved through a terminal illness. Please call 029 2042 6068 for more details.

Platform Wellbeing- Counselling & Wellbeing Centre

Our large team of professional counsellors provide counselling services face to face, online and over the phone. Telephone 029 2044 0191 or e-mail

hello@platformwellbeing.com

RNIB Cymru

The RNIB offers emotional support for blind and partially sighted people through our Sight Loss Counselling team, a group of professional telephone and online counsellors. To

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

contact the Sight Loss Counselling team, get in touch with our friendly team through the Helpline today if you or someone you care for needs help call us on 0303 123 9999 from Monday to Friday 8am to 8pm, and Saturday 9am to 1pm or e-mail us at helpline@rnib.org.uk . You can also get in touch with the counselling team directly by leaving us a message on 020 7391 2186 or e-mailing cwt@rnib.org.uk. You can also visit [Sight loss counselling - professional support | RNIB | RNIB](#).

The RNIB also have a booklet called Starting Out Emotional Support. This booklet is about recognising and dealing with the feelings and emotions that can come from experiencing sight loss. It contains suggestions about counselling, emotional and peer support and befriending services and how you and your loved ones can access this help. The booklet can be accessed via this link [Starting Out - Emotional Support | RNIB](#)

The Vale Third Sector Broker (V)

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Ty Hapus

Offers a free counselling service for up to six free sessions. If you are a family member, friend or carer over the age of 14 and know someone with dementia we can support you. Contact 01446 738024 or e-mail enquiries@tyhapus.org.uk

For details of other counselling services, please also see the Counselling Services booklet on the following website: www.cavamh.org.uk/search

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Day Centres for older people in the Vale and Cardiff

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New Horizons Day Opportunities Centre (V)

Provides social, educational, rehabilitation and recreational facilities for people with a physical disability.

Telephone 01446 700111, 01446 731935 or e-mail fharding@valeofglamorgan.gov.uk

Rondel House Day Service (V)

Rondel House Day Service is situated in Maes Y Cwm Street, Barry and provides a service for older people who live in the Central and Eastern areas of the Vale of Glamorgan. The service has been remodelled as a centre of excellence for Dementia within the context of a Dementia friendly community. Telephone 01446 700111 or 01446 745922.

The Vale Third Sector Broker (V)

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joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry and Cardiff.

E-mail enquiries@tyhapus.org.uk or telephone 01446 738024

ValePlus

Supporting adults of all ages in social, communication and vocational skills to increase their self esteem and confidence and ultimately improve their quality of life.

Contact 01446 746691, e-mail kimberley@valeplus.co.uk or visit www.valeplus.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Dementia services for older people in the Vale and Cardiff

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Alzheimer's Society activities and group services currently operating throughout Cardiff and the Vale include:

Dementia Support Line:

If you need dementia support, we're here for you. We know dementia affects everyone differently; whether you, a loved one, a friend or neighbour is affected by dementia, we're here to support you. Our Dementia Advisers are available on the phone to give you the support you need or give you the opportunity to be transferred to a local Dementia Adviser who can provide face-to-face support.

Call us: Tel: 0333 150 3456 or Tel: 03300 947 400 (for Welsh-speaking)

Text Relay: 18001 3033 222 11 22 (for those who are deaf or hard of hearing)

Carer Information and Support Programme (CrISP) (Face to face)

We offer programmes for family carers to learn more about dementia in a supportive and friendly environment. Carers can share their experiences and find out about local services that may be of help.

For more information e-mail: Helen Payton/Ruth Caddy (Dementia Advisers)

cardiffandvalecrisp@alzheimers.org.uk

Live Well With Dementia Programme (LWWD) (Face to face)

The Live Well with Dementia Programme aims to provide people living with early-stage dementia with the knowledge, skills and practical tools to support and empower them to take an active role in the management of their health and well-being.

For more information e-mail: Helen Payton/Ruth Caddy (Dementia Advisers)

cardiffandvalecrisp@alzheimers.org.uk

Alzheimer's Society Carers' Support Group is for any person currently caring for someone living with dementia, either in their own home or in a residential setting. Our peer support group offers a reassuring, confidential and safe place to talk to others about how dementia affects your life. Our Carers Support Group can provide you with the opportunity to connect with other carers in the same situation as yourselves in the comfort of your own home. Guest speakers are invited along to give information and advice of local services, along with Dementia Advisers in attendance to offer support and advice, or just for an informal chat if required. The group meet online via ZOOM on the second Tuesday of each month. For joining instructions, contact Jacky via e-mail:

jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

Fun and Friendship Activity Group: A social activity group for people living with Young-Onset Dementia. (Diagnosed before the age of 65). The Fun and Friendship (Activity) Group is free of charge and open to anyone living with young onset dementia, accompanied by those who support them. Come along to enjoy an activity, chat and laugh together in a supportive and relaxed environment. Activities can include creative music, quizzes, skittles, boccia, bucket drumming and reminiscence. Dementia Advisers in attendance to offer support and advice, or just for an informal chat if required. (Refreshments available). Held on the second Wednesday of each month at V21 Sbectrwm Centre, Bwlch Road, Fairwater Cardiff CF5 3EF from 10.30am – 12noon. For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Music and Memory Café: A friendly, sociable and relaxed group for people with dementia accompanied by those who support them. Come along for opportunities to participate in fun and engaging music-based activities, including music, singing, playing instruments and reminiscence. No previous musical experience required! Light refreshments available. Held on the first Tuesday of each month at Cyncoed Methodist Church, Westminster Crescent, Cyncoed, Cardiff CF23 6SE, from 2pm – 3pm. For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Singing for the Brain is a weekly singing group. Singing for the Brain brings the joy of singing to people living with dementia, accompanied by those who support them. Join us where you can meet new people in a friendly, fun and social environment and come along for some fun vocal warm-ups and to sing a wide variety of familiar and new songs in a supported environment. No musical experience is necessary and there will be a very warm welcome! (Refreshments provided). These sessions are every Wednesday from 2pm – 3pm, both in-person at St Isan's Church Hall, Heol Hir, Llanishen CF14 5AE and online, via ZOOM. (Call for joining details) For more information, contact Jacky via e-mail: jacqueline.ayres@alzheimers.org.uk or telephone: 07484 089481

Other organisations

Cardiff and Vale Memory Team

The Cardiff and Vale Memory Team based at the University Hospital of Llandough is a multidisciplinary team that are involved in the initial assessment of patients presenting with a variety of conditions that affect cognition, including memory, that have been referred by community teams, primary and secondary care services. The team also provides post diagnostic support through its multidisciplinary members to individuals living with dementia and their relatives. Telephone: 029 2071 6961 or e-mail: memory.team@wales.nhs.uk

Dementia Café for the Young at Heart (C)

Have you been affected by Dementia? Then come along to the 'Dementia Café for the Young at Heart' at Adamsdown Day Centre, St Germans Church Hall, Metal St, Cardiff, on the second Monday of the month, 2pm - 4pm. There is no charge. The café provides an opportunity for anyone affected by Dementia to get together for mutual support and companionship. Telephone Angela on 029 2025 2993.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Dinas Powys Memory Café

On the second and fourth Friday of every month. Support and information for carers, friends, family and anyone affected by memory problems. At Murchfield Community Centre, Dinas Powys. Telephone 029 2051 3700 or e-mail befriendingpvc@gmail.com

Effro – Cwm Taf Morgannwg / Cardiff & the Vale of University Health Board areas

Offers a wide range of dementia related training opportunities, throughout Wales, and welcomes expressions of interest from anyone interested in volunteering. Most training is currently provided free of charge and can be tailored to the needs of your team/organisation.

Effro also offers between five and ten group sessions in Care homes, or anywhere where there is a community of people with dementia, (within our area of service); sessions are underpinned by theories such as Cognitive Stimulation Therapy and Reminiscence Therapy and intended to be multi-sensory, fun environments for those participating. We seek to empower staff/volunteers in these communities to continue running groups in the longer term.

Effro also offers personalised, 1:1 support for people in the community living with dementia; providing individuals with a positive, personalised action plan based on their particular needs and ambitions. The principal aim of the 1:1 support is to help the individual to be as physically and mentally active as possible whilst providing their family members and/or carers with a degree of support. Whilst there is no charge for this service the number of referrals that can be accepted is limited.

E-mail: effro@platform.org Telephone: 0300 3035918 or visit: <https://effro.org>

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia.

The sessions are specially designed for people with dementia and their families. New members are always welcome to join us at our weekly evening in-person sessions or our online sessions.

FMNC Cardiff South & Vale: Thursdays, 6:30-8:30pm at Elfed Avenue Church, Penarth CF64 3LX.

FMNC Cardiff North: Tuesdays, 6:30-8:30pm at Thornhill Church Centre, Excalibur Way, Cardiff. CF14 9GA.

Online Sessions: Thursdays, 10:30am & 11:15am via Zoom.

For more information telephone 029 2236 2064, e-mail hello@forgetmenotchorus.com or visit www.forgetmenotchorus.com/join-our-community/

Marie Curie – Dementia Activity Group

Our Dementia Activity group is a place for people living with dementia, and their carers, to come and take part in varied activities and have some fun. Our groups are designed to stimulate the senses and examples include painting, mosaic making, “cinema style” film screenings, quizzes and puzzles, physical games and much more. If you or someone you know could benefit from meeting people in the same boat, engaging in fun activities and

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

support from our expert team then contact the Activities Co-ordinator on 029 2042 6000 or e-mail wellbeingandsupporthub@mariecurie.org.uk

Memory Café Penarth (V)

For those living with dementia and their families and carers. Come and find out about local community support, join in with dementia friendly activities and enjoy taster sessions. Monthly sessions at Penarth Methodist Church.

Contact 029 2056 9483 or e-mail Christine.darby@homeinstead.co.uk

Memory Café Whitchurch (C)

For those living with dementia and their families and carers. Come and find out about local community support, join in with dementia friendly activities and enjoy taster sessions. Monthly sessions at Ararat Baptist Church, Whitchurch.

Contact 029 2056 9483 or e-mail Christine.darby@homeinstead.co.uk

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework, challenges and representation at court and tribunal.

Telephone 029 2034 1577, e-mail barbara.kerridge@riverside-advice.co.uk or visit www.riverside-advice.co.uk

RNIB Dementia and Sight Loss

The RNIB can support with dementia and sight loss to help make life easier. You can access more information via [Dementia and sight loss | RNIB](#).

As well as information around falls, dementia and sight loss [Practice note – Falls, dementia and sight loss \(rnib.org.uk\)](#).

Rondel House Day Service (V)

Rondel House Day Service is situated in Maes Y Cwm Street, Barry and provides a service for older people who live in the Central and Eastern areas of the Vale of Glamorgan. The service has been remodelled as a centre of excellence for Dementia within the context of a Dementia friendly community. Telephone 01446 700111 or 01446 745922.

Solace

Offers free and confidential help to carers of older people with any form of dementia or mental health need including:

- Telephone Support Line
- Call Back Service
- One-to-one support
- Group support
- Social groups
- Drop-in service

For more information, phone 029 2052 9848.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telecare Alarm Services

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways.

For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or e-mail Telecare@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

The Royal British Legion Admiral Nurse service

A dedicated team of Admiral Nurses who are looking to support carers of people living with dementia. The carer or person with dementia must have served in the armed forces. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need.

Telephone the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk or visit www.britishlegion.org.uk

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For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Ty Hapus

Supporting people and their families living with dementia, through day support and activities and events. Ty Hapus supports people of all ages with a diagnosis of dementia and also has a dedicated service for people living with Young Onset Dementia diagnosed before the age of 65. Ty Hapus has services in Barry and Cardiff.

E-mail enquiries@tyhapus.org.uk or telephone 01446 738024

Wales Dementia Helpline

The free helpline offers emotional support to anyone, of any age, who is caring for someone with dementia as well as other family members or friends. The service will also help and support those who have been diagnosed with dementia. Freephone 0808 808 2235 or visit www.dementiahelpline.org.uk

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes. The cost works out at £5 per session if paying by regular standing order or £7 on the door, including

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth. Gentle exercise and social groups in Barry and Cowbridge. Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Domiciliary Care services for older people in the Vale and Cardiff

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NB: This does not list independent agencies.

Helping Hands Home Care

Helping Hands have over 30 years' experience in delivering specialist, CIW-regulated home care. We embrace a compassionate, person-centred approach, which focuses on supporting you to remain independent, comfortable and secure in the familiar surroundings of your own home. Our friendly carers are all expertly trained to help people with varying needs - including those living with types of dementia and other complex conditions. Depending on your circumstances, we offer flexible visiting home care or 24-hour live-in care, with a care plan that's fully tailored to your requirements and preferences. Our carers can help with personal routines, mobility, housework, shopping, medication, and so much more – or they can just spend time chatting with you over a cup of tea.

For further information, please call 01789761964, visit

<https://www.helpinghandshomecare.co.uk/> or e-mail enquiries@helpinghands.co.uk

Home Instead

Provides person centred care for older people, enabling them to actively enjoy life in their own home, ensuring they stay safe and well. Home Instead ensures that Care Professionals personalities and interests are closely matched to those of clients, and that the same Care Professional visits each time.

Home Instead can also provide a full-time home care solution which allows a client to stay at home in familiar surroundings, supported by a fully trained Live-In Care Professional who works to an individually tailored plan. This one-to-one personalized live-in care service can provide an ideal alternative to full time residential care. Contact 029 2056 9483, visit www.homeinstead.co.uk/cardiff or www.homeinstead.co.uk/penarthandbarry

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Falls awareness and prevention for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Action for Elders

We work to ensure that older people have the opportunities to stay fit, healthy and fulfilled, while reducing social and health care costs for local and national governments.

For information about local services, e-mail info@actionforelders.org.uk or visit <https://www.actionforelders.org.uk/where-we-work>

Age Cymru

Age Cymru is a key member of the National Taskforce on Falls Awareness and Prevention, its aim is to raise public and professional awareness of the many risk factors for falling and that falls are not an inevitability when growing older. The Health Initiatives Officer offers community talks, presentations and delivery of Falls Brief Intervention Training, empowering others to talk openly and honestly about falls. The charity is active in dispelling the long entrenched myth that falls are an inevitable part of ageing and is leading the work on Primary Prevention in the community.

To book a falls awareness talk, request a presentation and/or Falls Brief Intervention Training, e-mail angharad.phillips@agecymru.org.uk or telephone 029 2043 1555.

Information can also be found on their website www.agecymru.org.uk

Care & Repair Cardiff and the Vale

Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- Telephone advice including a healthy homes check, identifying contractors to help with repairs, signposting to other services and taking requests for smaller scale adaptations.
- Caseworker visits – attending the home to identify the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions. Practical help with form filling, benefit checks, fundraising and assistance with applying for grants for identified works.
- Technical assistance – trained and qualified team of technical officers providing their knowledge free to help clients with a range of building and repair issues including assistance with approved contractors, technical surveys, plans, and specifications obtaining builders' estimates and co-ordination of works.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

ElderFit

We are a Community Interest Company who specialise in exercise for the older person. Our aim is to reduce falls through strength and balance exercises, as well as offering a socially stimulating environment.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The sessions are fun, educational and increasingly challenging - but most importantly they are engaging, thus reducing isolation and loneliness. Elderfit provides a social element where individuals can meet like-minded people, make friends, and get fitter whilst doing it. The sessions currently run in private care homes and community facilities, with group sessions and private one on one sessions available. All ranges of ages and abilities are covered, ensuring that all clients' skill levels are catered to. We can offer group, one to one and bespoke services.

Telephone 07515 462191 or e-mail info@elderfit.co.uk

RNIB Falls, Dementia and Sight Loss

The RNIB offer information and guidance on how to reduce the risk of falling in the garden, home and elsewhere for blind and partially sighted people. You can access information via [Reduce your risk of falls | RNIB](#) and [Practice note – Falls, dementia and sight loss \(rnib.org.uk\)](#).

Telecare Alarm Services

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways.

For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or e-mail Telecare@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk; More information is available at www.telecarecardiff.co.uk

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For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Food Bank, Food Pantry and FoodShare in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Foodbanks

Foodbanks provide free emergency food aid for local people experiencing financial crisis situations. Foodbank Centres in the **Vale** are located in Barry, Dinas Powys, Llantwit Major and St Athan.

Telephone 07879 562077, e-mail info@vale.foodbank.org.uk or visit www.vale.foodbank.org.uk

For details of the **Cardiff** Food Banks telephone 029 2048 4120, e-mail info@cardiff.foodbank.org.uk or visit www.cardiff.foodbank.org.uk

Food Pantries/FoodShare CF61, Llantwit Major (V)

A membership community pantry using end of day and surplus supermarket items. Help stop food waste! Every Thursday from 12.00pm - 2.30pm at CF61, Station Road, Llantwit Major.

Telephone 01446 741706 or e-mail Nicola@gvs.wales

Castleland Community Centre, Barry (V)

We operate a FoodShare in conjunction with major supermarkets to provide free and discount food to anyone who needs it. Every Wednesday at 2pm until the queue dies down.

Telephone 01446 701285 or e-mail castleland@dicdevelopmenttrust.com

Dusty Forge Food Pantry (C)

Weekly subscription. Membership open to residents in Ely or Caerau. Wide selection of fresh produce and store cupboard staples.

Telephone 029 2000 3132

Llanrumney Hall Pantry (C)

Weekly subscription. Membership open to Llanrumney residents. Food and household essentials.

E-mail pantry@llanrumney.org or telephone 029 2000 1441

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issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Good Neighbours Schemes (see also Hospital Discharge) for older people in the Vale and Cardiff

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Age Connects Cardiff & Vale Volunteer Programme

Do you need some extra support to stay independent and living in your own home? If you don't have family or friends who can help, our committed volunteers might be able to provide:

Face to face & telephone befriending

- A volunteers visiting for a cup of tea and a chat
- A volunteer ringing to check that you are ok and have a chat

Confidence building help to join clubs and activities

- Volunteers will support you for a few weeks to go out or join a club or activity (Vale only)

Transport (there is a fee for this service)

- Volunteer driving you to an important appointment
- For those who can't use public transport and in financial hardship who can't afford taxis

Information provision, practical support and problem solving

- Help to find answers to any queries you have
- Signposting, research and problem solving
- Help with reading letters or filling out basic forms
- We can sometimes assist with small DIY jobs around the home - this is reserved for clients who do not have the financial means to pay for help (Cardiff only)

Telephone 01446 795549 (Vale), or 029 2068 3600 (Cardiff).

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, old Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes. In this context, reflecting Government guidelines, they currently provide two main types of service - shopping for their clients and telephone companionship. Telephone 029 2075 0751, e-mail

admin@goodneighboursinnorthcardiff.co.uk or visit www.gninc.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits.
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying.
- Sitting for carers to take a break, go to appointments etc.
- Companionship.

Telephone 029 2061 7009 or visit www.havenhomecare.org

MHA Communities Penarth and District

Help and support to older people in the wider community. We offer services that enable people to leave their homes and begin to socialise with others. We achieve this with transport, weekly 'Out and About' day trips, Friday coffee morning, lunch club and afternoon 'Friendship Group'. We also offer advocacy, signposting, newsletters and general support to those in need. Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

Royal Voluntary Service

Our volunteers deliver personal and practical support to help older people stay independent at home, active in their local community and to live the life they want to every day. Telephone 0845 600 5885, e-mail cardiffvalehub@royalvoluntaryservice.org.uk or visit www.royalvoluntaryservice.org.uk

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Health and Wellbeing Promotion in the Vale and Cardiff

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Add to your Life

Health self-assessment

If you're 50 or over addtoyourlife.co.uk is a free online health assessment from NHS Wales to help you make informed decisions about your health and wellbeing. It can help you to improve your physical and mental health and point you towards useful sources of support. Visit <https://addtoyourlife.wales.nhs.uk/>

ASH Wales

Action on Smoking & Health (ASH) Wales is the leading voluntary organisation in Wales tackling tobacco use. Our main aim is to achieve a reduction in and eventual elimination of the health problems associated with smoking and tobacco use. Telephone 029 2049 0621 or visit www.ashwales.org.uk

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity. Services include a large range of inclusive cycling options catering for all abilities and supporting those needs such as stroke or dementia. Adult learn to ride and also confidence building cycling sessions available as a group or one to one. Volunteering opportunities available in many aspects of the charity. Telephone 029 2039 0713, e-mail info@cardiffpedalpower.org or visit www.cardiffpedalpower.org

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

Diverse Cymru

Diverse Cymru runs engagement events and work in Cardiff and the Vale for diverse individuals and third sector organisations. This includes older people. We gather people's stories and what matters to them and feed this into research, consultation responses and policy. Telephone 029 2036 8888, e-mail research@diverse.cymru or visit www.diverse.cymru.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia. The sessions are specially designed for people with dementia and their families. You can join us online via Zoom (Thursdays, from 10.30am), or in person for our singing groups at Thornhill Church Centre, Cardiff, CF14 9GA (Wednesdays 6.30 - 8.30pm) and at Elfed Avenue Church, Penarth, CF64 3LX (Thursdays 6.30-8.30pm).

Telephone 07878 056724 or e-mail hello@forgetmenotchorus.com

For more information: www.forgetmenotchorus.com/join-our-community/

Grow Cardiff; The Grow Well Project (C)

Health & wellbeing sessions run at three sites/gardens in Cardiff. Sessions are held at Dusty Forge/Action for Caerau & Ely, Landsdowne Surgery and Riverside Health Centre. Anyone interested needs to live or be registered with a GP in the South West cluster of GPs (Ely/Caerau, Canton/Pontcanna and Riverside). You can either self-refer or pop in, just contact us ahead of time. Telephone 07935 734577, e-mail growwell@growcardiff.org or visit www.growcardiff.org/health-wellbeing/

Help Me Quit

Provides access to free NHS stop smoking services, in the community face to face or over the telephone. We provide friendly support during weekly sessions tailored to meet your needs and provide access to free prescriptions for stop smoking products. Freephone 0800 085 2219 or text HMQ to 80818 or visit the website to request a call back and for more information: www.helpmequit.wales

Information and Support Centres

Health and wellbeing information is available in the Information and Support Centres in Cardiff and Vale University Health Board. This service supports anyone looking for health information and can give support by providing free access to information in hard copy and via the internet; signposting to services and offering time to talk in a confidential environment. You can get free information about all types of health conditions, including cancer and long-term health conditions; local services and organisations; access to financial advice and information on benefits; carers information; screening, health awareness and health promotion. Contact Sarah Davies, Facilitator.

E-mail pe.cav@wales.nhs.uk or telephone 07973 715912 or visit

<https://cavuhb.nhs.wales/patient-advice/patient-experience/information-and-support-centres/>

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Marie Curie – Complementary Therapies

Our complementary therapies are available to anyone living with a palliative condition or their carer. We provide a block of six x 1 hour per week sessions, for free to help people with their health and wellbeing. Our therapies include hypnotherapy, reflexology, reiki, indian head massage and swedish massage. If you would like to access any of these sessions, please enquire by contacting the Activities Co-ordinator on 029 2042 6000 or e-mail wellbeingandsupporthub@mariecurie.org.uk

Mind in the Vale - Wellbeing, social prescribing and single point of access service

Our Wellbeing and Social Prescribing practitioners will work with you in your GP surgery or telephonically to assess your needs. They will then make relevant referrals to any specialist organisations and services within the community. You will be supported to focus on identifying and achieving your goals and access local community resources.

Your GP can refer you in to this service but you can also self-refer by telephone 01446 730 792 or e-mail admin@mindinthevale.org.uk or complete our online referral form. [Wellbeing, Social Prescribing and Single Point of Access | Mind in the Vale of Glamorgan](#)

Reel Minds CIC

Reel Minds organise fishing trips for all ages – we offer full coaching, equipment and bait. In some cases we even offer transport if you don't drive or have mobility issues. We also have a monthly indoor meeting for tea/coffee, a chat, some pastries and cakes and we make and teach people how to make different fishing rigs on the second Friday of every month from 10am – 2pm at The Bridge Between Community Centre in Barry. All our volunteers are trained in Angling Coaching, First Aid, Safeguarding & Mental Health First Aid. The group is aimed at getting people outdoors and active and socialising to improve their mental health. Telephone Dave on 07854 7133319, Josh on 07498 180154, e-mail info@reelminds.org.uk or visit the Facebook page <https://www.facebook.com/ReelMindsCIC>

RNIB Community Connection

The RNIB offer a variety of opportunities to connect and share experiences with other blind and partially sighted people. You can also find advice on how to look after your wellbeing [Community connection and wellbeing | RNIB](#).

Meet and connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Contact our Helpline to find out what is going on. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#) The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays. If you have an Alexa enabled device just say "Alexa, call RNIB Helpline".

RNIB Connect Facebook groups

Our Connect Facebook groups are a supportive space for anyone affected by sight loss to talk to others in a similar situation, ask questions and share tips and stories. [Connect Facebook groups | RNIB](#)

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB Talk and Support

Socialise, build friendships and get peer support with RNIB Talk and Support telephone befriending social groups for adults with sight loss. [Talk and Support | RNIB](#)

Sporting Memories Wales

Sporting Memories Wales work with communities and organisations to promote the mental and physical wellbeing of people over 50, using the power of sport as a focus to engage those in particular who are living with dementia, depression or are socially isolated.

Weekly volunteer-led clubs, will take place at sports stadiums, sports clubs, care-centres, community centres and libraries, using archive images of sport, memorabilia and news reports to trigger fond memories of playing or watching sport. As well as reminiscing about sport and allowing group members to tell their stories through sporting memories, the clubs include exercise and the playing of accessible sports to increase physical activity levels of their members. New friendships are formed with members gaining confidence to meet new friends and make meaningful connections not just within the clubs but in the wider community too. For those that cannot attend a community club there is opportunity to take part in online weekly clubs from the comfort of their home.

Telephone 07515 916305 or visit www.sportingmemoriesnetwork.com

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Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes. The cost works out at £5 per session if paying by regular standing order or £7 on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth. Gentle exercise and social groups in Barry and Cowbridge.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Hospital discharge (See also Good Neighbours Schemes) for older people in the Vale and Cardiff

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Care & Repair Cardiff and the Vale Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return home as soon as possible from hospital - as well as help to prevent admission or re-admission to hospital by providing small scale, quick adaptations or repair service that reduces hazards or risks identified within the home environment.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

Royal Voluntary Service

Our volunteers deliver personal and practical support to help older people stay independent at home, active in their local community and to live the life they want to every day.

Telephone 0845 600 5885 or visit www.royalvoluntaryservice.org.uk

Telecare Alarm Services

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways.

For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or e-mail Telecare@valeofglamorgan.gov.uk. More information is available at

www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail

telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.
For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Housing & housing adaptations for older people in the Vale and Cardiff

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Provides expert advice, support and practical assistance to help older people to repair, adapt and maintain their homes. Support can include:

- Telephone advice including a healthy homes check, identifying contractors to help with repairs, signposting to other services and taking requests for smaller scale adaptations.
- Caseworker visits – attending the home to identify the need for repairs, maintenance, or adaptations to prevent accidents or the worsening of existing health conditions. Practical help with form filling, benefit checks, fundraising and assistance with applying for grants for identified works.
- Technical assistance – trained and qualified team of technical officers providing their knowledge free to help clients with a range of building and repair issues including assistance with approved contractors, technical surveys, plans, and specifications obtaining builders' estimates and co-ordination of works.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Care & Repair Cardiff and the Vale Rapid Response Adaptation Programme

The Rapid Response Adaptation Programme (RRAP) is designed to help older people to return home as soon as possible from hospital - as well as help to prevent admission or re-admission to hospital by providing small scale, quick adaptations or repair service that reduces hazards or risks identified within the home environment.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

Citizens Advice Cardiff and Vale

Under our Advicelink Cymru service, we offer face to face, telephone, webchat and e-mail generalist and specialist advice services run from Barry and outreach premises in the Vale of Glamorgan and Cardiff. This project focuses on the provision of advice and casework on complex benefit, debt, employment, discrimination and housing matters to priority groups to include:

- Young and Adult Carers
- Children with complex needs
- Older people (particularly those with dementia)
- Individuals with learning disabilities and autism
- Integrated family support

Residents of Cardiff and Vale can contact our Cardiff and Vale Advicelink service on 0808 278 7925. Those outside Cardiff and Vale and or requiring specialist advice should call our Advicelink Cymru service on 0800 7022 020. Clients who require text relay can call 18001

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

08082 505720. Lines are open between 9am and 6pm Mondays and Thursdays, and between 9am and 5pm Tuesdays, Wednesdays, and Fridays

Healthy Homes, Healthy People

Healthy Homes, Healthy People work across Wales and can support people with a range of energy advice and income maximisation measures. These include:

- Full benefits checks and help to apply for benefits (we can't support with appeals)
- Support to access various winter fuel payments for eligible individuals
- Full support to access the Nest boiler replacement scheme for eligible individuals
- A range of home safety advice and access to various devices (e.g. alarms)
- Support to be switched to a capped water tariff for eligible households.

Eligibility for most schemes we refer to relate to some combination of people being on a low income and / or means tested benefits and / or having health conditions. To make a referral please e-mail hphp@warmwales.org.uk with contact information for the person you are referring and a brief overview of the help they would find useful.

Managing Better

A new service partnership has been set up between Care & Repair Cymru, RNIB Cymru and Action on Hearing Loss Cymru, to deliver a critical prevention service, known as Managing Better, for older people across Wales.

The service features Critical Prevention Caseworkers in every part of Wales, helping older people who are frail, have dementia, sensory impairment or are vulnerable in other ways. The service will work with primary healthcare practitioners, GPs, hospitals, social care, and third sector organisations to reach older people most in need of help, to keep them safe, warm and independent at home. The specialist Caseworkers, working out of local Care & Repair Agencies, will visit older people in their own homes, assess their needs and identify bespoke changes for hearing and sight loss problems as well as any other adaptations needed to help them stay safe in their home.

Telephone 029 2047 3337 or e-mail careandrepair@crcv.org.uk

RNIB

The RNIB provide information on adapting your home to make it safer and more liveable as a blind or partially sighted person. If you are losing your sight or have an eye condition, you may need to carry out improvements, repairs, or adaptations to your home to help you continue to live independently. You might be able to receive financial help towards the cost of these changes. For more information visit [Adapting your home as a blind or partially sighted person | RNIB | RNIB](#).

RNIB also have a shop with hundreds of products designed to improve the day-to-day lives of blind or partially sighted people in and around the home [RNIB Online Shop](#).

South Wales Fire & Rescue Service

Free home fire safety check and free smoke alarms from your local Fire & Rescue Service. Telephone 0800 1691234

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telecare Alarm Services

Enable vulnerable people to live with greater independence and safety in their own home and community. Individuals may raise a call for help if needed, through easy to use equipment. Services can be offered to support individuals and their carers in a range of ways.

For services in the **Vale of Glamorgan**, contact the Telecare team on 01446 700111 or e-mail Telecare@valeofglamorgan.gov.uk. More information is available at www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Telecare

For services in **Cardiff**, contact Telecare on 029 2053 7080 or e-mail telecare@cardiff.gov.uk More information is available at www.telecarecardiff.co.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Vale of Glamorgan Council – Grant Agency Service

We provide a specialist Agency Service to administer Disabled Facilities Grants (DFG's) to enable eligible people to adapt their homes to remain independent. This includes a full service in preparing plans, preparing and submitting the formal grant application, supervising works on site and certifying the works on completion. Adaptations includes access to and from the dwelling, access around the dwelling and between floors, improving personal safety, facilitating access for bathing or showering, access to a lavatory, food preparation as assessed by an Occupational Therapist.

Where the work required to adapt a property is not reasonable and practical, clients may be offered assistance to move to a more suitable or more easily adapted property.

Please note adaptation grants are subject to a means test, however, for families applying for a disabled child up to the age of 18 or 19 and in full time education, the means test is not required.

You can apply for a Disabled Facilities Grant, if you or someone living in your property is disabled and:

- You, or the person on whose behalf you are applying, are either a private tenant or owner of the property.
- You can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their main residence throughout the grant period, currently 10 years for owner occupiers or 5 years as a tenant.

Telephone 01446 709127 or e-mail GrantsAssistance@valeofglamorgan.gov.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Council Tenants are eligible to apply for Council House Adaptation Assistance delivered through the Council House Adaptation Team. Registered Social Landlords are eligible to apply for Physical Adaptations Grant (PAG) from the Welsh Government for their tenants.

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Leisure and Physical Activities for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Cymru

Age Cymru run Tai Chi classes, Chair Based exercise classes, Nordic Walking Groups, Walking Groups and a Walk and Talk Befriender. Telephone 0300 303 44 98 for more information or visit the website: [Age Cymru | Physical activity \(ageuk.org.uk\)](http://ageuk.org.uk)

Brockhill Way Mind Matters – Penarth (V)

To provide brain-gym activities for older people in an informal, mutually supportive setting; to help people manage positively and constructively age-related conditions affecting memory and cognitive skills; to provide opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Brockhill Way Extend Group – Penarth (V)

To provide low-impact physical activities for older people, in an appropriately structured, enjoyable setting; to help people live with age-related physical conditions; to provide opportunities for informal social interaction and encourage older people to live full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Cardiff Community Centres

Details on the Community Centres available across Cardiff including information on the different facilities, costs for hire, events and contact details can be found on:

<https://www.cardiff.gov.uk/ENG/resident/Leisure-parks-and-culture/Leisure-centres-and-facilities/Find-a-Leisure-Centre/Pages/default.aspx>

Cardiff Pedal Power

Cardiff Pedal Power enables everyone to cycle no matter what their ability or disability. With a range of different bikes and options for accessing services we can accommodate people no matter what their ability or disability. We work with all ages and offer a range of support services enabling people to undertake health and wellbeing activity through cycling and other activity. Services include a large range of inclusive cycling options catering for all abilities and supporting those needs such as stroke or dementia. Adult learn to ride and also confidence building cycling sessions available as a group or one to one. Volunteering opportunities available in many aspects of the charity.

Telephone 029 2039 0713, e-mail info@cardiffpedalpower.org or visit

www.cardiffpedalpower.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Cardiff Ramblers (C)

Cardiff Ramblers are the local group of the Ramblers. We organise walks in the south Wales area and beyond, including the Brecon Beacons, Black Mountains, Gower, Wye Valley and elsewhere. We also organise coach trips, family-friendly walks, rail rambles and monthly social events and keep a watch on the local footpath network.

Visit www.cardifframblers.org.uk

ElderFit

We are a Community Interest Company who specialise in exercise for the older person. Our aim is to reduce falls through strength and balance exercises, as well as offering a socially stimulating environment. The sessions are fun, educational and increasingly challenging - but most importantly they are engaging, thus reducing isolation and loneliness. Elderfit provides a social element where individuals can meet like-minded people, make friends, and get fitter whilst doing it. The sessions currently run in private care homes and community facilities, with group sessions and private one on one sessions available. All ranges of ages and abilities are covered, ensuring that all clients' skill levels are catered to. We can offer group, one to one and bespoke services.

Telephone 07515 462 191 or e-mail info@elderfit.co.uk

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia.

The sessions are specially designed for people with dementia and their families. New members are always welcome to join us at our weekly evening in-person sessions or our online sessions.

FMNC Cardiff South & Vale: Thursdays, 6:30-8:30pm at Elfed Avenue Church, Penarth CF64 3LX.

FMNC Cardiff North: Tuesdays, 6:30-8:30pm at Thornhill Church Centre, Excalibur Way, Cardiff. CF14 9GA.

Online Sessions: Thursdays, 10:30am & 11:15am via Zoom.

For more information telephone 029 2236 2064, e-mail hello@forgetmenotchorus.com or visit www.forgetmenotchorus.com/join-our-community/

Goldies Cymru

Every Tuesday and Thursday at 11am, you can enjoy a Goldies session in your home led by Rachel on Tuesdays and Cheryl on Thursdays. The sessions are recorded and go 'live' on YouTube so you can watch as many times as you like - FREE of charge. The song words are on the screen so you can join in and Sing & Smile in your own homes.

E-mail cheryl@goldiescymru.org.uk or visit www.goldieslive.com

Intersensory Club (V)

Vale Adaptive Cycling Club offers specialist adaptive bikes, trikes, tandems etc enabling children, young people and adults with varying disabilities to access cycling.

Telephone 01446 420533 or e-mail valecycleclub@outlook.com

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Marie Curie – Seated Exercise Group

The Seated Exercise group, which takes place at the Wellbeing and Support Hub (Cardiff and Vale Hospice) is a group for people living with a palliative condition or their carers to engage in physical activities and sports where traditional non seated exercise isn't available to them, either due to mobility issues or because of the demands of their illness. It's always fun, focused on natural movement and accessible to everyone. If you think that you could benefit from one of our classes, contact the Activities Co-ordinator on 029 2042 6000 or e-mail wellbeingandsupporthub@mariecurie.org.uk

Motion Control Dance run a movement and wellbeing programme for older people, at their dance studio at Barry YMCA. These sessions are listed in the Vale Golden Pass scheme, offering special rates for those new to the scheme.

Mature in Motion - Mondays 11.45 - 12.45 - A part seated/part standing creative movement class, to improve mobility, balance, fitness and wellbeing. A relaxed and fun class that explores different dance styles each term. These sessions are best for those who really enjoy dancing to music!

Dance for Parkinson's, Mondays 2.15 - 3.15pm A fun session offering a variety of mobilising and rhythmic movements, beginning seated and moving towards standing and striding, with a barre for supported standing movements. The session is designed to be adaptive to the needs of the participants and has a visual/choreographic theme.

Tuesdays 11.30am - 12.30pm - Tai Chi - (Barry)

Rhose only: Tuesdays 2.00 - 3.00pm Tai Chi

Call Lara on 07545 562524 for more information and advice. Each session costs £5.00.

Outdoor Cardiff (C)

Discover what outdoor opportunities are on offer in the city and its surroundings. visit <http://www.outdoorcardiff.com>

Reengage Free Activity Groups for over 75s

Activities in Cardiff include chair yoga, Welsh Language Class, Light exercise, Exercise to music. Activities in the Vale include mixed exercise classes. Held at various locations throughout Cardiff and the Vale. All class information is available on the website [Social activity groups for older people \(reengage.org.uk\)](http://socialactivitygroupsforolderpeople.reengage.org.uk) or telephone 0800 716543.

Reel Minds CIC

Reel Minds organise fishing trips for all ages – we offer full coaching, equipment and bait. In some cases we even offer transport if you don't drive or have mobility issues. We also have a monthly indoor meeting for tea/coffee, a chat, some pastries and cakes and we make and teach people how to make different fishing rigs on the second Friday of every month from 10am – 2pm at The Bridge Between Community Centre in Barry. All our volunteers are trained in Angling Coaching, First Aid, Safeguarding & Mental Health First Aid. The group is aimed at getting people outdoors and active and socialising to improve their mental health.

Telephone Dave on 07854 7133319, Josh on 07498 180154, e-mail info@reelminds.org.uk or visit the Facebook page <https://www.facebook.com/ReelMindsCIC>

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB

The RNIB can support blind and partially sighted people to get involved in all kinds of sports. No matter your age or ability, you can try your hand at football, rock climbing, rugby, athletics or archery. Find out about the different opportunities available and how you can get involved via [Sport and leisure | RNIB](#).

Sense - Active Lifestyles project

Sense provide participation opportunities for individuals with complex needs to engage in a number of sport and physical activity opportunities that are suitable to their needs. Activities are tailored to individuals with two or more disabilities To find out more, follow our activity finder [Bookable activities - Sense](#). As part of the project we also offer a number of training opportunities to support coaches, leisure staff, health & social care staff to feel more confident in their activity delivery to individuals with complex disabilities. To find out more about any of the opportunities contact Lauren.Heath@sense.org.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Valeways (V)

Offers Coffee Shop Strollers, fully accessible walks, no more than one hour, with no steps, stiles or steep inclines. These walks are led by an experienced Walk Leader within a safe and sociable environment.

For full programme of walks, telephone 01446 749000 (limited office hours), e-mail info@valeways.org.uk or visit www.valeways.org.uk

Vale Leisure Centres (V)

Details on the leisure centres open across the Vale can be found on the webpage: <http://www.valeofglamorgan.gov.uk/en/enjoying/Leisure-Centres/Leisure-Centres.aspx> or by calling 01446 700111.

Vale Community Centres (V)

Details on the Community Centres available across the Vale including information on the different facilities, costs for hire, events and contact details can be found on: <http://www.valeofglamorgan.gov.uk/en/enjoying/Community-Centres/Community-Centres.aspx> or by calling 01446 700111

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes. The cost

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

works out at £5 per session if paying by regular standing order or £7 on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth. Gentle exercise and social groups in Barry and Cowbridge. Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

Sporting Memories Wales

Sporting Memories Wales work with communities and organisations to promote the mental and physical wellbeing of people over 50, using the power of sport as a focus to engage those in particular who are living with dementia, depression or are socially isolated. Weekly volunteer-led clubs, will take place at sports stadiums, sports clubs, care-centres, community centres and libraries, using archive images of sport, memorabilia and news reports to trigger fond memories of playing or watching sport. As well as reminiscing about sport and allowing group members to tell their stories through sporting memories, the clubs include exercise and the playing of accessible sports to increase physical activity levels of their members. New friendships are formed with members gaining confidence to meet new friends and make meaningful connections not just within the clubs but in the wider community too. For those that cannot attend a community club there is opportunity to take part in online weekly clubs from the comfort of their home. Telephone 07515 916305 or visit www.sportingmemoriesnetwork.com

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Libraries

Libraries

Vale of Glamorgan Libraries – Home Borrower Service

Vale of Glamorgan Libraries run a Home Library Service which uses volunteers to deliver books to people in their own homes. This free service is for anyone who can no longer get out of the house to visit a library themselves because of disability or mobility issues. Volunteers drop off a bag of books at reader's homes every 4 weeks and collect the previous month's books.

The volunteer can deliver books in a number of formats – ordinary print, large print or talking books on CD. As the reader, all you need to do is give the volunteer an idea of the kind of books you like – books by a particular author, for example, or historical, crime, romances or non-fiction – the choice is yours!

If you would like to help us deliver the service or if you think this service might be just what you need or if you know of someone who could benefit from it, please call Melanie Weeks on 029 2070 8438 for more information.

Vale of Glamorgan Libraries

Vale library members have access to over 250,000 books, 7,000 talking books, 10,000 DVDs as well as free book reservations for any book in Wales, free internet access and a host of other fantastic services. All of our services are available to everyone, but some may be of particular interest to some older people:

Books: All libraries provide a free, wide-ranging stock of books for people of all ages, including books to support people living with dementia and their families. There is a proven link between reading for pleasure and increased wellbeing so if you haven't visited a library for a while give it a go.

Large print books: These are books printed in a larger font size – typically 16pt. – and on denser paper, making them much easier to read and comfortable on the eye.

Talking books: These are books recorded onto CD by well-known actors. Most feature the whole, unabridged version of the book and the collection also has dramatized versions of some novels. Library users of all ages love talking books because they allow you to get on with other things while listening to your book.

E-services: Vale Libraries provides a range of e-services including e-books, e-audio books, e-newspapers and e-magazines. These are all free and can be downloaded at home and viewed on a phone, tablet or PC. Library staff can help people set up the services on their portable devices.

Care Homes Service

Our service for care homes provides a regular, changing supply of books. These are chosen by library staff, based on resident requirements, and can include talking books and titles from our Dementia-Friendly collection. More information can be found at <https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Health-and-Wellbeing.aspx>

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

There are five Community Libraries in the Vale run by volunteers. If you would love to volunteer to work in these libraries, contact one of the Community Libraries directly for more information. There are community libraries in Dinas Powys, Rhoose, St. Athan, Sully and Wenvoe.

<https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Find-Your-Local-Library.aspx>

Events

Vale Libraries organise a host of regular and one-off activities, including book groups, digital drop-ins, author visits, backgammon club, audio book groups, jigsaw club, coffee mornings, knitting clubs and other regular groups and information events. More information on our activities can be found at:

<https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Whats-On.aspx>

Cardiff Libraries & Hubs

For a list of Libraries & Hubs and their associated activities in the Cardiff area, visit the website:

<https://www.cardiff.gov.uk/ENG/resident/hubs-and-libraries/Pages/default.aspx>

RNIB Library

The RNIB library is the largest of its kind in the UK, and it's completely free, with over 60,000 items in the collection. This [website](#) is your gateway to the entire collection in one place: Audio, Braille, Music – there is so much to access, borrow and enjoy. If you need any help with anything, please call our Helpline on 0303 123 9999.

RNIB Newsagent

The RNIB can also assist if you want to keep up with the day's headlines, or simply want to enjoy your free time relaxing with your favourite magazine in an accessible format, look no further than RNIB Newsagent. Visit the website for further details [Newsagent | RNIB](#).

RNIB Bookshare

Our bookshare opens up the world of reading in education for blind and partially sighted learners and learners with print-related disabilities. We offer a range of accessible textbooks and educational materials to support the personal needs of learners. Our free service, which can be accessed by teachers, students, and parents, has a range of accessible formats so books can be read electronically or adapted to suit personal reading needs, giving students the same educational opportunities as their peers. Books for leisure reading are also available. Head to the website for more information [Bookshare - for blind and partially sighted learners | RNIB | RNIB](#).

RNIB Transcription Service

The RNIB offer a personal transcription service, whether it's the magical place your favourite book used to take you or special memories locked in letters and journals that you can no longer read, we understand the importance and power of the written word and how difficult it can be for you to read what you want, when you want. Life is full of print and the inability to read this can present significant barriers to leading an independent life. Our team can help with removing these barriers. They can help you to stay in touch with your local community, continue to attend social groups and activities, enjoy your favourite

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

hobby, or widen your horizons through education and travel, by simply taking your print and converting it into a format you can read yourself. If you're based in Wales, or require transcription in Welsh, our Cardiff Transcription team can help. Contact them by calling [029 2082 8540](tel:02920828540) or e-mailing cardifftranscription@rnib.org.uk and head to the website for more information [Transcription services | RNIB](#).

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Lunch clubs (see also Social Activities) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Adamsdown Day Centre and Lunch Club (C)

If you are feeling lonely or isolated then the Adamsdown Day Centre and Lunch Club, St German's Church Hall, Star Street, Adamsdown, Cardiff, is a good place to meet people and make new friends. The Adamsdown Day Centre is open from Monday to Friday. Contact 029 2048 2899 for more information.

Ainon Lunch Club (C)

Meets at Ainon Baptist Church Hall, Market Street, Tongwynlais, Cardiff, CF15 7NS on the second and fourth Mondays each month is a good place to meet people and make new friends. This is a warm and friendly lunch club where a home cooked two course meal is available for a fee. You need to be able to negotiate one step for access. You do not need to be a member of the church. All are welcome, singles, couples or carers supporting clients. Contact 029 2081 3266 for more information.

Ararat Coffee Morning and Lunch Club (C)

If you are feeling lonely or isolated then the Ararat Coffee Morning and Lunch Club, The Ararat Baptist Church, The Common, Whitchurch, Cardiff, which meets on a Tuesday is a good place to meet people and make new friends. Contact 029 2061 0831 for more information.

Blind Veterans UK Lunch Club

Members can attend along with volunteers to assist in socialisation and reducing isolation. Telephone 01454 617920.

Vale - Last Tuesday of the month 12pm

Tynewydd Pub, 103 Tynewydd Road, Barry, CF62 8BB

Cardiff - Bi-Monthly the third Wednesday of the month

The Fox and Hounds, Old Church Road, Cardiff, CF14 1AD

Butetown Community Centre Lunch Club (C)

If you are feeling lonely or isolated then pop along to the Butetown Community Centre Lunch Club to meet people and make new friends. This small but friendly lunch club meets in the Butetown Community Centre, Loudon Square, Butetown, Cardiff.

Contact 029 2048 7658 for more information.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The Castleland Lunch Club (formerly Castaways) (V)

A social club for older people living independently in the Vale of Glamorgan. They meet every Friday 11am – 3pm at Golau Caredig, Broad St, Barry CF62 7AZ, for lunch and bingo. Phone 01446 734387 for more information.

Dalton Street Luncheon Club (C)

If you are feeling lonely or isolated then the Dalton Street Luncheon Club, Dalton Street Community Centre, Dalton St, Cathays, Cardiff, is a great place to meet new people and make friends. Contact 029 2022 0675 for more information.

Gathering Place, St Athan (V)

Lunch club at the Gathering Place, Flemingston Road, St Athan on the second Monday of each month at 12.30pm. Call 01446 750700 to book a place or e-mail thegatheringplacestathan@gmail.com .

MHA Communities Penarth and District

Help and support to older people in the wider community. We offer services that enable people to leave their homes and begin to socialise with others. We achieve this with transport, weekly 'Out and About' day trips, Friday coffee morning, lunch club and afternoon 'Friendship Group'. We also offer advocacy, signposting, newsletters and general support to those in need. Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

Moorland Rd Community Centre Lunch Club (C)

Lunch club at the Moorland Community Centre, Moorland Rd, Splott, Cardiff, CF24 2LG. We offer a daily lunch Tuesday, Wednesday and Thursday for the over 50's with lunch served at 12.30pm. Lunch is charged at just £4.00 per person. Contact 029 2132 8845 or e mail moorlandcommunity@yahoo.co.uk

RVS Lunch Clubs

RVS provide lunch clubs in various areas. Telephone 0845 600 5885 for more information.

Salvation Army Lunch Club, Ely

If you are feeling lonely or isolated then the Salvation Army Lunch Club at Aberthaw Road, Ely, Cardiff, CF5 4HB which meets every Monday at 12 -1.45pm is a good place to meet people and make new friends. This is an established lunch club supported and run by volunteers and Salvation Army personnel. After the lunch we have a friendship group to which anybody is welcome. Transport can be arranged but this is only available from Ely area. Please phone 029 2059 5557 for more details.

Sanatan Dharma Mandal And Hindu Community Centre (C)

A fresh, delicious, home cooked lunch for elders from the Indian community is served in the Sanatan Dharma Mandal And Hindu Community Centre, Sea View Building (Opposite Splott Market), Lewis Road, Splott, Cardiff.

E-mail info@sdmhcc.org or telephone 07747 080251

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Miscellaneous Services for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Medical Equipment Loan

British Red Cross Mobility Aids Service

Provides short term loans of medical equipment, such as wheelchairs, for people with a disability or illness. Telephone 0300 456 1914.

Nail Cutting

Age Connects Cardiff and the Vale

Do you struggle to cut your toenails on a regular basis? Age Connects Cardiff and the Vale offers low cost nail cutting service by trained staff at clinics across Cardiff & the Vale. For more information, phone 029 2233 1113.

Pet Care

Cinnamon Trust

Help with pets when the elderly and terminally ill are unable to look after them. Telephone 01736 757900 or visit www.cinnamon.org.uk

The Pet Food Bank

The Pet Food Bank Charity was created to keep household pets at home, where they belong. The Llanrumney Hall Pantry is currently an outlet for the Pet Food Bank. If you have a pet and you need help, please call reception on 029 2000 1441 or pop into reception. Anyone is welcome to come and collect food for their pets. You do not have to be a member of The Llanrumney Hall Pantry. If you would like more information on the Pet Food Bank, visit their website <https://petfoodbankservice.co.uk/>

Other

Age Connects works with a variety of trusted providers that offer a range of products and services to meet the needs of the over 50s in mind but available to all ages. These include:

- Will writing, Lasting Powers of Attorney and legal services
- Pre-paid funeral plans

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

- Stairlifts
- Equity release

To find out about these and more, visit <https://www.ageconnectscardiff.org.uk/shop> or telephone 029 2068 3604.

Age Cymru Advice

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals. If you want to talk to someone directly, in Welsh or English, call 0300 303 44 98 (open between 9am and 4pm, Monday - Friday) or e-mail advice@agecymru.org.uk

Action on Elder Abuse (AEA) Cymru

AEA is a specialist charity committed to preventing abuse against older people. Their work includes: a freephone specialist helpline for older people or anyone who is concerned that abuse may be taking place, providing guidance and support; a portfolio of information materials providing advice on how to spot abuse, appropriate action to take and useful contacts. Telephone 080 8808 8141.

CareCo Cardiff

CareCo has a huge range of mobility aids that can be purchased from our nationwide shops, by mail order service, telephone and through our website. Telephone 029 2034 0469, e-mail cardiff@careco.co.uk or visit <https://www.careco.co.uk/cardiff-showroom.htm>

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia.

The sessions are specially designed for people with dementia and their families. New members are always welcome to join us at our weekly evening in-person sessions or our online sessions.

FMNC Cardiff South & Vale: Thursdays, 6:30-8:30pm at Elfed Avenue Church, Penarth CF64 3LX.

FMNC Cardiff North: Tuesdays, 6:30-8:30pm at Thornhill Church Centre, Excalibur Way, Cardiff. CF14 9GA.

Online Sessions: Thursdays, 10:30am & 11:15am via Zoom.

For more information telephone 029 2236 2064, e-mail hello@forgetmenotchorus.com or visit www.forgetmenotchorus.com/join-our-community/

Good Gym (C)

Do you know any older people in Cardiff (60 or older) who need help with some DIY tasks? We are GoodGym and we have keen runners who will run to the home of the older person, carry out the task, then run home – we combine running with helping the community and our help is completely free! Runners can help out with tasks which include things like one-off garden clearance, changing light bulbs, outdoor painting, moving and putting together furniture etc.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

All of our runners that take part in Missions (these are what we call our runs to help out older people) are DBS checked and go through training. You can make a request for our friendly running volunteers to help out an older person by visiting the following link: <https://www.goodgym.org/request-a-mission> There is guidance on the online form about our referral criteria and the type of tasks we do. As our volunteers run to the location they are not able to bring tools or remove waste from the property, so these have to be organised before.

JWJ Clean Ltd.

Deep cleans, regular cleans, decluttering, oven and carpet cleans. Primarily working with vulnerable adults. (CRB checked) Telephone 029 2000 2363

Liddiards Little Lenders

Fully licensed to carry out house moves, waste clearance, item transport, garden clearances, black bags and anything else you can think of. We can provide receipts or invoices. Please call Dean on 07479 451549 or Ross on 07802 767249

The Limbless Association

The Limbless Association (LA) is a national limb loss charity, which has been supporting amputees and their families across the UK since 1983. Losing one or more limbs can be isolating, adversely affecting a person's mental as well as physical wellbeing. Our mission is to support and empower amputees to lead independent and fulfilled lives, so **no amputee need cope alone**. We provide free, high-quality information, advice and support to anyone pre - or post-amputation or living with congenital limb loss - by phone, email and online. We also offer assistance to clinicians and other professionals working with the limb loss community.

For more information, contact 07508 465685, e-mail barrie@limbless-association.org or visit www.limbless-association.org

Llais, Cardiff & Vale Region (Citizens Voice Body for Health and Social Care in Wales)

We provide a free and independent client-led advocacy service that covers all service, care or treatment provided or paid for by NHS or local authority. We offer a flexible approach to meet the needs of our clients. The level of support is tailored to the individuals' requirements and is provided in a friendly, confidential and professional manner, encouraging the NHS and local authority to learn from patients' experiences and to make improvements where necessary. If you have any health or social care concerns you wish us to support you with, please telephone 029 2075 0112 or e-mail cardiffandvaleadvocacy@llaiscymru.org . Please note that we operate an appointment only system.

Nest

Nest is the Welsh Government's fuel poverty scheme, open to all householders in Wales. Nest provides advice on saving energy, money management, energy tariffs and benefit entitlement. In addition to free advice, if you own or privately rent your home and someone you live with receives a means tested benefit, you may also be eligible for free home improvements.

Telephone Freephone 0808 808 2244 or visit www.nestwales.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB Cymru

RNIB Cymru is Wales' largest sight loss organisation. We provide a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss. Our services provide practical solutions to everyday challenges. We work in partnership with organisations across Wales to provide local services. If you have a question about living with sight loss we are here for you. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNIB

The RNIB Technology for Life service can offer blind and partially sighted people support to help you make the most of technology. We offer a variety of means of support, including group and one-to-one training, technology help in the home and community education. For more information visit [Technology support we offer | RNIB](#).

RNIB also produces a podcast and radio show for blind and partially sighted people interested in accessible technology called [RNIB tech talk](#).

If you have a question about living with sight loss we are here for you. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNIB Employment Team

Our employment team provides advice and practical solutions to employers and employees to support you to stay in employment if you are having problems with your sight. You can find out more information via [Equality, rights and employment - RNIB - See differently](#). If you have a question about living with sight loss we are here for you. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

Supporting People Team

Supporting People is a service for the provision of housing related support. This is support that enables people to access and maintain their accommodation and includes help and advice to maximise benefits and budgeting, assistance with correspondence, signposting to other appropriate services and general counselling and emotional support. For the **Vale** telephone 01446 709793 or e-mail supportingpeople@valeofglamorgan.gov.uk
For **Cardiff** telephone 029 2053 7353 or e-mail supportingpeople@cardiff.gov.uk

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Vale Domestic Abuse Services (V)

We provide support for women and children within the Vale of Glamorgan who have experienced, or are experiencing Domestic Violence. Our services are confidential and for people from all backgrounds - remember domestic abuse does not discriminate.

Telephone 01446 744755 or visit www.valedas.org

Vale of Glamorgan Libraries – Home Borrower Service

Vale of Glamorgan Libraries run a Home Library Service where volunteers will deliver books to people in their own homes. This free service is for anyone who can no longer get out of the house to visit a library themselves because of disability or mobility issues. Every four weeks a volunteer will drop off a bag of books for the reader and collect the previous month's books.

The volunteer can bring books in a number of formats – ordinary print, large print or talking books on CD. As the reader, all you need to do is give the volunteer an idea of the kind of books you like – books by a particular author, for example, or historical, crime, romances or non-fiction – the choice is yours!

If you would like to help us deliver the service or if you think this service might be just what you need or if you know of someone who could benefit from it, please call Melanie Weeks on 029 2070 8438 for more information. Visit www.valeofglamorgan.gov.uk/libraries

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Self Care, Self Help and Self-Management

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

4 Winds

Open access drop-in and resource centre for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

British Lung Foundation

Music and other creative activities can make you feel healthier and more positive. There's increasing evidence that singing regularly as part of a group is good for your general health and wellbeing. It seems to be especially good at improving your quality of life if you're living with a lung condition. On Wednesdays at 1.45pm – 2.45pm via Zoom, e-mail ruth_bradshaw@btinternet.com

Cymru Versus Arthritis

Cymru Versus Arthritis is here to make sure that people with arthritis in Wales have the support and information they need to live well with their condition, as well as to ensure the needs of people with arthritis are a priority with policy makers in Wales. Offers online support groups. Telephone 0800 756 3970, Free Helpline 0800 5200 520, E-mail cymru@versusarthritis.org or visit www.versusarthritis.org/in-your-area/wales/

NHS (Free) - Education Programmes for Patients (EPP Cymru)

Self-management courses/workshops for anyone with a long term health condition, or anyone who is a carer.

General Health and Well-being courses - 6 weeks, (2½ hours a week)

Diabetes specific self-management courses - 6 weeks, (2½ hours a week)

Pain Management course - 6 weeks, (2½ hours a week)

Carers Workshops - 2 weeks, (2 hours a week)

Confidence building workshops - 4 weeks, (1½ hours a week)

Telephone 029 2033 5403, e-mail Epp.Info.cav@wales.nhs.uk or visit www.eppwales.org

Mind in the Vale of Glamorgan (V)

Advice, information and support for carers of people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

Primary Mental Health Support Service (PMHSS)

Provides support to carers experiencing common mental health issues like stress, anxiety and low mood. Anyone can attend our open access courses without a referral. Speak to your GP to be referred to the team for further support. Visit www.stepiau.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Recovery Cymru

Recovery Cymru is a self-help, mutual support community for people recovering from drug and alcohol in Cardiff and the whole of The Vale of Glamorgan. We develop support and social groups, activities and social networks that offer people the chance to be part of a genuine community. Our activities are designed and run by people in recovery or with experience of caring for a loved one with drug and/or alcohol problems. We offer a non-judgemental, laid-back, positive and recovery focussed atmosphere at our centres. For more information, contact us on 07944 851050 or 029 2022 7019, or e-mail info@recoverycymru.org.uk or visit www.recoverycymru.org.uk

Sight Life (formerly Cardiff Institute for the Blind)

Provides a wide range of local services and support to blind and partially sighted people. Telephone 029 2039 8900, e-mail ask@sightlife.wales or visit www.sightlife.wales

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Sensory Impairment (See also Condition Specific) services in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Blind Veterans UK

A national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community.

Telephone 01454 617 920 or visit www.blindveterans.org.uk

Deafblind UK and Deafblind Cymru

Deafblind UK is a free membership organisation that works with anyone who has both a sight and a hearing impairment. We know that even at comparatively low levels of a combination sight and hearing impairment people can begin to lose confidence, there is no fixed level of impairment that is necessary to become a member. We enable our members to access their communities, providing practical solutions and support in order to improve independence and help reduce isolation. Membership and services are free and our services include an information and advice line, a quarterly magazine, open hand, volunteer befriending service, social groups, digital support, and case work. Telephone our Freephone number 0800 132320, e-mail info@deafblind.org.uk or visit www.deafblind.org.uk

RNIB Cymru

RNIB Cymru is Wales' largest sight loss organisation. Providing a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss. If you have a question about living with sight loss we are here for you. Call 0303 123 9999, e-mail helpline@rnib.org.uk or visit [RNIB | Home](http://RNIB.org.uk). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNIB Eye Care Liaison Officers

The RNIB has an Eye Care Liaison Officer (ECLO) available in every eye clinic in Wales. ECLOs work closely with medical and nursing staff in the eye clinic, and the sensory team in social services. They give people who have been diagnosed with an eye condition the practical and emotional support they need to understand their diagnosis, deal with their sight loss and maintain their independence. ECLOs act as an important bridge between health and social services and are central to the support and wellbeing of patients in eye clinics. They also help prevent avoidable sight loss, by talking through treatment and

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

helping people to understand their medication if necessary [Eye Care Liaison Officers \(ECLOs\) | RNIB](#).

RNID - Live Well With Hearing Loss

The Live Well with Hearing Loss project runs pan-Wales and aims to empower people to make their own informed choices about their hearing loss journey and to reduce the isolation that might be connected with their hearing loss. Our services are split into three categories: the At Home Service; the Befriending Service; and the Post Diagnostic Service.

At Home Service

We can help you access advice, support and information to get the most out of equipment, services and items such as listening devices, telephones, doorbells, loop systems and alarm bells. We can also provide information to access services and community groups who may be able to support you further.

Befriending Service

Many of us can feel a bit isolated or lonely and having a regular catch up with someone can be just what we need - someone to share news or a joke with. The Live Well with Hearing Loss project has volunteers who can give anybody who has hearing loss a series of ten befriending sessions via phone, video-call, letters or in-person.

Post Diagnostic Service

If you have been diagnosed with hearing loss in the past 18 months, our Post Diagnostic Advisor can offer you three sessions to support you holistically and help you adapt after your diagnosis. We can support with questions about hearing loss, well-being, hearing aids, assistive technology and equipment.

Telephone 0808 808 0123 or e-mail LiveWell.Cymru@rnid.org.uk

Sense - Active Lifestyles project

Sense provide participation opportunities for individuals with complex needs to engage in a number of sport and physical activity opportunities that are suitable to their needs.

Activities are tailored to individuals with two or more disabilities To find out more, follow our activity finder [Bookable activities - Sense](#). As part of the project we also offer a number of training opportunities to support coaches, leisure staff, health & social care staff to feel more confident in their activity delivery to individuals with complex disabilities. To find out more about any of the opportunities contact Lauren.Heath@sense.org.uk

Sight Life (formerly Cardiff Institute for the Blind)

Provides local services and lifelong support, so that blind and partially sighted people in South Wales can live independently and make the most of their lives. We work closely with RNIB Cymru to make every day better for people affected by sight loss.

Telephone 029 2039 8900, e-mail ask@sightlife.wales or visit www.sightlife.wales

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.
For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Vale Insight (V)

Offers support and practical assistance to visually impaired people and their carers.
Telephone 01446 795940.

Wales Council of the Blind

Wales Council of the Blind (WCB) is the independent agency that signposts blind and partially-sighted people to sources of help, information, advice and opportunities.
WCB is also the umbrella agency representing visual impairment within Wales, working to campaign, lobby and support the improvement of services for people with sight loss.
Telephone 029 2047 3954, e-mail richard@wcb-ccd.org.uk or visit www.wcb-ccd.org.uk

Wales Council for Deaf People

Benefits and promotes the welfare of the deaf and hard of hearing throughout Wales.
Telephone 01443 485687, e-mail mail@wcdeaf.org.uk or visit www.wcdeaf.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Shopping (See also Good Neighbours Scheme) services for older people in the Vale and Cardiff

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Age Connects Cardiff & Vale Volunteer Programme

Being able to shop for food is an important part of staying independent and living in your own home. If you are struggling with your shopping Age Connects volunteer programme might be able to help.

Our Shopping Service is for people who:

- Are 65+ and can't get out to do their own shopping.
- Don't have family or friends that can help.
- Are in financial hardship and not able to pay for private support.
- Are unable to use a telephone ordering line or don't have access to internet shopping.

If you meet the criteria, the Service:

- Costs £5 per delivery
- Clients need to be able to pay via cash for your shopping as we cannot take clients' cards out on your behalf.
- We are unable to take clients out shopping.

If you don't meet the criteria:

- We can provide you with a list of shopping services that can deliver to you and discuss these options with you.
- We can ask our dedicated volunteers to help you with your first telephone or computer order to make sure it is smooth running and to ensure you know the process for next time.

If you or someone you know requires this service, please call 029 2068 3600 (Cardiff) or 01446 795 549 (Vale)

Dinas Powys Voluntary Concern (V)

Helps support and improve the quality of life of the elderly and people with disabilities who live in the Dinas Powys area. Subject to availability, can provide a transport service.

Telephone 029 2051 3700 (9.30am to 12.30pm Mon - Fri) or e-mail dpvc@btinternet.com

Good Neighbours in North Cardiff (C)

Their objective is to help people, living in the north of Cardiff, (Thornhill, Llanishen, old Lisvane, West Cyncoed, Lakeside, Roath Park, Heath) maintain their independence whilst still living in their own homes. In this context, reflecting government guidelines, they currently provide two main types of service - shopping for their clients and telephone companionship.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Telephone 029 2075 0751, e-mail admin@goodneighboursinnorthcardiff.co.uk or visit www.goodneighboursinnorthcardiff.co.uk

Haven Trust (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home in Rhiwbina and North Cardiff. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social Outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying
- Sitting for Carers to take a break, go to appointments etc
- Companionship

Telephone 029 2061 7009, e-mail service.manager@havenhomecare.org or visit www.havenhomecare.org

RNIB

The RNIB have a shopping booklet to support in finding where to shop, choosing what to buy and paying for it which can be challenging if you're losing or have lost your sight. The guide offers some tips on how to adapt your shopping habits and the services which are available for people with sight loss. You can access the shopping booklet via [Confident Living Series: Shopping \(rnib.org.uk\)](http://ConfidentLivingSeries:Shopping(rnib.org.uk)).

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Social activities (see also Lunch Clubs) for older people in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

4Winds (C)

Open access drop-in and resource centre in Cardiff for anyone experiencing mental health difficulties. Offers a warm, welcoming meeting place, support and information on mental health issues and information on local resources and activities.

Telephone 029 2038 8144 or e-mail contact@4winds.org.uk

ACE Cardiff (C)

ACE (Action in Caerau & Ely) is a Charity located in Ely and Caerau, Cardiff. ACE aims to bring the community together, support community groups, manage and develop local projects, and find ways of regenerating the local community.

Telephone 029 2000 3132 (Hub), 029 2000 3710 (Dusty Forge) e-mail info@aceplace.org or visit www.aceplace.org

Age Connects Cardiff and the Vale Well Being Centre (V)

The Wellbeing Centre at 38 Holton Road, Barry aims to improve the health and wellbeing of older people in the Vale of Glamorgan. We do this by providing:

- A place to socialise and make new friends, with the café opening from 10am till 12.30pm on weekdays
- A one stop centre for information with volunteers and staff on hand to answer queries you might have
- Monthly access to legal advice, benefit checks, tax help, and housing advice
- Regular activities such as stitching and knitting sessions (Monday), Yoga (Wednesday) & Tai Chi (Thursday) classes, Bingo (Friday), health checks, and afternoon teas
- A place to volunteer and find out about opportunities to get involved in the community

To find out more, please telephone 01446 747654

Alzheimer's Society

Various activities and groups in the Vale and Cardiff including Film Club, 'Singing for the Brain' and Dementia Cafés.

Telephone 07484 089481 or e-mail Jacqueline.ayres@alzheimers.org.uk

The Beacon Centre (C)

The centre is used by local community groups, children and parents, local forums, various societies, educational establishments, disability groups and local business.

Telephone 029 2036 2888, e-mail info@beaconcentre.org.uk or visit www.beaconcentre.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Brockhill Way Mind Matters and Extend Group – Penarth (V)

To provide brain-gym activities and low-impact physical activities for older people in an informal, mutually supportive setting; to help people manage, positively and constructively, age-related conditions affecting memory, cognitive skills and age-related physical conditions. Also provides opportunities for informal café-style social interaction and help people lead full, independent lives.

Telephone 07724 632300 or e-mail sec.lpca@gmail.com

Butetown Community Centre Friendship Group - Adult Day Opportunities (C)

The Butetown Community Centre Friendship Group meets Tuesday fortnightly at 2:00pm in the Butetown Community Centre, Butetown, CF10 5UZ is a good place to meet people and make new friends. Pop along to socialise and join in with a game of bingo. There are a lot of different activities available at the Community Centre so phone: 029 2048 7658 for full details.

Canton Meeting Point (C)

If you are feeling lonely or isolated then the Canton Meeting Point friendship club is a good place to meet people and make new friends. They have speakers and sing-a-longs. They meet at the Methodist Church in Conway Road, Canton, Cardiff, every Tuesday at 2.30pm - 4.30pm. Telephone Sheila Cannell 029 2066 8392.

Cardiff Men's Shed (C)

The "Shed" is basically somewhere for men to go to undertake practical activities such as wood work, metal work, electronics or anything else that those attending wish to do. It is primarily aimed at older men and aims to get them out, meeting others, making friends, learning new skills, utilising existing ones and making a positive contribution to the community and others. So if you are feeling lonely or isolated then this club which meets at Rhiwbina Baptist Church, Lon Ucha, Rhiwbina on Wednesdays at 2pm - 6pm could be a good place to meet people and make new friends.

Telephone Gareth 07534 669348 or Mike Wright 07929 468031.

Cardiff Royal Naval Association

If you are a former member of the Royal Navy or Royal Marines and the reserves and you are feeling lonely or isolated then come along to the Cardiff Royal Naval Association at The United Services Mess, Wharton St., Cardiff, CF3 4BN on the first Monday of each month at 7.30pm to meet old and new comrades and make new friends. The Association is open to former and serving members of the Royal Navy and Royal Marines, although associated membership is available to anyone who has an affinity with the sea or sailors! (Informal Meetings are also held fortnightly at around 13:00pm on Wednesdays at the City Arms - Opposite the main entrance to the Millennium Stadium). Contact David Adams for further details on 07770 693683.

Castleland Community Centre (V)

Friendly Bingo every Saturday from 6.30pm – 9.30pm at Castleland Community Centre, Barry. Everyone welcome. Telephone 01446 701285.

Chatty Café Llantwit Major (V)

Chatty Café is an opportunity to have a chat with others over a cup of tea or coffee with a biscuit or something to eat. There is always a warm welcome and a friendly atmosphere.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Chatty Café is open to everyone and refreshments are free. Chatty Café meets on the first Saturday of the month from 10.30am to 12.30pm and on the first and third Thursday of the month from 12.30pm to 1.30pm. Chatty Café meets in CF61, Llantwit Major. Contact Chris Westoby, e-mail cpwestoby@yahoo.co.uk

Cowbridge Senior Citizens Association (V)

Social, speakers, afternoon tea and biscuits, bingo, special afternoon tea parties, coach trips, luncheons. Telephone 01446 775508.

Creigiau Companions (C)

If you are feeling lonely or isolated then the Creigiau Companions is a active friendship club which is a good place to meet people and make new friends. Creigiau Companions are a group of mainly retired people who meet in Creigiau Church Hall on alternate Thursday afternoons at 2pm. There is a charge of £2 each meeting to cover cost for speaker, tea and raffle. They have a varied programme of events and try to arrange speakers etc. to suit all their members, male and female. Trips and visits for meals are an integral part of their annual programme. Phone John Gough on 029 2089 1721 for more details.

FAN (Friends And Neighbours) groups meet for an hour weekly, in person and online in Cardiff, Barry, St Athan and Bridgend. Join in the interesting conversation! FAN groups are a great way to meet friendly people, to feel less lonely and if you are learning English to practise your English skills. For more information phone 07880 630553 or contact us and find out more on our website <http://www.thefancharity.org>

Forget-me-not Chorus Dementia Support

Are you looking for a group to support you as you face the challenges of dementia? Join us and many other people who understand. The sessions are free, and no referral is needed. Our singing sessions take place every week, and are a relaxed, fun way to meet other people who know what it's like living with or alongside dementia.

The sessions are specially designed for people with dementia and their families. New members are always welcome to join us at our weekly evening in-person sessions or our online sessions.

FMNC Cardiff South & Vale: Thursdays, 6:30-8:30pm at Elfed Avenue Church, Penarth CF64 3LX.

FMNC Cardiff North: Tuesdays, 6:30-8:30pm at Thornhill Church Centre, Excalibur Way, Cardiff. CF14 9GA.

Online Sessions: Thursdays, 10:30am & 11:15am via Zoom.

For more information telephone 029 2236 2064, e-mail hello@forgetmenotchorus.com or visit www.forgetmenotchorus.com/join-our-community/

Friends and Neighbours (V)

A social group for senior citizens which meets on the third Wednesday in the month at Age Connects Wellbeing Centre, Holton Road, Barry from 2pm to 4pm. Various speakers, bingo, quiz etc. Telephone 01446 400044.

Friends and Neighbours - Mackintosh Church, Cardiff (C)

If you are feeling lonely or isolated then the Friends and Neighbours (FAN) club which meets at Mackintosh Church, 61-63 Mackintosh Place, Cardiff CF24 4RL, on a Thursday

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

at 1.30pm is a good place to meet people and make new friends. There is no charge and meetings give people in the community an opportunity to meet in friendship and listen to one another in turn. E-mail info@mackchurch.org

Group 617

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD). The group meets on Tuesday mornings in Penarth Pavilion. Telephone 07871 936195.

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Light housework: hoovering, washing up dishes, cleaning floors and dusting.
- Laundry, ironing and putting away clothes.
- Assisting in changing/making beds.
- Meal preparation, ready meal or home cooked from scratch.
- Shopping, either weekly food shop or for clothes, presents.
- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.
- Assistance with letter writing, bill paying
- Sitting for carers to take a break, go to appointments etc
- Companionship

Telephone 029 2061 7009, e-mail service.manager@havenhomecare.org or visit www.havenhomecare.org

Llandaff's 50+ Group (C)

If you are feeling lonely or isolated, then Llandaff's 50+ friendship group is a good way to meet people and make new friends. This group meets at Llandaff Institute, Cardiff on Wednesdays, 10am - 12pm. E-mail info@llandaff50plus.com

Llandaff North Friendship Group (C)

If you are feeling lonely or isolated then the Llandaff North Friendship Club is a good place to meet people and make new friends. The club meets every third Friday of the month at 2pm - 4pm in the Copleston Road Church Hall, Llandaff North, Cardiff. They have a variety of activities including speakers, trips and meals. At 12.30pm, prior to the Friendship club starting, there is a pre-club three course luncheon for only £3.00.

Telephone Mrs Shelia Andrews 01656 862291.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Llandough Over 50s

Coffee morning social. A warm welcome where you can meet new friends and have a chat over coffee and a biscuit. Free refreshments, quizzes and other activities. Monthly at the Merrie Harrier, Penarth.

Contact 029 2056 9483 or e-mail christine.darby@homeinstead.co.uk

MenoPals Rhiwbina

Peer support group for those who are menopausal, perimenopausal or postmenopausal to chat to others having similar experiences. Monthly at Rhiwbina Recreation club, Cardiff. Sponsored by Home Instead. For more information join the Facebook page 'MenoPals Cardiff & Vale'

Men's Shed Group (V)

Men's Sheds is a national organisation that is aimed at men in particular to reduce isolation, encourage social engagement and build confidence. Join this group, meet likeminded people and take part in some woodwork projects! Every Friday from 1pm - 3pm at Palmerston Centre, Barry. Telephone 01446 733762.

Men's Sheds Cymru (C)

For information on Men's Sheds in the Cardiff area visit www.mensshedscymru.co.uk/find-a-shed

MHA Communities Penarth and District

Help and support to older people in the wider community. We offer services that enable people to leave their homes and begin to socialise with others. We achieve this with transport, weekly 'Out and About' day trips, Friday coffee morning, lunch club and afternoon 'Friendship Group'. We also offer advocacy, signposting, newsletters and general support to those in need. Telephone 029 2071 2516 or e-mail linda.brownhill@mha.org.uk

Mind in the Vale of Glamorgan (V)

Provides a range of social activities for people experiencing mental ill health. Telephone 01446 730792 or visit www.mindinthevale.org.uk

Murch Afternoon Club (V)

To combat isolation in older people and give them something to look forward to every week.

Telephone 029 2051 4195.

Parkinson's UK Cymru

There are various branches, support groups and cafés in the Vale and Cardiff areas. Telephone 0344 225 3784 or e-mail wales@parkinsons.org.uk

Reengage Tea Parties

Our tea parties are free monthly social groups open to people aged 75 and over who are lonely, isolated or in need of companionship. They are a chance for a change of scenery and regular afternoons of conversation and laughter with friends of all ages. To register, visit the website <https://www.reengage.org.uk/join-a-group/tea-parties/>

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB Connect with others

Meet and connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Contact our Helpline to find out what is going on. Call 0303 123 9999, e-mail helpline@rnib.org.uk or visit [RNIB | Home](#) The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

RNIB Living Well with Sight Loss Courses

The RNIB offer free, informal, community-based Living Well with Sight Loss courses which provide information, advice, support and practical solutions for people adjusting to sight loss and those close to them. Boost your confidence and connect with others to share experiences. You can join a course by phone, group video call, or in person when we can offer face-to-face sessions. [Living Well with Sight Loss courses | RNIB](#)

RNIB Talk and Support

The RNIB Talk and Support team run free, phone-based, social groups for adults with sight loss across the UK. They give people the opportunity to socialise, build friendships and get peer support with others who also experience sight loss. We match individuals together for conversations based on age and group preferences. If you would like to join a Talk and Support group you can register your interest by [filling out our form](#) or head to the website for more information [Talk and Support | RNIB](#).

RNIB Community Connect

The Community Connect team have volunteer befrienders who can make an initial 6 one-to-one calls to people with sight loss who perhaps aren't keen on taking part in any of the phone groups on offer. E-mail rachel.llewellyn@rnib.org.uk or anum.munawar@rnib.org.uk or visit [Community connection and wellbeing | RNIB](#).

The Community Connect service also have Connect Facebook groups which are a supportive space for anyone affected by sight loss to talk to others in a similar situation, ask questions and share tips and stories.

[Connect Facebook groups | RNIB](#).

RVS

Run a wide range of clubs, groups and events in local communities. Visit www.royalvoluntaryservice.org.uk/our-services

Salvation Army – Canton (C)

Telephone 029 2064 1030 or visit www.salvationarmy.org.uk/cardiff-canton

Salvation Army – Cardiff East (C)

Walker Road, Splott

Telephone 029 2049 9895, e-mail cardiff.east@salvationarmy.org.uk or visit www.salvationarmy.org.uk/cardiff-east

Salvation Army – Ely (C)

Aberthaw Road, Ely

Telephone 029 2059 5557 or visit www.salvationarmy.org.uk/cardiff-ely

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Salvation Army – Grangetown (C)

Corporation Road Grangetown

Telephone 029 206 40714 or visit www.salvationarmy.org.uk/cardiff-grangetown

Salvation Army – Penarth (V)

Provides a range of services. 101A Plassey Street, Penarth

Telephone 029 2070 0858, e-mail penarth@salvationarmy.org.uk or visit

www.salvationarmy.org.uk/penarth

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

Tenovus Cancer Care's Sing with Us Choirs

Our Sing with Us choirs are for everyone affected by cancer. They're fun, friendly and a great source of support. Our research has shown singing is good for you too. It's a wonderful way to lift your spirits, reduce anxiety and be part of something special. We have two choirs in Cardiff and one in Barry with new people joining us all the time.

Find out more: tenovuscancercare.org.uk/singwithus or call 0808 808 1010

The Mentor Ring (C)

The Mentor Ring holds a coffee morning every Tuesday at 10.30am – 11.30am at our office located in Butetown Community Centre. We invite individuals to come together and discuss their concerns in a casual and relaxed, friendly, group environment. Our participants are guaranteed a warm welcome and lots of coffee. They will have the opportunity to engage in conversations, exchange personal experiences, and offer advice, creating a form of peer mentoring to address various issues. The primary focus of these discussions usually revolves around gardening, particularly within the kitchen garden club, where members learn about cultivating organic seasonal produce, plants, and flowers. On the first Tuesday of every month, the coffee mornings also serves as our Forget Me Not club for dementia patients and their carers.

For further information telephone 07790 900263, e-mail info@MentorRing.org.uk or visit

www.MentorRing.org.uk

Thornhill Church Centre (C)

Based in Cardiff, Thornhill Church is made of people from many church backgrounds, or no church background at all. At the heart of Thornhill, you will find the Thornhill Church Centre offering a warm welcome to all. Telephone 029 2075 9995, e-mail

admin@thornhillchurch.org.uk or visit www.thornhillchurch.org.uk/centre/aboutcentre/

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

Vale Friendship Group, Llantwit Major (V)

A social group bringing together isolated older people living in the Llantwit Major area. Informal get togethers, trips out and a lot of chatting! Organised in partnership with South Wales Police and Wiltshire Farm Foods.

Contact Sergeant Mark John: 07584 003886, PCSO Serena James: 07805 5301370 or Rosi Caves: 029 2034 2008.

Whitchurch Friendship Group (C)

If you are feeling lonely or isolated then the Whitchurch Friendship Club is a good place to meet people and make new friends. The club meets at Earl Haig Memorial Club (British Legion), 23-25 Penlline Road, Whitchurch, Cardiff, on Thursdays, 2pm - 4pm. Join in with the comprehensive programme of activities including dancers, singers, speakers and talks, occasional bingo and raffles and a trip in the summer months.

Telephone RVS 029 2073 9000 or 0845 600 5885.

Wick & District Pensioners Club

Wick & District Pensioners Club meet on alternate Mondays in Wick Village Hall from 2pm-4pm. We are a social group and we have speakers at our meetings and arrange social outings. Telephone George Jeffrey on 01656 890386

With Music in Mind

Provides singing and social networking groups for anyone over the age of 50. The singing sessions are led by a qualified musical director and the social aspect includes chatting and mingling, talks from visiting speakers, musical performances, games, quizzes. The cost works out at £5 per session if paying by regular standing order or £7 on the door, including refreshments. Weekly sessions at venues in Barry, Llantwit Major, Cowbridge and Penarth. Gentle exercise and social groups in Barry and Cowbridge.

Telephone 07500 776295 or e-mail info@withmusicinmind.co.uk

Women's Arts Association

The Women's Arts Association is a vibrant and responsive organisation committed to addressing isolation and exclusion experienced by women in the arts and the wider community. In March open exhibitions and events to celebrate International Women's Day are organised and all members are invited to participate. There are opportunities to network with other members, promote artists' work and discounts on Association events.

For more information e-mail office@womensarts.co.uk or visit <http://womensarts.co.uk>

Women's Institute

Glamorgan Federation of WI – WI's in the Vale of Glamorgan.

<http://thewi.org.uk/become-a-member/structure-of-the-wi/wales/glamorgan/find-a-wi>

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Stroke Services in the Vale and Cardiff

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Stroke Association Services – Cardiff and the Vale

This is a one year post stroke service which offers practical advice, essential information and emotional support. We work closely with stroke survivors to help them set their own goals and help them take steps to achieve them. The service is for stroke survivors of any ages, carers and family members. We operate an open referral system. Telephone Tracey on 07903 401916 or Nic 07903 401866.

Stroke Association Cardiff Day Service

Day Service Co-ordinator: Stephanie Martin. Telephone Number: 07951 206353
Every Monday 10.30am - 12.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. To help support into the community/education and exercise programmes/help with returning to work/practical advice and emotional support. Stroke Recovery Service Co-ordinators normally refer into the service.

Stroke Carers Group

Delivered by Stroke Association staff, this service is available to anyone who cares for someone who has suffered a stroke. Every three weeks on Monday 1pm - 2.30pm at Fairwater Presbyterian Church, St Fagan's Road, Cardiff. Telephone Stephanie Martin on 07951 206353 or Tracey Thomas on 07903 401916.

Stroke Association's Next Steps Project

The Stroke Association's Next Steps Project is delivering both Zoom and face to face sessions for stroke survivors and their carers. A variety of sessions are available including a working age group, golf, bowling and other activity related groups. The project is open to referrals across Wales. For more information or to make a referral please e-mail NextStepsWales@stroke.org.uk or contact India on 01745 508531

Stroke Support Groups:

Voluntary stroke communication group for people over 60. Meets every Wednesday at Bethel Baptist Church Hall, Penlline Road, Whitchurch 10.30am - 12.30pm or Penylan Library and Community Centre, Penylan Road, Penylan, Cardiff 2pm - 4pm. Telephone Sali Walsh on 07932 666107.

CRISP Stroke Club meets on a Wednesday evening once a month, January to November inclusive in Whitchurch. Contact 029 2052 4400 for the organisers contact details. You must register with the organiser before your first visit.

Support group in the Vale open to anyone affected by a stroke, either the patient, relative or carer. Meets on the third Thursday of each month at Llantonian Hall, Llantwit Major from 2pm – 4pm. Contact Liz Evans on 07507 480620 or e-mail lizabeth13@hotmail.co.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

RNIB

Vision problems following a stroke are quite common, the RNIB are here to support you. The main types of eye problems that can occur after a stroke include visual field loss, eye movement problems and visual processing problems. For more information visit [Stroke-related eye conditions | RNIB](#) where you can also download our stroke related eye conditions factsheet.

The RNIB also offer support for coping with the conditions and are here if you need to talk to us. Call: 0303 123 9999, e-mail: helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Transport services in the Vale and Cardiff

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Age Connects Cardiff & Vale Volunteer Programme

Do you need some extra support to stay independent and living in your own home? If you don't have family or friends who can help, our committed volunteers might be able to provide:

Transport (there is a fee for this service)

- Volunteer driving you to an important appointment.
- For those who can't use public transport & in financial hardship who can't afford taxis

Confidence-building help to join clubs and activities.

- Volunteer will support you for a few weeks to go out or join a club or activity (Vale only)

Face-to-face & Telephone befriending

- A volunteer visiting for a cup of tea and a chat.
- A volunteer ringing to check that you are ok and have a chat.

Information Provision, Practical Support & Problem Solving

- Help to find answers to any queries you have.
- Signposting, research, and problem solving.
- Help with reading letters or filling out basic forms.
- We can sometimes assist with small DIY jobs around the home – this is reserved for clients who do not have the financial means to pay for help (Cardiff only)

Please note. All our services are dependent upon volunteer availability. All our staff work part time so there might be a small delay in responding. Telephone 01446 795549 for the Vale or 029 2068 3600 (Cardiff).

Dinas Powys Voluntary Concern (V)

Provides a transport service in particular to the elderly and people with disabilities, who live in the area of Dinas Powys for shopping trips and lifts to the Medical Centre in Dinas Powys. Telephone 029 2051 3700 or e-mail dpvc@btinternet.com

East Vale Community Transport (V)

EVCT offers door to door transport in wheelchair-friendly minibuses to their members in the east of the Vale of Glamorgan who may have difficulty accessing regular transport services. Membership is open to organisations, informal groups or individuals. Telephone 029 2070 5138 or e-mail eastvalect@aol.com

Greenlinks (V)

Serving residents of the Vale for shopping trips, social visits, day trips or hospital visits. Telephone 0800 2941113 or e-mail greenlinks@valeofglamorgan.gov.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Haven Trust – Rhiwbina and North Cardiff (C)

The Haven Helps Home Support Scheme supports clients by providing a diverse range of services within their home. An individually agreed package of support, allows clients to remain in control of the care and support provided, and to continue to live as independently and as fulfilled a life as possible, whilst recognising and taking into account the associated risks.

Social support can include:

- Escorting to medical visits
- Social outings: Going to your favourite restaurant, stately home, meeting up with friends or family.

Telephone 029 2061 7009 or visit www.havenhomecare.org

Hospital Transport Service

Service provides help to certain patients to get to their hospital or clinic appointment. Telephone 0800 3282332.

The Vale Third Sector Broker (V)

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Voluntary Emergency Service Transport

Provides a comprehensive transport service for those residents of Cardiff and the Vale of Glamorgan who because of age, illness or disability have difficulty using conventional public transport. Telephone 029 2049 0335, e-mail vest@talktalk.net or visit www.vestcommunitytransport.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Veteran support in the Vale and Cardiff

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Armed Forces Community Covenant

For veterans, serving members of the Armed Forces and their families for concerns about mental health, health, housing and other welfare considerations.

For the **Vale** telephone 01446 700111 or visit

https://www.valeofglamorgan.gov.uk/en/living/armed_forces/Armed-Forces-Covenant.aspx

For **Cardiff** telephone 029 2087 2087 or visit

<https://www.cardiff.gov.uk/ENG/Your-Council/Armed-Forces-Covenant/Pages/default.aspx>

Blind Veterans UK

Blind Veterans UK is a national charity that supports vision-impaired ex-Service men and women. We are here to help veterans of every generation overcome their sight loss. This ranges from age related conditions to injuries sustained in military conflicts. Our two rehabilitation centres, located in Brighton and Llandudno provide mobility and IT training, equipment, recreational activities, and respite and residential care. Training and support, based on individual's personal needs, continue with our specialists working in the community. Telephone 01454 617 920 or visit www.blindveterans.org.uk

Cardiff Royal Naval Association

If you are a former member of the Royal Navy or Royal Marines and the reserves and you are feeling lonely or isolated then come along to the Cardiff Royal Naval Association at The United Services Mess, Wharton St., Cardiff, CF3 4BN on the 1st Monday of each month at 7.30pm to meet old and new comrades and make new friends. The Association is open to former and serving members of the Royal Navy and Royal Marines, although associated membership is available to anyone who has an affinity with the sea or sailors! (Informal Meetings are also held fortnightly at around 13:00pm on Wednesdays at the City Arms - Opposite the main entrance to the Millennium Stadium). Contact David Adams for further details on 07770 693683.

Group 617

A support group for service veterans who suffer with Post Traumatic Stress Disorder (PTSD). Telephone 07871 936195.

The Royal Air Force Benevolent Fund

The RAF Benevolent Fund supports current serving and former members of the RAF and their families, providing practical, emotional and financial help. From relationship counselling to financial grants, we provide a range of services for the RAF Family.

Most of our services can be used by both serving and former RAF personnel and their partner and children. This includes one-off grants to help with unexpected expenses like a broken boiler or home adaptation, respite care and bereavement support. For former

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>

personnel and their partners, our Telephone Friendship Groups provide a safe space to chat to others in the comfort of their own home, while cases for financial assistance are considered individually and may vary dependent on the person's financial situation. We carry out a full, comprehensive assessment considering someone's needs and whether there are other ways in which we can support them.

For further details, call 0300 102 1919 or visit www.rafbf.org/requesthelp

Royal Air Forces Association – Vale and Barry and Cardiff

Provides advice, support and friendship to the ex-RAF community and their dependents living in the Vale.

Telephone 01446 406408 or e-mail tmmckeown@btinternet.com

Royal Air Forces Association (Wales)

Provides practical assistance, expert advice and emotional support to members of the RAF family. Offers welfare and family support, individual support, short breaks, pension and compensation guidance. E-mail Barbara.howells@rafa.org.uk or andrew.carter@rafa.org.uk or telephone 01495 249522.

Royal British Legion

Provides practical care, advice and support to the Armed Forces family - service, ex-service and their dependents.

Telephone 0808 802 8080 or visit www.britishlegion.org.uk

The Royal British Legion Admiral Nurse service

A dedicated team of Admiral Nurses who are looking to support carers of people living with dementia. The carer or person with dementia must have served in the armed forces. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need.

Telephone the Contact Centre 0808 802 8080, e-mail

AdmiralSouthWales@britishlegion.org.uk or visit www.britishlegion.org.uk

Royal British Legion Veterans Gateway

Puts veterans and their families in touch with organisations best placed to help with the information, advice and support that they need. Telephone the 24/7 helpline 0808 8021212 or visit www.Veteransgateway.org.uk

Soldiers, Sailors, Airmen and Families Association (SSAFA) - Forces Help

Provides practical support and advice to military personnel that are currently serving, ex-serving and the families of both.

Serving personnel and their families should contact 01446 797010. Ex-serving personnel and their families should contact 029 2038 3852.

The Vale Third Sector Broker (V)

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hospital discharge and provision of information on social activities and other topics. Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals. For further information contact the Broker on 07964 974401 or e-mail joy.corley@ageconnectscardiff.org.uk

Veterans Advice Service (V)

The service provides free, impartial, dedicated information, advice and support to members of the armed forces community within the Vale of Glamorgan. Telephone 07725 704655 or e-mail veteranservice@valeofglamorgan.gov.uk

Veterans Mental Health Support Group (V)

Support for veterans of the Armed Forces who have mental health problems. Telephone 029 2022 2200, e-mail matthew@cavamh.org.uk or visit www.cavamh.org.uk

Veterans' UK

Veterans' welfare services. Telephone 0808 1914218, e-mail veterans-uk@mod.gov.uk or veterans-uk-vws-wales-mid@mod.gov.uk

Woody's Lodge

Woody's Lodge provides direct support for Armed Forces Veterans, Reserves, the Emergency Services, and their families. Woody's is open from Monday to Thursday 10am to 3pm. It is advisable to telephone first. A free minibus service, with wheelchair facilities is available. Telephone 01446 781792 or visit www.woodyslodge.org

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>



Volunteering in the Vale and Cardiff

For volunteering opportunities in the Vale and Cardiff, please visit:
www.volunteering-wales.net or contact your local County Voluntary Council.

Glamorgan Voluntary Services (V)

Provides advice and information on local national and international volunteering opportunities; to provide advice and information to voluntary organisations re good practice for working with volunteers. Telephone 01446 741706 or e-mail volunteering@gvs.wales

Cardiff Volunteer Centre (C)

Cardiff Volunteer Centre offers a one-stop resource for information, advice and guidance on all aspects of volunteering both for volunteers of all ages and recruiting organisations. Telephone 029 2048 5722 or e-mail volunteer@c3sc.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Welfare advice and financial management (see also Veteran Support)

This briefing provides an overview of some organisations which provide support for older people. The information in this briefing was up to date at the time of production, but information will change over time. Those organisations that only offer services in **either** the Vale **or** Cardiff are indicated with either a **(V)** or **(C)**, those not indicated offer services in both Cardiff & the Vale.

Age Connects Cardiff and the Vale of Glamorgan (V)

The Welfare Rights Service offers free benefit advice and assistance to people aged 60 or over. We can assist individuals and their carers claim their benefit entitlement including arranging home visits where appropriate. For more information, please contact the Service.

Telephone 029 2068 3682.

Age Cymru Advice

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals. If you want to talk to someone directly, in Welsh or English, call **0300 303 44 98** (open between 9am and 4pm, Monday - Friday) or e-mail advice@agecymru.org.uk

Citizens Advice Cardiff & Vale

Citizens Advice Cardiff & Vale deliver the Advicelink Cymru service which focuses on the provision of free and confidential advice and casework on complex benefit, debt, employment, discrimination, immigration, education and housing matters.

When you contact us, a trained adviser will talk to you about your circumstances and help you find a way forward. Our service is delivered across several channels; face-to-face, telephone, webchat and email. We offer advice and specialist casework from our Barry and Cardiff offices, in addition to outreach venues throughout the Vale of Glamorgan and Cardiff.

Our service delivers detailed and specific advice on the issue(s) affecting our clients. It may include assisting in the completion of forms or drafting of correspondence, providing sample letters or other self-help material and guidance, one-off negotiations on the client's behalf (and with appropriate authorisation). We also cover a small amount of casework activity such as ongoing correspondence and negotiation with third parties. Whenever clients require specialist help we refer them to appropriate specialist providers and services, both internally and externally.

We offer specialist services for our priority groups:

- Young and Adult Carers
- Children with complex needs
- Older people (particularly those with dementia)
- Individuals with learning disabilities and autism

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

- Integrated family support

Those requiring advice should call our Advicelink Cymru service on [0800 7022 020](tel:08007022020). Clients who require text relay can call [18001 08082 505720](tel:1800108082505720). Details of our outreach venues can be found at <https://cacv.org.uk/contact/>.

Lines are open between 9am and 6pm Mondays and Thursdays, and between 9am and 5pm Tuesdays, Wednesdays, and Fridays

Credit Union

Cardiff & Vale Credit Union is a mutual savings and loans society that provides straightforward, affordable financial services for the people who live or work in Cardiff or the Vale of Glamorgan.

Telephone 029 2087 2373, e-mail info@cardiffcu.com or visit www.cardiffcu.com

Friendly Trust

Provides advice and practical help to vulnerable people and their carers in the management of current assets and future inherited resources.

Telephone 029 2022 5200 or e-mail alison@friendlytrust.org.uk

Healthy Homes, Healthy People

Healthy Homes, Healthy People work across Wales and can support people with a range of energy advice and income maximisation measures. These include:

- Full benefits checks and help to apply for benefits (we can't support with appeals unfortunately)
- Support to access various winter fuel payments for eligible individuals
- Full support to access the Nest boiler replacement scheme for eligible individuals
- A range of home safety advice and access to various devices (e.g. alarms)
- Support to be switched to a capped water tariff for eligible households.

Eligibility for most schemes we refer to relate to some combination of people being on a low income and / or means tested benefits and / or having health conditions. To make a referral please e-mail hhhp@warmwales.org.uk with contact information for the person you are referring and a brief overview of the help they would find useful.

Macmillan Cymru

We provide a range of services including practical, medical and financial support and push for better cancer care. Telephone 0808 808 0000.

Mind in the Vale of Glamorgan (V)

Advice, information and support for carers of people experiencing mental ill health.

Telephone 01446 730792 or visit www.mindinthevale.org.uk

Nest

Nest is the Welsh Government's fuel poverty scheme, open to all householders in Wales. Nest provides advice on saving energy, money management, energy tariffs and benefit entitlement. In addition to free advice, if you own or privately rent your home and someone you live with receives a means tested benefit, you may also be eligible for free

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

home improvements.

Telephone Freephone 0808 808 2244 or visit www.nestwales.org.uk

The Royal Air Force Benevolent Fund

The RAF Benevolent Fund supports current serving and former members of the RAF and their families, providing practical, emotional and financial help. From relationship counselling to financial grants, we provide a range of services for the RAF Family.

Most of our services can be used by both serving and former RAF personnel and their partner and children. This includes one-off grants to help with unexpected expenses like a broken boiler or home adaptation, respite care and bereavement support. For former personnel and their partners, our Telephone Friendship Groups provide a safe space to chat to others in the comfort of their own home, while cases for financial assistance are considered individually and may vary dependent on the person's financial situation. We carry out a full, comprehensive assessment considering someone's needs and whether there are other ways in which we can support them.

For further details, call 0300 102 1919 or visit www.rafbf.org/requesthelp

Riverside Advice (C)

Provides a holistic welfare rights service, in welfare benefits, debt and money advice, budgeting, fuel debt, housing, energy efficiency. Our services include applications, specialist casework. Challenges and representation at court and tribunal.

Telephone 029 2034 1577, e-mail barbara.kerridge@riverside-advice.co.uk or visit www.riverside-advice.co.uk

RNIB Sight Loss Advice Service

RNIB offers support to blind and partially sighted people across the UK. We can help you to find the right assistive technology, support you in education and work, access financial help and much more. We're here to help you live the life you want. [Sight loss and wellbeing | RNIB](#)

We cover a wide range of topics such as:

- eye conditions
- emotional support
- wellbeing
- registering your sight loss with social services
- home life and family
- mobility and getting around
- employment
- accessing information
- benefits and concessions
- your rights
- education
- leisure
- technology

If you have a question about living with sight loss we are here for you. Call: 0303 123 9999

E-mail: helpline@rnib.org.uk or visit [RNIB | Home](#)

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

Speakeasy Law Centre(C)

Provides free legal advice and representation for people struggling with debt, welfare benefits, employment and housing problems.

Telephone 029 2045 3111, e-mail info@speakeasy.cymru or visit www.speakeasy.cymru

Tenovus Cancer Care's Benefits Advice service

Cancer can lead to unexpected costs and money worries. It can affect your ability to work, higher energy bills are typical as you try to keep warm during treatment, while the costs of travelling to and from appointments can quickly add up.

We're here to help and our advisors can guide you through the benefits and grants you may be entitled to.

Go to: tenovuscancercare.org.uk/support-and-information/get-support/money-matters-and-practical-support/grants-and-benefits

Or call 0808 808 1010

The Vale Third Sector Broker (V)

A one-stop shop person centred service which aims at keeping frail older people independent for as long as possible. The broker will pull a range of services, including those listed in this Directory, which will have the scope to provide the required support. This can be help needed with advocacy issues, benefit entitlement and other financial issues, loneliness and isolation, shopping, transport, condition specialist issues, housing, hospital discharge and provision of information on social activities and other topics.

Referrals are accepted from the older people themselves, their families and carers and from social services, health and other statutory and voluntary professionals.

For further information contact the Broker on 07964 974401 or e-mail

joy.corley@ageconnectscardiff.org.uk

For further information about services in the Vale and Cardiff please go to Dewis Cymru
<https://www.dewis.wales/>



Sources of information about voluntary sector services for older people in the Vale and Cardiff

Glamorgan Voluntary Services

Telephone 01446 741706 or visit www.gvs.wales

Vale 50+ Strategy Forum

The Vale 50+ Strategy Forum is a voice for all people aged over fifty. You can become a member of the forum if you are over 50 and live, work or volunteer in the Vale of Glamorgan. They have an active calendar of meetings, coffee mornings, social and information events that might be of interest. This can be found on their website. For more information, contact the Vale of Glamorgan Council Strategy and Partnership Team. Telephone 01446 700111, e-mail OPF@valeofglamorgan.gov.uk or visit www.vale50plus.org

Cardiff 50+

Is the voice for residents aged over fifty who live or work in Cardiff. Contact Andrew Lucas, Equalities Officer. E-mail Alucas@cardiff.gov.uk

Cardiff Third Sector Council (C3SC)

Telephone 029 2048 5722 or visit www.c3sc.org.uk

Cardiff and Vale Action for Mental Health

Telephone 029 2022 2200 or visit www.cavamh.org.uk

Directories of Services

<http://www.gvs.wales/support-for-groups/health-social-care-wellbeing/directories-of-services>

Information and Support Centres

Health and wellbeing information is available in the Information and Support Centres in Cardiff and Vale University Health Board. This service supports anyone looking for health information and can give support by providing free access to information in hard copy and via the internet; signposting to services and offering time to talk in a confidential environment. You can get free information about all types of health conditions, including cancer and long-term health conditions; local services and organisations; access to financial advice and information on benefits; carers information; screening, health awareness and health promotion. Contact Sarah Davies, Facilitator. E-mail pe.cav@wales.nhs.uk or telephone 07973 715912 or visit <https://cavuhb.nhs.wales/patient-advice/patient-experience/information-and-support-centres/>

Macmillan Information and Support Centre, **University Hospital of Wales**, Concourse, Heath Park, Cardiff, CF14 4XW.

For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>

Information and Support Centre, **University Hospital Llandough**, The Plaza, Penlan Road, Llandough, CF64 2XX.

Information and Support Centre, **Barry Hospital**, Colcot Road, Barry, CF62 8YH.

RNIB Cymru

The RNIB Cymru is Wales' largest sight loss organisation. Providing a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss. If you have a question about living with sight loss we are here for you. Call 0303 123 9999, e-mail helpline@rnib.org.uk or visit [RNIB | Home](#). If you have an Alexa enabled device just say "Alexa, call RNIB Helpline". The Helpline is open 8am until 8pm weekdays and 9am until 1pm Saturdays.

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For further information about services in the Vale and Cardiff please go to Dewis Cymru <https://www.dewis.wales/>