



Merthyr Tydfil **Carers** information pack



Introduction to the Carers Guide

Caring for someone can be very rewarding but it can also be demanding, stressful and tiring. We value the care that carers provide and we are committed to supporting you in ways that will help you to care.

This guide has been produced in order to provide a central resource of up to date information targeted to meet the needs of carers. It is designed to provide easily accessible information about the support and services available to carers.

For any comments/enquiries or if you require further copies, contact the **Carers Development Officer on 01685 353907.**

Who is a carer?

You are a carer if you look after and/or support family, partners, friends or neighbours who need your help because they are ill, frail or have a disability and you aren't paid for the care you provide.

Carers can be:

- Any age (an adult, young person or child)
- In or out of work, at school or retired
- Caring for someone who:
 - Is elderly and frail or
 - Has a physical disability or
 - Has a learning disability or
 - Has mental health problems or
 - Is misusing substances like drugs or alcohol
- Looking after a child or adult with special needs
- Caring alone or sharing the task with others
- Sharing a home with the person they care for or living somewhere else

Carers may help with things like dressing or bathing, as well as giving all kinds of practical and emotional support.

The Carers Development Officer at Voluntary Action Merthyr Tydfil can provide support to carers including comprehensive information and training days on a range of subjects that can help you in your caring role. Ring 01685 353907 for more information.

Carers Development Officer
Voluntary Action Merthyr Tydfil
89-90 High Street
Merthyr Tydfil, CF47 8UH

Email: **elaine.james@vamt.net**

Key Contacts for Emergencies

<p>Telephone 999 if you are in a situation when an "immediate" response is required. 999 should only be used in cases where a crime is happening now or if anyone is in immediate danger or needs urgent medical attention.</p>		
Electricity (Power cuts)	(typetalk) 0800 052 0400 0845 6012189	24hrs, 365 days
Fire Service	(minicom) 01443 232000 01443 232200	24hrs, 365 days
Floodline	(minicom) 0845 988 1188 08702 422 549	24hrs, 365 days
Gas (if you smell gas)	(minicom) 0800 111999 0800 371 787	24hrs, 365 days
Police	01685 722541	24hrs, 365 days
Water	(supply) 0800 052 0130 (sewerage) 0800 085 3968 (minicom) 0800 052 4125	24hrs, 365 days
	<p>Dwr Cymru have a register for customers with special needs (e.g. kidney dialysis patients) to ensure they have priority when water supplies are disrupted. Phone 0800 052 0138 Textphone 0800 052 0145</p>	
<p>Merthyr Tydfil County Borough Council has an Emergency Planning Team, telephone 01685 725162</p>		

<p>NHS Direct 0845 46 47</p>

Personal Contact Directory

Carers Development Officer

01685 353907

Care Agency

Tel: _____

Crisis Team

Tel: _____

Day Centre

Tel: _____

Dentist

Tel: _____

Doctor

Tel: _____

District Nurse/Community Nurse

Tel: _____

Health Visitor

Tel: _____

Hospital

Tel: _____

Occupational Therapist

Tel: _____

Optician

Tel: _____

Pharmacy

Tel: _____

Physiotherapist

Tel: _____

Podiatrist (Chiropodist)

Tel: _____

Social Worker / Care Manager

Tel: _____

Speech and Language Therapist

Tel: _____

Website Addresses

<p>Many websites are listed under individual entries but here is a list of some that may be useful. If you don't have access to a computer at home you can use one free at your local library.</p>	
Merthyr Tydfil County Borough Council	www.merthyr.gov.uk
Age Concern Cymru	www.ageuk.org.uk/cymru
Citizens Advice Bureau	www.citizensadvice.org.uk www.adviceguide.org.uk
Carers UK / Wales	www.carerswales.org
Department for Work and Pensions	www.dwp.gov.uk www.direct.gov.uk
Direct Gov - public service information from the UK Government	www.direct.gov.uk
Voluntary Action Merthyr Tydfil	www.vamt.net
Jobcentre Plus	www.direct.gov.uk
Merthyr & The Valleys Mind	www.matvmind.org
Local Health Board (access via Wales NHS site) NHS Direct	www.wales.nhs.uk www.nhsdirect.nhs.uk
Police	www.south-wales.police.uk www.ourbobby.com
Princess Royal Trust for Carers	www.carers.org www.youngcarers.net
Rethink Mental Health Advice	www.rethink.org
Advice and Support for Children & Young People	www.meiccymru.org
Mental Health Support	www.mentalhealthsupport.co.uk

A- Z	
Abuse	See Vulnerable adults, Child abuse
Acts (legislation Relevant to Carers)	See Carers Rights
Adaptations	See Housing Aids and Adaptations
Adult Education	<p>The Authority offers day and evening classes for vocational and non-vocational courses, for details of classes in your area or further information, ring the Neighbourhood Learning Centre on 01685 727099 or the Adult Community Learning Service on 01685 727379 or email adultlearning@merthyr.gov.uk.</p> <p>City and Guilds have online courses for carers. www.city-and-guilds.co.uk/learningforliving</p> <p>Distance Learning Courses are offered by the National Extension College 0800 389 2839 www.nec.ac.uk and by the Open University 0845 300 60 90 www.open.ac.uk Glamorgan University offers varied courses including annual summer schools. 01443 480480 www.glam.ac.uk</p>
Adult Protection	See Vulnerable Adults
Adult Social Services	Adult Social Services assess people's needs and determines their eligibility to receive services from the Division. 01685 724507
Advocacy	<p>Advocacy is a process of supporting and enabling people to express their views and concerns, access information and services, and defend and promote their rights and responsibilities.</p> <p>Person to Person Citizen Advocacy 01443 485196</p> <p>Dewis Centre for Independent Living provide advocacy for adults with a learning disability 01443 408418 www.dewiscil.org.uk</p> <p>Merthyr and the Valleys MIND offers advocacy for people experiencing mental health problems 01685 359183.</p> <p>See Age UK, Community Health Council</p>

Age UK	Age UK provides advice, support and practical assistance to improve the lives of older people. Services include: Information and advice, benefits, form filling 01443 490650 , Hospital Discharge 01443 490666 Support at Home 01443 490675
Aids and Adaptations	See Housing Aids and Adaptations
Alcohol Abuse	See Substance Misuse
Alzheimer's	See Dementia
Arthritis	Arthritis Care is a national voluntary organisation working with and for all people with arthritis. Freephone 0808 800 4050 www.arthritiscare.org.uk
Asperger Syndrome	Asperger Syndrome Support Group Parent/Carer support group for children of any age with Asperger Syndrome. Meets monthly. Contact Christine Jenkins 01685 886389
Attendance Allowance	See Benefits
Autistic Spectrum Disorders	Autism Parent Support Group Parent/carer support group for children and adults of any age with autism living in Merthyr Tydfil. The group is informal and friendly with monthly meetings on the second Friday of the month. Contact Disability/ASD Co-ordinator 01685 724699

Benefits

Comprehensive information about benefits is on the UK Government website Directgov. **www.direct.gov.uk**

This includes ways to claim. Information is free, up to date and available 24/7. Directgov can also be accessed from some TV and mobile phone services.

A number of agencies within Merthyr Tydfil can do a benefits check to ensure you are getting your full entitlement and they can also assist you to fill in the application forms. Information is available at the following organisations.

Age UK	01443 490650
Citizens Advice Bureau	01685 382188
Direct Payments	01443 425755
The Pension Service	0845 60 60 265

Macmillan Welfare Rights Project Free benefits advice for people affected by cancer – referral is via Macmillan nurses.

Age UK and the Pension Service offer home visits.

Attendance Allowance

A non-income related allowance paid to those aged 65 or over who need help with care because of illness or disability. Attendance Allowance is not counted as income when applications for Pension Credit are made.

Existing claims **0845 712 3456**. New claims **0800 882200**.

Benefit Fraud

To report any instances ring the Benefit Fraud Hotline **0800 854440**.

Bereavement Benefits **0845 606 0265** (dedicate Bereavement Service)

These are made up of

- **Bereavement Allowance** for widows / widowers aged between 45 and state retirement age at the time of bereavement, and are without a partner or dependent children. The amount payable depends on the amount of national insurance paid by the deceased for a maximum period of 52 weeks from the date of bereavement.
- **Widowed Parent Allowance** for bereaved parents with dependent children

- **Bereavement Payment** is a tax-free lump sum for widows/widowers under state pension age or whose spouse was not entitled to a category 'A' retirement pension at the time of bereavement. It is based on National Insurance contributions **0845 608 8601**.
- **Funeral Payments** - to help with the cost of a funeral if the claimant is on a low income. It is recoverable from the estate of the deceased.

Carers Allowance

This allowance is for those aged 16 or over who are caring for another person for at least 35 hours a week AND the person they care for is in receipt of the middle or higher rate of Disability Living Allowance for personal care, or Attendance Allowance. Restrictions apply if the carer is working or in full-time education. To make an application ring **0845 608 4321**.

- **Carer Premium / Addition**

The Carer Premium is an addition used in the calculation of some means-tested benefits (Pension Credit, Income Support, Jobseekers Allowance, Housing Benefit and Council Tax Benefit). It can also be included for those who have an underlying entitlement to Carers Allowance.

- **Christmas Bonus**

You will get a tax-free bonus with your Carer's Allowance shortly before Christmas each year unless it is paid with another benefit.

- **National Insurance Contribution**

For each week you are entitled to Carer's Allowance you will get a National Insurance (NI) Contribution that will help protect other Social Security Benefits and the State Retirement Pension.

- **State Second Pension**

For each complete tax year Carer's Allowance is paid, you will automatically build up extra pension called State Second Pension. If Carer's Allowance is not paid because you are getting another benefit paid at a higher rate you will still build up State Second Pension because you have an **underlying entitlement**.

- **Carers Credit**

Carers Credit gives a National Insurance contribution towards your pension. To qualify, you need to be caring for a total of 20 hours or more a week for one or more people who get Disability Living Allowance, Attendance Allowance or Constant Attendance Allowance. If they don't get these benefits you may still get Carers Credit but you need a health or social care professional to confirm the care you provide is appropriate. You also need to be between age 16 and State Pension age. You apply on form CC1.

Tax Credits 0845 300 3900

Tax credits are payments from the government. If you're responsible for at least one child or young person, you may qualify for Child Tax Credit. They can be claimed by people in or out of work and there is an extra element for disabled children.

If you work but are on a low income, you may qualify for Working Tax Credit. You can often get both types of tax credits. They aren't taxable. The amount you receive depends on your overall taxable income.

Cold Weather Payments

This is not the winter fuel payment, but a separate payment paid to a person/their partner in receipt of the Guarantee Credit part of Pension Credit, or a person receiving Income Support who has a child under 5 living with them. It is paid automatically when the average temperature is 0° centigrade or below, over 7 consecutive days.

Council Tax Benefit

This is a means-tested benefit that provides payment of the whole or part of your council tax, depending on your income and capital.

Council Tax Discounts

Some Carers can pay less Council Tax. Some properties are excluded altogether including properties that are left empty because the resident is in hospital, residential care or a nursing home, is living elsewhere to receive personal care, has gone to live with someone else to care for them, or if the property is occupied only by people with severe mental impairment.

There is a 25% discount if there is only one person in the household and a 50% discount if no one lives in the household. As a carer you will not be counted for council tax purposes if:

- You provide at least 35 hours of care a week **AND**
- The person you care for gets the highest rate of Disability Living Allowance care component or the higher rate of Attendance Allowance **AND**

- You live with the person you care for **AND**
- You are not the partner of the person you care for, or their parent if you care for a child under 18. You do not have to get Carer's Allowance to get this discount. If there is more than one carer in the property, each carer can be disregarded. Council Tax discounts can be backdated as far as 1993 if all the qualifying conditions were met during this time so it could mean you can get a significant refund on Council Tax you have already paid.

Disability Reduction Scheme

You may be able to get a reduction of your Council Tax that does not depend on your income or savings e.g. if your home is adapted for a disabled person.

Disability Living Allowance

A non-means tested, tax free benefit paid to people under 65 who need help with personal care, getting around or both because of an illness or disability. The need for help must have existed for 3 months and be expected to exist for a further 6 months. It is NOT taken into account if claiming other means-tested benefits. This can be claimed by people who work and people who do not work.

For general enquiries ring **0845 712 3456**
or to make a new claim ring **0800 882200**

Employment and Support Allowance

Employment and Support Allowance (ESA), like Jobseekers Allowance (JSA) is assessed in two ways:-

- Contributory ESA (replacing Incapacity Benefit)
- Income-related ESA (replacing Income Support) on the grounds of incapacity.

For existing claims **0845 608 8562**,
for new claims **0800 055 6688**

- **Home Responsibilities Protection**

If you are a carer but are not entitled to Carer's Allowance, you may be able to claim Home Responsibilities Protection for every year during which you are a carer for at least 48 weeks. This aims to protect your basic State Pension rights (and bereavement benefits) when you are not paying National Insurance Contributions because you are looking after someone who is sick or disabled and not getting a benefit such as Carer's Allowance which credits you with contributions.

- **Housing Benefit**

This is a means-tested benefit that provides payment of the whole or part of your rent depending on your income and capital.

- **Incapacity Benefit**

Incapacity Benefit has now been replaced by Employment and Support Allowance. These claims will be transferred to ESA from February 2011 till 2014.

Income Support

This benefit can be claimed by people aged 16+ who are resident in Great Britain and whose income and capital are below a certain level as long as they are not working or work less than 16 hours a week (24 hours for a partner) and are carers.

Lone parents and people in receipt of incapacity benefit will be eligible for Income Support.

From February 2011 Income Support claimants who claim on the basis of disability or ill health will be transferred onto Employment Support Allowance.

New claim **0800 055 6688**.

Existing claim **0845 608 8562**.

Industrial Injuries Disablement

This is a weekly benefit paid to people who are disabled because of an accident at work or due to certain prescribed diseases caused by their job.

0845 758 5433

Jobseekers Allowance

Can be claimed by those who are actively seeking work.

For new claims, ring Jobcentre Plus **0800 055 6688**,
for existing claims ring **0845 608 8562**.

Pension Credit

Pension Credit is an entitlement for people reaching pension age and guarantees a minimum level of income.

New claim **0800 99 1234**.

Existing claim **0845 606 0265**.

Retirement Pension

People are automatically contacted 4 months before retirement age, at this time they need to make a claim.

New claim **0800 731 7898**

Existing claim **0845 606 0265**,

Pensions forecast **0845 3000 168**.

Severe Disablement Allowance

This non-contributory sickness benefit is paid to claimants who were entitled before April 2001 when it was abolished for new claims. From February 2011 claimants will be transferred to Employment and Support Allowance.

Social Fund

The Social Fund helps people with expenses that are difficult to pay out of regular income. There are Funeral Payments, Community Care Grants, Budgeting Loans and Crisis Loans. Contact one of the previously mentioned agencies to make an application.

Crisis loan living expense **0800 032 7952**

Budgeting loans - contact Jobcentre Plus or The Pension Service for a claim form or download from **www.direct.gov.uk**

Community Care Grant 0845 608 8763

Funeral Payment - see bereavement benefits

Winter Fuel Payment

A Winter Fuel Payment is a lump sum payment made to pensioner households to provide extra help towards winter fuel bills.

Winter Fuel Helpline **08459 151515**.

Benefit Entitlement When in Hospital

This information is to help hospital inpatients and staff understand the impact of in-patient hospital stays on benefits and tax credits. These rules apply to anyone receiving free, NHS treatment in NHS hospitals, and some special hospitals or similar institutions.

You must report hospital admission to Department for Work and Pensions (DWP), the Pension Service, tax credits and / or the local authority as soon as possible to avoid overpayments which will be claimed back once you return home. If you are unable to do this yourself, ask a friend, family member, or member of staff to report your change in circumstance.

For further information and advice visit www.direct.gov.uk, ring the relevant DWP department, contact your local Citizens Advice Bureau or ask a social worker to make a referral to the social services welfare rights advisor service.

In work help

If you are moving off benefits into work, you may qualify for in work help. This is dependant on your circumstances. Help currently available includes

- Return to Work Credit (people with health conditions)
- In work credit (lone parents)
- Job Grant
- Housing Benefit Run on
- Mortgage Interest Run on
- Tax credits

Phone your local jobcentre on 0845 604 3719 to make an appointment with an adviser to find what you might be eligible for if you are starting or returning to work.

Benefit Entitlement When in Hospital (continued)

Benefit Tax Credit -	Impact	What you should do
<p style="text-align: center;">Attendance Allowance (AA)</p>	<p>This benefit stops after 28 days (4weeks) in hospital. Once AA stops the following will also cease:</p> <ul style="list-style-type: none"> • Carers Allowance (CA) paid to the patient's carer at home. Any Carer's Premium on Income Support, Employment And Support Allowance and Pension Credit will also be affected. • Severe Disability Premium on Income Support, Employment and Support Allowance, Pension Credit, Housing and Council Tax Benefit. <p>This means that income based benefits, Income Support, Employment and Support Allowance, and Pension Credit may be reduced or stop for you and your partner. Any change in income could affect your Housing or Council Tax Benefit.</p>	<p>Tell Attendance Allowance the date of hospital admission on 0845 712 3456.</p> <p>Ring your Housing and Council Tax Benefit office to check how the changes in income and circumstances may affect your claim on: Merthyr Tydfil 01685 725237</p>

Benefit Entitlement When in Hospital (continued)

Benefit Tax Credit -	Impact	What you should do
Carers Allowance (CA)	<p>If you are a carer and the person you care for goes into hospital, this benefit may stop as soon as they are admitted. It will cease when their DLA / AA stops (after 28 days in hospital). If you are a carer, and have been admitted to hospital this benefit will stop after 84 days (12 weeks). Carers Premium on Income Support and Pension Credit will stop at the same time. This means that income based benefits, Income Support, Employment and Support Allowance, and Pension Credit may be reduced or stop for you and your partner. Any change in income could affect your Housing or Council Tax Benefit.</p>	<p>Tell Carers Allowance the date of hospital admission on 0845 608 4321. Ring your Housing and Council Tax Benefit office to check how the changes in income and circumstances may affect your claim on: Merthyr Tydfil: 01685 725237</p>
Disability Living Allowance (DLA)	<p>This benefit stops for adults After 28 days (4 weeks) in hospital. Any DLA mobility part being used to pay for a motability car will continue until the agreement ends. However any balance of DLA mobility not used to purchase a car, will stop after 28 days. Once DLA stops the following will also end: Carers Allowance (CA) paid to the patient's carer at home. Any Carer's Premium on Income Support, Employment and Support Allowance and Pension Credit will also be affected</p>	<p>Tell DLA the date of hospital admission on 0845 712 3456. Ring your Housing and Council Tax Benefit office to check how the changes in income and circumstances may affect your claim on: Merthyr Tydfil: 01685 725237</p>

Benefit Entitlement When in Hospital (continued)

Benefit Tax Credit -	Impact	What you should do
<p>Disability Living Allowance (DLA) Continued</p>	<ul style="list-style-type: none"> • Severe Disability Premium on Income Support, Employment and Support Allowance, Pension Credit, Housing and Council Tax Benefit. <p>This means that income based benefits, Income Support, Employment and Support Allowance, and Pension Credit may be reduced or stop for you and your partner. Any change in income could affect your Housing or Council Tax Benefit. Please note: For children under 16 receiving DLA, it will usually stop after 84 days (12 weeks).</p>	<p>Tell DLA the date of hospital admission on 0845 712 3456. Ring your Housing and Council Tax Benefit office to check how the changes in income and circumstances may affect your claim on: Merthyr Tydfil: 01685 725237</p>
<p>Employment and Support Allowance (ESA) Incapacity Benefit (IB) Severe Disablement Allowance (SDA)</p>	<p>Your benefit should stay the same for up to 52 weeks, as long as you still meet the conditions for getting it. After 52 weeks, Employment and Support Allowance may stop. If a customer is single, extra premiums on Income Support will stop but basic Income Support will be paid. Help with mortgage / housing costs will stop, but another person who must make these payments may be able to make a new claim for them. Couples claiming income based Employment and Support Allowance will have to claim as single people if they are apart for much more than 52 weeks.</p>	<p>Tell Jobcentre Plus the date of hospital admission by telephone on 0845 608 8562. Ring your local Housing and Council Tax Benefit office to check how changes in income and circumstances may affect your claim on: Merthyr Tydfil: 01685 725237</p>

Benefit Entitlement When in Hospital (continued)

Benefit Tax Credit -	Impact	What you should do
<p style="text-align: center;">Housing and Council Tax Benefit</p>	<p>Housing and Council Tax Benefit stops after 52 weeks of being continuously absent from home. A partner or someone else living in the home can make a new claim to receive this benefit.</p>	<p>Ring your Housing and Council Tax Benefit office to check how changes in income and circumstances may affect your claim on: Merthyr Tydfil: 01685 725237</p>
<p style="text-align: center;">Income Support (IS)</p>	<p>Your benefit should stay the same for up to 52 weeks, as long as you still meet the conditions for getting it. If you are getting other benefits that stop earlier because you (or someone you are claiming for) go into hospital, this could affect your Income Support. Couples claiming Income Support will have to claim as single people if they are apart for more than 52 weeks.</p>	<p>Tell Jobcentre Plus the date of hospital admission by telephone on 0845 608 8562. Ring your Housing and Council Tax Benefit office to check how changes in income and circumstances may affect your claim on: Merthyr Tydfil 01685 725237</p>
<p style="text-align: center;">Industrial Injuries Disablement Fund</p>	<p>There is no affect to this benefit when you are in hospital. If you get Constant Attendance Allowance as part of this benefit you must tell Jobcentre Plus once you have been in hospital for 28 days (4 weeks).</p>	<p>Tell Jobcentre Plus the date of hospital admission by telephone on 0845 608 8562.</p>

Benefit Entitlement When in Hospital (continued)

Benefit Tax Credit -	Impact	What you should do
Jobseekers Allowance (JSA)	This benefit stops after 14 days in hospital, as you cannot be treated as actively seeking work. If you are claiming Jobseekers Allowance for your partner or a child who goes into hospital, your Jobseekers Allowance should stay the same for up to 52 weeks as long as you still meet the eligibility conditions.	Tell Jobcentre Plus the date of hospital admission by telephone on 0845 608 8562 .
Pension Credit	Pension Credit will continue to be paid minus any premiums received in connection to: <ul style="list-style-type: none"> • Disability Living Allowance • Attendance Allowance • Carers Allowance Couples claiming Pension Credit will have to claim as single people if they are apart for more than 52 weeks.	Discuss your claim and how it may be affected by admission to hospital by calling the Pension Service on 0845 60 60 265
State Pension	Your weekly state pension is not affected by being in hospital, even if you stay for more than 84 days (12 weeks). If you receive any additions to your state pension (e.g. Pension Credit or Carer's Allowance) these may be reduced or stop.	Notify the Pension Service of your hospital admission on 0845 606 0265 Ensure you discuss if additions to your state pension will be affected by you, or your partner going into hospital.

There are standard letters available to send to DWP, Pension Service, tax credits and/or the local authority if you do not want to notify your hospital admission over the phone. These rules do not apply to hospices, people not fully funded by the NHS or receiving NHS continuing care funding in their own home or to people paying to stay in private hospitals. This information is not a full statement of law. Seek personalised advice should you have any queries.

Bereavement/Allowance Bereavement Payment	See Benefits
Bereavement Counselling	Cruse Bereavement Care provides a service of counselling, advice and support 01685 876020
	See Counselling
Births (Registration / Replacement Certificates)	Ring the Registrar's Office at Merthyr Tydfil 01685 725344/727333.
Blindness	See Sensory Impairment
Blue Badge	See Disabled Parking
Bowel Screening	There is a new screening test for bowel cancer available for people aged between 60 and 69, which will be extended to everyone aged between 50 and 74 by 2015. Bowel Screening Wales Freephone 0800 294 3370
Brain Injury	Brain Injury Support Group Support group for carers of someone with an acquired brain injury such as traumatic brain injury, encephalitis or anoxic brain damage. Contact Vicky Richards 029 2031 3808. Headway - For people with acquired brain injuries, their families and carers. Rookwood Hospital, Cardiff, 02920 577707 www.headwaycardiff.org
Bridges Into Work	See Employment
Bus Passes	The Council provides free bus passes to people over 60 and for people with disabilities or mobility problems. A companion bus pass, which allows one companion to travel free to assist a person with a disability, may also be available. 01685 725410

Cancer	<p>Cancer Aid Merthyr Tydfil is a registered charity that provides a free service to those whose lives have been touched by cancer living within the County Borough of Merthyr Tydfil.</p> <p>Services include counselling, support groups, reflexology, aromatherapy and a drop-in centre. The New Purpose Built Centre of Excellence is based in Dowlais and is open Monday to Friday 9am – 5pm.</p> <p>01685 379633</p>
	<p>Specialist support for people with cancer and their carers is available through Macmillan nurses. Contact your Macmillan nurse for a referral to this service.</p>
	<p>In the Pink (Merthyr and Cynon Valley) Breast Cancer Support Group 01685 728645</p>
Cardiac	<p>British Heart Foundation Cymru provides help and advice for those with a heart condition.</p> <p>029 2038 2368 www.bhf.org.uk</p>
Care and Repair	<p>Listening to what the older person wants and needs and putting together a package of information, home repair or adaptation, with support to make it happen. This includes: A Healthy Homes Check, Financial Information, Administration, Technical Assistance and Monitoring, Gardening, Handy Person Service, Rapid Response adaptation, Welsh Government funded advice to deliver small works of repair and adaptation to facilitate safe hospital discharge or prevent admission. 01685 723771</p> <p>www.merthycareandrepair.co.uk</p>
Care and Social Services Inspectorate Wales (CSS1W)	<p>This is the government body that makes sure that care homes and childcare services meet the regulations and standards expected of them.</p> <p>01443 848450 www.cssiw.org.uk</p>
	<p>See Residential Care</p>
Care Homes	<p>See Residential Care</p>

Care Package / Plan	<p>Care is planned on an individual basis to meet the specific needs identified during an assessment of the person you care for. The service(s) provided as a result is called the Care Package. A needs assessment is free of charge. 01685 724507.</p> <hr/> <p>See Carers Assessment</p>
Carelink	See Lifeline
Carer Addition/Premium	See Benefits
Carers Allowance	See Benefits
Carers Assessment	<p>If you are 16 years old or over and look after an adult on a 'regular and substantial' basis, you are entitled to a Carer's Assessment. Your Carer's Assessment will identify your needs as a carer and help plan how you can be supported in what you do. You will need a Carers Assessment if you require any of the respite care services provided by Local Authority Social Services, such as Day Care, Sitting Services and Residential Respite Care.'</p> <p>A Unified Assessment considers the needs of the person you provide care for and the services that can be provided directly to them. You can contribute to this as part of their assessment and so it could benefit both of you.</p> <p>Either assessment provides you with an opportunity to discuss services that may make caring easier.</p> <p>To arrange a Carers Assessment ring 01685 724507</p>
Carers Champion	<p>The Carers Champion is a Councillor with special responsibility for the interests of carers. For more information contact the Carers Development Officer on 01685 353907</p>
Carers Credits	See Benefits

Carers in Work	<p>As a working carer you are likely to need a range of support in the workplace and you may want to know:</p> <ul style="list-style-type: none"> • Your legal rights, • Changes you can make at work, • How to get practical help with caring, • How to apply for flexible working <p>For further information on working carers ring the Carers Development Officer on 01685 353907</p>
Carers News	<p>A regular free newsletter produced by the Carers Development Officer to ensure carers are kept up to date with relevant news and events. For a copy of the latest issue ring the Carers Development Officer on 01685 353907</p>
Carers Rights / Acts	<p>Carers Rights include the right:</p> <p>to be informed of their rights, verbally and in writing. (Carers [Equal Opportunities] Act 2004)</p> <p>To decide whether or not they wish to provide care - and if so, how much care they are willing or able to provide. (Carers [Recognition and Services] Act, 1995, Carers and Disabled Children Act, 2000)</p> <p>To be involved in the assessment of the person they care for - unless that person is over 18 and does not wish this to happen. (NHS and Community Care Act 1990).</p> <p>To have their own needs assessed to ensure they are able to continue caring at the level they intend to provide AND to have someone present to support them at meetings or assessments. This could be a friend, relative, or advocacy worker, for example. (Carers [Recognition and Services] Act, 1995, Carers and Disabled Children Act, 2000).</p> <p>To have their needs assessed in terms of their Leisure, Education/Training and Employment. These needs must be considered but there is no absolute duty to meet these needs. (Carers [Equal Opportunities] Act, 2004).</p> <p>To use Direct Payments for the delivery of relevant services. (Carers and Disabled Children Act 2000).</p> <p>To be involved in discharge planning. (Community Care (Delayed Discharges) Act 2003)</p>

<p>Carers Rights / Acts</p>	<p>To request a reasonable amount of unpaid time off from work - to arrange care, provide care or for other reasons related to caring. (Employment Rights Act 1996) Parent carers with children under 18 who have worked for their employer for 26 weeks or more can apply for flexible working arrangements. (Flexible Working Regulations 2006) Carers looking after someone at home can apply for the same arrangements - there are a number of conditions. (Work and Families Act 2006) The Children and Young Persons Act will create a duty for local authorities to provide respite care for families with a disabled child. For more information or for a free booklet 'Looking after someone, a guide to carers' rights and benefits' ring the Carers Development Officer on 01685 353907 or download from www.carerswales.org.uk</p> <p>Proposed Carers Strategies (Wales) Measure - Welsh Assembly Government is considering a new measure relating to carers currently. It is the first under the new Legislative Competence Order (secondary legislation) and will have an impact on how both health and social services provide information to carers and engage and consult with them. This Measure will be introduced by 2012. You can get more information about it here: www.wales.gov.uk</p>
<p>Carers Rights Day / Carers Week</p>	<p>A day in December and a week in June when events are run across the UK to raise awareness of the needs of carers, and inform those who are unaware of the services and benefits they are entitled to.</p>
<p>Carers Strategy</p>	<p>The strategy for carers in Merthyr Tydfil aims to improve conditions and raise the profile of carers. For information ring the Carers Development Officer on 01685 353907.</p>

Carers Support	<p>Carers UK is a membership organisation of carers, led by carers for carers, taking action to bring about change locally and nationally.</p> <p>029 2081 1370 www.carerswales.org</p>
Charges for Adult Social Services	<p>Not all Adult Social Services provided are free of charge, sometimes service users are asked to contribute towards the cost.</p> <p>For more information ring 01685 724507</p>
Child Abuse	<p>To report suspected child abuse: 01685 724506</p> <p>Emergency Duty Team 01443 849944 or NSPCC Freephone 0800 800 500 or email: childrensservices@merthyr.gov.uk</p>
Child Tax Credit	See Benefits
Children	<p>Children's Management Team and Disabled Children's Team. 0800 678 3798</p> <p>Early Bird is a three month programme designed for parents of children aged 5 and under with an autistic spectrum disorder. The programme aims to empower parents/carers and help to establish good practice within these very important early years of their child's development.</p> <p>Early Years and Family Support Services: 01685 725009</p> <p>Fostering and Adoption: 0800 783 4086</p> <p>Reviewing Team Child Protection and Youth Offending Service: 01685 724960</p>

Children	<p>SNAP Cymru is a charity that offers information and support to families of children and young people aged from 0 to 25 who have or may have special educational needs. Free advice and support to parents, carers and young people; advocacy and disagreement resolution services.</p> <p>01443 220150 / 01685 727388</p> <hr/> <p>See Young Carers.</p>
Cinema	<p>The Cinema Ticket Scheme is a national card scheme aimed at disabled people that allows one free ticket for the person accompanying them. To be eligible for the card the person with the disability needs to be in receipt of Disability Living Allowance, Attendance Allowance or be registered blind. There is a small charge for membership - application forms are available from cinemas and theatres supporting the scheme or from the website www.ceacard.co.uk</p>
Cinema (Accessible)	<p>Some cinemas have facilities to screen the latest films with on-screen subtitles for hearing impaired people and a narrated soundtrack for visually impaired people.</p> <p>0845 056 9824 www.yourlocalcinema.com</p>
CISWO	<p>Coal Industry Social Welfare Organisation: CISWO is a national charity delivering community and personal welfare services within mining and former mining communities. 01443 485233</p>
Citizens Advice Bureau	<p>For information and advice on debt, benefits, and legal issues. Ring Citizens Advice Bureau 01685 382188</p>
Cold Weather Payments	<p>See Benefits</p>
Communities First	<p>The Communities First Programme is a long-term strategy for improving the living conditions and prospects for people in the most disadvantaged communities within Merthyr Tydfil. To find details on your local Communities First Partnership ring 01685 725225.</p>

Community Day Centre	There are three Day Centres within the Merthyr Tydfil Borough providing meals, and beverages and a range of activities are on offer including leisure and arts and crafts as well as the opportunity to socialise with others. 01685 724500
Community Health Council	See Day Centres Offers help, advice, advocacy on complaints about the NHS. Merthyr Tydfil and Cynon Valley 01685 384023 Pontypridd and Rhondda 01443 405830
Community Legal Services	See Legal Services
Community Safety Partnership	For information and advice on the Community Safety Partnership ring 01685 725466 www.mtcsp.org.uk
Complaints (about the Council)	See Police If you have a complaint, compliment or representation you wish to make there are a numbers of ways you can contact the Council: If you would like to make a compliment or a comment, you can speak or write to either the people in the relevant area, any member of Council staff or your Local Councillor. They will note down your compliment or comments and then pass them on to the right people to be used to improve our services. If you would like to make a Compliment or Comment, please print off and complete the Compliments, Comments and Complaints Form from the council website http://www.merthyr.gov.uk/Home/Contact+Us/Compliments+Comments+and+Complaints.htm Please return your form to the Organisational Improvement Section, Room 432, Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN. Alternatively, you can e-mail customer.care@merthyr.gov.uk . You will receive an acknowledgement within 5 working days. If your complaint cannot be resolved you can contact the Public Services Ombudsman for Wales 01656 641150
Complaints (about the National Health Service)	If you need any help or advice with a problem or have a complaint about the NHS locally ring Merthyr Tydfil and Cynon Valley Community Health Council Advocacy Service 01685 384023 . You can also contact the Patient Support Officer at Prince Charles Hospital 01685 724468 or the Patient Support Officer at Royal Glamorgan Hospital 01443

Complaints (about Social Care)	If you are unhappy with your social care services, you have a right to complain. 01685 727034 email: customer.care@merthyr.gov.uk .
Computer Training	Training for beginners is available in some libraries, as well as through adult education. Ring your local library and see Adult Education for more details.
Computers	Internet connected computers are available to use free of charge (small charge for printing items) in all libraries. Each library has software, which will help the visually impaired. Ring individual libraries to book a computer session.
	See Libraries
Consumer Advice	Free, confidential help and advice on any consumer problem including: advice on your legal rights; help to write effective letters of complaint; contacting traders on your behalf and help you to use the County Court. Home visits are available to people in certain circumstances. 08454 040506
Contact a Family	UK-wide charity providing advice, information and support to the parents of all disabled children. Family workers can offer one-to-one help to families with a disabled child. 029 2039 6624 www.cafamily.org.uk/wales
Council Tax	For all enquiries about Council Tax and Housing Benefits - Customer Helpline 01685 724555 Email: revenues@merthyr.gov.uk
	See Housing
Council Tax Discounts / Benefits / Disability Reduction Scheme	See Benefits
Councillors (how to contact)	Enquiries about wards, surgeries and contacting Councillors. www.merthyr.gov.uk/home/council
Counsel and Care	A national charity working with older people, their families and carers to get the best care and support. 0845 300 7585 www.counselandcare.org.uk

Counselling	See Bereavement Counselling
Credit Union	A local place to save your money, access to low cost loans and volunteer opportunities 01685 377888
Crime Stoppers	See Police
Crossroads	<p>Crossroads provides practical support to carers through the provision of trained care support workers who can provide respite for the carer. Services include a home based service, a service for working carers, taking out in the community or in the car, nightsits, personal care, medication (within guidelines) light meal preparation and feeding, certain nursing tasks (within guidelines), care for the terminally ill and domestic, gardening and handyman services through our subsidiary company.</p> <p>01685 382366 / 01443 480484 info@crossroadscwmtaf.org.uk</p> <hr/> <p>www.crossroads.org.uk See Respite.</p>
Cwm Taf Health Board	Responsible for provision of health care services in Merthyr Tydfil and Rhondda Cynon Taf. 01443 486222
Day Centres	<p>Social Services provide core day centre services for frail older people and for younger people with learning disabilities. There are three Day Centres in the Merthyr Tydfil area which are listed below.</p> <p>Forest Road, Sandbrook Centre, Ty Gwyn Newydd.</p> <p>If you require further information or you wish the person you care for to receive respite at a day care centre please speak to a Duty Officer on 01685 724507</p>
Deafblind, Deafness and Hard of Hearing	See Sensory Impairment

<p>Deaths (Registration / Replacement Certificates</p>	<p>Registrar's Office at Merthyr Tydfil 01685 727333</p>
<p>Dementia</p>	<p>Information and support for families affected by dementia is available from the Alzheimer's Society 01685 353919. A specialist worker to support families and people with dementia who are under the age of 65 is also available.</p> <p>Age Concern Morgannwg can provide outreach workers 01443 490650, and advocates 01443 438248 to people with dementia living in the community.</p> <p>National Dementia Helpline 0845 300 0336</p> <hr/> <p>Forgetful Friends Café is held on the second Wednesday of every month from 6.30 to 8.30 for people with dementia and their carers. Entertainment is varied and refreshments are provided.</p> <p>Singing for the Brain sessions are held every Monday from 11.30 to 12.30 for people affected by dementia and their carers.</p> <p>Volunteer befrienders are placed with people affected by dementia to promote their independence and build their confidence.</p> <p>Contact the Alzheimers Society on 01685 353919</p> <p>Age Concern Morgannwg can provide outreach workers 01443 490650, and advocates 01443 438248 to people with dementia living in the community</p> <hr/> <p>See Older People's Mental Health</p>

Dentists	To find an NHS dentist contact the Local Health Board 01443 744800 . Emergency dentistry for people not able to access treatment is available Monday to Friday 9am to 4.30pm 01443 680166 . For evening and weekend emergencies 0845 6010110 . List of local dentists www.cwmtaflhb.wales.nhs.uk
DEWIS Centre for Independent Living	Support Service for disabled people who wish to use Direct Payments. 01443 408418 . www.dewiscil.org.uk
	See Advocacy
Deposit Collection Service	See Libraries
Diabetes	Diabetes Support Groups Carers Course - Diabetes what you need to know, Diabetes self management programme types 1 and 2. Telephone Information Services. Diabetes Peer Support – local groups providing information and support. Ring for details of groups in your area. Phone: 01443 858099 Wendy Gane
Dial a Ride	See Transport for the Disabled
Directgov	Dedicated 'Carers' section covering benefits, working and caring, and help with caring. Includes information, contact details, how to claim, claiming online, leaflets and benefit calculator. www.direct.gov.uk
Direct Payments	Direct payments are cash payments to purchase social care services as an alternative to having an arranged service. They are used to meet an individual's assessed need where they are eligible for a social care service. 01443 425755 See DEWIS CIL

	See Benefits
Disability Reduction Schemes	See Benefits
Disabled Drivers	Motability Car Scheme 0845 4564566 Motability Powered Wheelchair and Scooter Scheme. 0845 4564566 www.motability.co.uk
Disabled Parking	<p>Merthyr Tydfil town centre car parks all offer disabled persons parking bays which are designed to enable Blue Badge Holders to park as close to their destination as possible. When using the Council car parks Blue Badge holders should also note that they are not exempt from any charges and therefore will need to purchase a parking ticket at a machine and display it in the vehicle alongside your blue badge.</p> <p>For further information in relation to parking in the Council Car Parks please Tel. Parking Enquiries (01685) 725285/726285.</p> <p>To apply for a badge please contact the Council's Social Services Department on Tel (01685) 724500</p>
Disabled Toilets	See RADAR National Toilet Scheme
Doctors (out of hours)	Ring your surgery, where there may be an answer phone message containing another number to ring. If you need to see a doctor you may be asked to go to a central treatment centre. Alternatively NHS Direct 0845 4647 www.nhsdirect.nhs.uk Also see list of GP practices at end of book.
Dog Walking (Cinamon Trust)	The Cinnamon Trust can help in finding volunteers to exercise pets where owners are no longer physically able to do so themselves and are of pensionable age. 01736 757900 www.cinnamon.org.uk
Domestic Help / Serices	Age Concern Morgannwg Support Plus Service helps people maintain independence in their own home. All types of domestic services are available at an hourly fee. 01443 490650
Drugs	See Substance Misuse

<p>Equality, Diversity and Social Justice Team</p>	<p>Promotes equality of opportunity and addresses social disadvantage for everyone working and living in Merthyr Tydfil 01685 725425 equalities@merthyr.gov.uk</p>
<p>Evening Classes</p>	<p>See Adult Education</p>
<p>Education Programme for Patients</p>	<p>The Education Programme for Patients is a six-week self-help course for anyone with a long term or chronic condition. Topics covered by the course include:</p> <ul style="list-style-type: none"> • Managing symptoms such as pain & tiredness • Coping with low self-image • Dealing with difficult feelings such as anger, fear and frustration • Coping with stress & depression • Eating healthily • Relaxation techniques & better breathing • The benefits of exercise • Improving communication skills with family, friends and professionals • Problem solving & planning for the future <p>For more information about courses in your area contact Voluntary Action Merthyr Tydfil 01685 353911 www.eppwales.org</p> <hr/> <p>Also see Looking After Me</p>
<p>Fair Trading</p>	<p>Consumer Direct offer advice and help on complaints or queries about fair trading 08454 04 05 06 www.consumerdirect.gov.uk</p>
<p>Fifty Plus Forums for Older People</p>	<p>See Older People's / 50+ Forums</p>

Education	To speak to a member of the Education Department for advice 01685 724600 See Adult Education.
Emergency Card	Contact the Carers Development Officer to obtain an Emergency Contact Card to carry with you in case of an emergency. 01685 353907
Emergency Duty Team	An out-of-hours social care emergency team who can deal with circumstances needing immediate response 01443 849944
Employers for Carers	Provide advice and support for employers seeking to develop carer friendly policy and practice and retain skilled workers. 020 7378 4956 www.employersforcarers.org
Employment	Starting or returning to paid work. Help and support is available from Jobcentre Plus including confidence building, volunteering, better off calculations and work focused training. Call 0845 604 3719 for an appointment with a local adviser.
Employment and Support Allowance	See Benefits
Energy Efficiency	Advice concerning energy efficiency grants and other ways of saving money when using electricity and gas in the home. South East Wales Energy Advice Centre 0800 512012 Home Energy Efficiency Scheme 0800 316 2815 www.heeswales.co.uk
Energy	Most energy suppliers offer special support services for vulnerable customers – contact your supplier for information.
Environmental Health Officers	Environmental Health Officers visit premises on matters relating to Health and Safety, food hygiene, pollution and Protection 01685 725402/725179

Fire Safety	<p>South Wales Fire Service offer practical advice and guidance on issues like smoke alarms. 01443 232000. To arrange a free home fire safety check: 0800 169 1234. www.southwales-fire.gov.uk</p> <hr/> <p>See Telecare</p>
First Aid	<p>Free training courses for carers are run regularly. Freephone CarersLine 0808 100 1801</p>
Freedom of Information	<p>Under the Freedom of Information Act 2000 you have the right to access all types of recorded information (subject to certain exemptions) held by public authorities.</p> <p>The Council has appointed a Corporate Information Management Officer to lead on Freedom of Information, Data Protection and Data Sharing. Additionally, the Council's Publication Scheme and other documents on the Council's website contain a great deal of information.</p> <p>The Corporate Information Management Officer 01685 725000</p>
Furniture	<p>Environmental Services offer advice on collection of unwanted furniture or bulky refuse 01685 725138</p> <p>Green Horizons collects good quality unwanted furniture and sells it back into the community at affordable prices. 01443 693348</p>
Gardening	<p>Environmental Services offer information about gardening for wildlife, wildlife surveys, garden waste etc. 01685 725138. Also see Care & Repair</p>
Gas Repairs	<p>For any gas emergency at any time ring Freephone 0800 111 999. Free safety inspections on gas appliances are available for owner-occupiers over 60 or people with disabilities.</p> <p>To register for priority service and response, contact your supplier.</p>
Glamorgan Holiday Hotel	<p>See Respite</p>

Grants	The Carers Special Grant is a sum of money that is awarded to organisations who provide services to carers.
	The Family Fund provides grants to families with severely disabled or seriously ill children (up to their 18th birthday) 0845 130 4542 www.familyfund.org.uk
	Stroke Association Welfare Grants may be available for people who have had a stroke – referral is via a social worker or health professional.
	Turn2us is a charity that helps people find out about charitable grants and state benefits they may be entitled to. www.turn2us.org.uk
	Private Sector Housing Section can provide information on possible grants for private housing 01685 725373
	A Disabled Facilities Grant is a grant that can be used to pay for adaptations to make a home more accessible. It is means tested for people over 18 years old. 01685 724500
	See Energy Efficiency, Benefits
GP Carers Champion	This is the nominated person in each GP's surgery who has the responsibility to signpost carers in the right direction for support.
Handyperson Service	Care and Repair are able to provide homeowners with some help with household jobs and repairs. 01685 723771
	See Housing or Care & Repair
Hard of Hearing	See Sensory Impairment
Headway	See Brain Injury
Health Service	Cwm Taf Local Health Board, 01443 744800 See NHS Direct See list of GP Practices at the end of the book

Hearing Aids	For information and assessment concerning hearing loss ring your doctor. Replacement hearing aid batteries can be collected from various venues, contact the Audiology Department 01685 728130 .
Heart	See Cardiac
Heating	See Energy Efficiency, See Benefits
Home Responsibilities Protection	Now replaced by Carers Credits See Benefits
Homecare Services	The Homecare Team provides a community based service supporting people with personal care needs to live at home. 01685 724507 Email adultintakeservice@merthyr.gov.uk See Domestic Help / Services
Homes for the Elderly	See Residential Care
Hospital Bedside Folders	The bedside folder will provide a central and co-ordinated approach to providing patient information across the wards. They contain general information for patients and carers about the hospital, the ward and other services available such as who will be looking after you, visiting times, religious needs and discharge arrangements.
Hospital Discharge	When the person you care for is coming out of hospital you may be unsure that you can provide the extra care they need. To help you make decisions you need information about what your rights are, what help you may be able to get and how to get it: <ul style="list-style-type: none"> • Hospital discharge planning • The responsibility of the NHS for continuing care • What happens on the day someone leaves hospital • If you feel you cannot provide care

<p>Hospital Discharge (continued)</p>	<p>Before discharge the hospital will consider your needs when you go home and if necessary they will arrange for an assessment of need from Occupational Therapy, Nursing, Adult Social Services staff and Age UK. Speak to the Ward Manager or Social Care Services 01685 724500.</p> <hr/> <p>See Hospital Bedside Folders</p> <hr/> <p>For a free Hospital Discharge Fact Sheet with more details ring 01685 724507.</p>
<p>Hospitals</p>	<p>Aberdare..... 01685 883811 Dewi Sant..... 01443 486222 Mountain Ash 01685 883811 Prince Charles..... 01685 721721 Royal Glamorgan..... 01443 443443 St Tydfils..... 01685 723244</p>
<p>Housebound Library Service</p>	<p>See Libraries</p>
<p>Housing</p>	<p>Housing Services on 01685 725000 can provide a list of housing associations within Merthyr Tydfil and general information and advice about:</p> <ul style="list-style-type: none"> • Private housing or privately rented accommodation • Pathways to Adapted Housing project (a service directed at assisting chronically sick and disabled people to access accommodation suitable to their needs). NB Housing Association tenants should ring their housing provider for information and advice. Rapid Response Adaptations may be available via assessment to assist in hospital discharge situations. • Extra Care Housing for people who can no longer live completely on their own but do not need 24-hour complex medical supervision. <p>Email: housing@merthyr.gov.uk</p> <hr/> <p>For information about disrepair in privately rented accommodation contact Public Health 01685 725402.</p> <hr/> <p>Merthyr Valleys Homes (info. and repairs) 0800 085 7843 Merthyr Tydfil Housing Association..... 01685 352800 Wales and West Housing..... 0800 052 2526 Hafod Housing..... 02920 675800 Extra Care Housing. Also see Care and Repair</p>

Housing Aids and Adaptations	Social Services supply aids / equipment and can advise on adaptations to enable people with disabilities to live independently at home. 01685 724507
	Care and Repair is a non-profit making organisation, which offers free advice, help and support to local elderly and disabled homeowners about repairs, improvements, adaptations or maintenance to their homes. They provide a service tailored to the needs of the individual. See Care and Repair. 01685 724507 0300 111 3333 www.careandrepair.org.uk
	A learning disability service guide to housing and support 'Living Alone or with Others' is available free of charge. 01685 353907
Incontinence	For advice contact your Doctor, Practice Nurse or District Nurse. See GP Practice list at end of book.
Infectious Disease	Public Health and Protection offer information and advice. 01443 425777
Inheritance Tax	Information and advice 0845 302 0900
Insurance (claims against the Council)	For claims against the Council ask for a Claim Form issued from the Insurance Section. 01685 725000
Intermediate Care and Rehabilitation Service	Aims to promote and maintain the independence of people who have experienced a period of ill-health or loss of skills. There is an eligibility criteria applied for the service and it will only be provided for up to 6 weeks.
	For further information and advice please contact the Senior Nurse on 01685 372002 .
Internet	See Computer
Income Support	See Benefits

Industrial Injuries Disablement	See Benefits
Jobcentre Plus	<p>Jobcentre Plus is for working age people and is responsible for Programmes and services to help people into work including carers.</p> <hr/> <ul style="list-style-type: none"> • National vacancy database and helping employers fill their vacancies • Working age benefits including Jobseekers Allowance, Employment and Support Allowance, Incapacity Benefit and Income Support. • Other benefits including maternity grant and bereavement benefit. <p>This is delivered through Jobcentre Plus offices and a network of processing and contact centres. For more information, contact details, leaflets, benefits calculations, how to claim and claiming online go to www.direct.gov.uk</p> <hr/> <p>See Benefits</p>
Jobseekers Allowance	See Benefits
Keep Well This Winter	<p>The Keep Well This Winter (KWTW) campaign aims to provide information and support to people aged 65 and over to enable them to keep well, warm and safe during the winter. Contact the Older Persons Development Officer 01685 724636</p>
Kerbs (dropped)	Environmental Services 01685 725138.

Learning Disability Services	Community Support Teams provide services to people with learning disabilities and the people caring for them. 01685 724507.
Legal Services	The Community Legal Services (CLS) provides information and advice about the law, legal services and legal rights. Many voluntary organisations in the CLS provide free advice. Solicitor's fees may be covered, subject to financial eligibility and for those on low income the advice may be free. To find a suitable and local provider in Merthyr Tydfil phone 0845 345 4345 or contact your local Citizens Advice Bureau.
Leisure Facilities	Merthyr Tydfil Leisure Centre provides a wide range of activities from swimming to squash and badminton courts, fitness suites to function rooms. They also offer a wide range of classes for all abilities e.g. Yoga, Tai Chi, Aerobics. There is also a full programme of activities for disabled children and adults. 01685 727476
Libraries	Library membership is free to all residents in Merthyr Tydfil and to people who work in Merthyr Tydfil. The libraries provide: <ul style="list-style-type: none"> • Books in ordinary and large print and on book cassette and CD • Free access to computers and the internet (small charge for printing) with special software for people who are visually impaired • Mobile Libraries and Special Services also have a collection of books on CD as well as on cassette. • Most Libraries have a selection of music on CD and also films on DVD. • Mobile Library Service which visits areas that don't have a local library and sheltered housing complexes. A Housebound Library Service. A Deposit Collection Service which leaves books at residential and nursing homes and a Transport to the Library Service (specially adapted buses for people otherwise unable to get to their local library). For more information about these services call into your local or mobile library or ring the Mobiles and Special Services Librarian. 01685 723057.

Libraries (continued)	<p>Merthyr Central Library 01685 723057</p> <p>Dowlais Library 01685 723051</p> <p>Treharris Library 01443 410517</p> <p>Email: library.services@merthyr.gov.uk</p>
Lifeline (Carelink)	<p>This is a vital lifeline for older, frail or disabled people and for victims of crime, offering the reassurance of a 24-hour, 7 days a week Emergency Service for which there is a monthly charge. Lifeline is also the main Out of Hours Emergency Centre for Merthyr Tydfil.</p> <p>01685 384489</p> <hr/> <p>See Telecare</p>
LifeLong Learning	See Adult Education
Local Health Board	<p>The Local Health Board brings together doctors, nurses, dentists, pharmacists, optometrists, lay people, local government and the voluntary sector to shape and improve the quality, delivery, accessibility and co-ordination of health and social care.</p> <p>01685 372002</p>

Looking After Me	<p>This is a course for adults who care for someone with a long-term health condition or disability. It is about you making some time to look after your own health needs. It aims to help you take more control of your situation and make a difference to the quality of your life. The course covers:</p> <ul style="list-style-type: none"> • relaxation techniques • dealing with tiredness • exercise • healthy eating • coping with depression • communicating with family, friends and professionals • planning for the future <p>For more information about courses in your area contact Voluntary Action Merthyr Tydfil. 01685 353911</p> <hr/> <p>See Education Programme for Patients.</p>
Lung Conditions	<p>Breathe Easy Support Group A support network for people who have a lung condition and for those who look after them. Meets monthly. 01792 455764</p> <hr/> <p>British Lung Foundation 08458 505020 www.lunguk.org</p>
Moving and Handling	<p>Free training courses for carers are run regularly. Contact the Carers Development Officer 01685 353907</p>
Meals on Wheels, Community Meals	<p>People eligible to receive this service can have a hot two-course meal delivered daily through the week (except Bank Holidays) for a small charge. 01685 723466</p>
Mental Capacity Act	<p>If the person you are caring for has difficulty making decisions about their finance, property or personal welfare you may need to be able to make decisions for them. To do this you will need information about:</p> <ul style="list-style-type: none"> • Mental Capacity Act 2005 • Power of Attorney • Court of Protection <p>For a free Mental Capacity Act Fact Sheet ring 01685 353907</p>

<p>Mental Health Services</p>	<p>Community Mental Health Teams provide services to people experiencing mental ill health and the people caring for them.</p> <p>Seymour Berry Centre 01685 721671</p> <hr/> <p>See Older People’s Mental Health, Dementia</p> <hr/> <p>Hafal provides a range of services and support specifically for carers of someone with a mental health condition. These include: family support, advocacy, breaks for carers, accessible information and advice, mutual support, giving carers a voice, awareness raising working closely with carers and family members to provide the best support for clients, weekly carers meetings.</p> <p>01685 373322 merthyr@hafal.org Phone 01685 373322 – Shan Davies</p> <p>Merthyr & The Valleys Mind provides information on all aspects of mental health to people who experience mental distress, their families, professionals and the public, including advocacy, self help groups and workshops. www.matvmind.org.uk info@matvmind.org 01685 359183</p> <p>MIND Cymru - 0845 766 0163 www.mind.org.uk</p> <p>A mental health website provides advice and information about mental health issues and services www.mentalhealthsupport.co.uk</p> <p>See Dementia</p>
<p>MTCBC Venture Out Programme</p>	<p>Outdoor activities for individuals 18+ with anxiety, depression and other mental health conditions. Contact 01685 725058</p>

Mobile Library Services	See Libraries
Mobility Aids	<p>Wheelchairs, zimmer frames and walking sticks can be supplied by the health service. Contact your doctor for more information</p> <p>See list of GP Practices at end of the book.</p>
Motability	See Disabled Drivers
Multiple Sclerosis	<p>Multiple Sclerosis (MS) Support Group. Bi-monthly meetings Phone 01443 442573 Roger Martin</p>
Museums and Galleries	<p>Cyfarthfa Castle Museum and Art Gallery, Joseph Parry's Cottage</p> <p>01685 723112</p> <p>Email: museum@merthyr.gov.uk</p>
Needles - Hypodermic	<p>Hospitals run disposal schemes (medical waste service) and needle exchange schemes.</p> <p>See Hospitals for contact numbers.</p> <hr/> <p>See Substance Misuse.</p> <hr/> <p>See list of GP Practices at end of the book.</p>

Needs Assessment	See Care Package / Plan
Newsletter	Produced twice per year, to receive a copy or insert an article contact the Carers Development Officer on 01685 353907
NHS Direct	Nurse advice and health information 24hours a day 0845 46 47 or visit their website www.nhsdirect.nhs.uk
Nursing Homes	See Residential Care
Occupational Therapy	Occupational therapists can advise people with mobility or dexterity problems on methods and equipment available that can help to maintain independence 01685 724507
Older People	Adult Social Services teams provide services for frail, older people or people who have a physical disability to help them to live independently 01685 724507
Older People's / 50+ Forums	<p>The 50+ forum is an independent group of people aged 50+ who meet to discuss issues that affect the lives of older people across Merthyr Tydfil. Forum members are in control of the Agenda and often invite speakers to explain how their policies and strategies affect older people.</p> <p>The forum also offers an opportunity to learn about different services and agencies that are available in Merthyr Tydfil. Being a member of the 50+ forum allows you to have the opportunity to be consulted on lots of important issues and invited to a number of different events. There is no pressure to attend or respond to everything that is sent out. You can be as involved as you want the important thing is that you are getting the opportunity to have your voices heard!</p> <p>Contact the Older Peoples Development Officer on 01685 724636 for an informal chat about the forum and other events/clubs/ activities going on in the borough.</p>
Older People's Mental Health	The Older People's Mental Health Teams are dedicated to supporting older people experiencing mental ill health, their carers and families. 01685 724507

PACT - Partnerships
And Communities
Together

Offers you a chance to give your views on the issues that matter most in your community.
PACT meetings decide on the priorities that matter most to their overall community, which the Police, Council and partners concerned in Community Safety will then aim to action.

01685 722541 www.ourbobby.com

Parent Carers United

For all parents and carers of children with disabilities and special needs, aged 25 and under.
Every parent wants their child to reach their full potential and this group provide support to children and young adults with special needs and their parents or carers within Merthyr Tydfil and the surrounding area.

Their aim is to represent the collective views of parents and carers from within the community and contribute to positive, fundamental changes in the service provision for children.

The group meets on the third Tuesday of the month.

Contact **01685 359124**

Email: **lyndacoombes10@aol.co.uk**

Parking	<p>Information on issues relating to either on-street parking or car parks. Environmental Services 01685 725285</p> <hr/> <p>See Disabled Parking</p>
Parkinson's Disease	<p>The Parkinson's Disease Society has a local organiser who can offer help and advice to people with Parkinson's and their families 0844 225 3784</p> <hr/> <p>Parkinsons Disease Support Group Meets the first Wednesday of every month . Phone 0844 225 3785 Email: wales@parkinsons.org.uk</p>
Past Carers	<p>See Support Groups</p> <hr/> <p>See also Bereavement Counselling</p>
Pathways to Adapted Housing	<p>See Housing</p>
Pension Credit / Pension (Retirement)	<p>See Benefits</p>
Personal Care	<p>See Home Care Services and Domestic Help/Services</p>
Physical Disability	<p>Adult Social Services provide services for frail, older people or people who have a physical disability to help them to lead an independent and fulfilled life. 01685 724507.</p>

Police	To contact your local station or to report non-emergency crimes ring 01656 655555 Crime Stoppers 0800 555 111 Community Safety Partnership Community Engagement Officers on 01685 722541
POVA	See Vulnerable Adults
Princess Royal Trust For Carers	A network of independently managed carers centres and young carers services 029 2022 1788 www.carers.org www.youngcarers.net
Public Toilets	See RADAR National Toilet Scheme
Public Transport	For information about airports, bus services, ferry or train contact Traveline Cymru 0871 200 2233
Racial Harassment	Valleys Regional Equality Council is an established organisation working towards the elimination of racial discrimination. 01443 742704
RADAR National Toilet Scheme	The scheme involves fitting standard locks to designated toilets and making keys available for a small charge to people with disabilities. A directory listing where the toilets are based is available from RADAR 020 7250 3222 www.radar.org.uk

Rapid Response Adaptations Programme	See Housing See Care and repair
Rehabilitation / Reablement	See Intermediate Care and Rehabilitation Service
Rent / Rent Arrears / Rent Officer Service	For advice on rent arrears contact either your housing provider or 01685 725119/725251
Repairs	See Housing
Residential Care	<p>Giving up your home and moving to a care home is a big step to take. We may be able to help you look at the options and arrive at a decision. Contact 01685 724507 for further information</p> <hr/> <p>See Care and Social Services Inspectorate for Wales.</p>
Respite	<p>Respite Services available via Social Services include Day Care, Sitting Services and Residential Respite Care. See Carers Assessment</p> <p>Glamorgan Holiday Hotel in Porthcawl provides respite care and short-term holiday breaks for elderly people, people with disabilities and other special needs, and those who need the use of a wheelchair. The hotel can be booked via social worker referral or privately. 01656 785375 www.glamorganholidayhotel.com</p> <p>The Saga Respite for Carers Trust gives older carers the opportunity to have a well-earned holiday. The carer must be over 50 years of age, have been caring for someone for more than a year, not have taken a significant holiday away from their caring responsibility within the last year AND not be a paid carer. For a nomination form send an SAE to The Trust Manager, Saga Respite for Carers Charitable Trust, The Saga Building, Enbrook Park, Folkestone, Kent CT20 3SE www.saga.co.uk/health/carers</p>

Respite (continued)	<p>Tourism for All provides information on accessible holidays. They have a range of guides including a guide to financial help towards the cost of a holiday, respite care or convalescence, use of oxygen on holiday, equipment hire and holidays for people with special needs. 0845 124 9971 www.tourismforall.org.uk.</p>
	See Crossroads
Safer Merthyr Tydfil	<p>Entitles vulnerable people (e.g. victims of domestic burglary, elderly, single parents, infirm and disabled and ethnic minorities) to have their houses surveyed and security devices fitted free of charge. 01685 353999</p>
Samaritans	<p>24-hour listening ear for anyone in distress 0845 790 90 90</p>
Sensory Impairment	<p>Advice, support and assessment for people of all ages who are blind, partially sighted, hard of hearing or deaf-blind. 01685 724507 Email: adultintakeservice@merthyr.gov.uk</p> <hr/> <p>A free guide to services for people with a visual impairment is available. Freephone Carers Line 0808 100 1801</p> <hr/> <p>Deaf Blind Cymru 02920 601472 Deafblind Cymru offers support, advice and advocacy for someone with a combined sight and hearing loss. Freephone 0800 132 320</p> <hr/> <p>Merthyr Eyelights is a social group for people with visual impairment and meet every Thursday Contact 01685 377800</p> <hr/> <p>Sense Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. They provide expert advice and information as well as specialist services to deafblind people, their families, carers and the professionals who work with them. We also support people who have sensory impairments with additional disabilities, contact 0845 127 0090</p> <hr/> <p>Wales Council for Deaf People 485687 (Text 485686) Wales Council for the Blind 02920 473 954</p>

Sensory Impairment (continued)	<p>Sensations Sensations is a hearing loss group in Merthyr Tydfil for people with all levels of hearing loss. The group meets on the 2nd Monday of every month between 10 am – 12 noon. For more information contact Michelle on 01685 353426 or text Kath on 07540 574038</p>
	<p>Merthyr Talking Hands MTH is a group of Deaf and hard of hearing people, and their families. Our doors are open to all in Merthyr Tydfil and the surrounding area. Adults and Children are welcome. We meet at the Salvation Army Hall, every other Thursday 6.30 p.m.—9.00 p.m. We run day trips for the group to gain new experiences, provide training courses as well as advice and information. For more information contact Deborah—07967 106914 (VOICE OR TEXT) Sharon—07968 041760 (VOICE OR TEXT) OR FAX US ON –01685 384198</p>
Serious or Terminal Illness	Social Services work with health trusts and other organisations to provide a service for people who are seriously or terminally ill. 01685 724500
Sheltered Housing	<p>Merthyr Valleys Homes manages sheltered complexes providing flats or bungalows. 0800 085 7843</p> <p>Housing Associations manage a similar number of complexes throughout the borough, and a list of Housing Association complexes is available from Housing Services on 01685 725000</p> <p>See Housing</p>
Smoking	Stop Smoking Wales Freephone 0800 085 2219
Social Fund Loans / Grants	See Benefits

Social Service / Social Workers	General enquiries 01685 724500 Out of hours (emergencies only) 01443 849944
Speech and Language Therapy	A service that helps people to manage and come to terms with a loss of communication from stroke, cancer, injury or other illness 01685 728451
Sport	See Leisure Facilities
State Second Pension	See Benefits (Carers Allowance)
Stress	Free events for carers on how to deal with stress are run regularly. Contact the Carers Development Officer 01685 353907
Stroke	Also see Looking After Me The Stroke Association helps stroke patients and their families or carers directly through its Stroke Keep In Touch (KIT) service which provides service users, their families and carers with information to offer a listening ear, practical advice and access to further support and facilities. 02920 524409 www.stroke.org.uk
Substance misuse	Various organisations provide information and services for people who misuse alcohol or drugs. DAN 24/7 Wales Drug and Alcohol Helpline 0800 633 55 88 Drugaid, Merthyr Tydfil 01685 721 991 TEDS 01685 880090 www.substancemisuserct.co.uk
Support Groups	Many carers value the chance that groups give them to receive support from people in a similar situation and to increase their knowledge. Merthyr Tydfil has many groups – look under the relevant illness / disability (e.g. cancer) to see if there is one of interest to you.

<p>Support Groups (continued)</p>	<p>Merthyr Tydfil Carers Branch we hold monthly meetings on the third Thursday of each month, ex-carers and existing carers can meet to discuss their problems and seek advice. They also plan various events such as trips, social evenings and training lectures for all members. There is no membership fee and all carers are most welcome. Contact 01685 721680</p> <p>If you can't find a relevant group, or if you would like to start a group, contact the Carers Development Officer for advice 01685 353907.</p>
<p>Supporting People</p>	<p>The Supporting People Team provides additional housing support to help vulnerable people to live as independently as possible at home 01685 725000</p>
<p>Swimming</p>	<p>Free swimming for children during school holidays. Free activities for over 60s include swimming during all public sessions, learn to swim lessons and aqua aerobic sessions.</p> <p>Free Family swim on Saturdays for any family taking a person with a disability to use the pool. Family based on 4 people.</p> <p>Merthyr Tydfil Leisure Centre 01685 727476</p>
<p>Tax</p>	<p>The Inland Revenue provides help and advice with tax queries. 0845 300 900</p>

Telecare

The Telecare Service provides a range of detectors that are placed around your home to help manage and minimise risks to your health and home environment.

There is a wide range of detectors available including smoke detectors, low temperature sensors, gas sensors and fall detectors. All the detectors are linked via a Lifeline Unit to our 24-hour Lifeline response centre providing round the clock reassurance and protection.

How does it work?

Upon a detector being activated, a call is made automatically to the response centre. The system informs our operators of the address, type and location of the detector allowing them to take the most appropriate action, whether that is providing advice or reassurance, contacting a family member, neighbour, doctor or even the emergency services.

Can I use the Telecare service?

There are eligibility criteria for the service, which is based on your need for the system. Full details of the service eligibility criteria can be obtained by contacting your local Adult Social Services office.

What does it cost?

The Telecare service is included in the cost of Lifeline.

Please contact **01685 384489** or **01685 724507** for further information.

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Smoke Detector	The radio smoke detector raises an instant alarm call at Lifeline if it detects smoke.
Bed / Chair Occupancy Sensor	Provides an early warning that the user has left their bed/chair and not returned.
Flood Detector	Provides an early warning by alerting Lifeline of a potential flood.
Fall Detector	Automatically detects a serious fall and raises an alert at Lifeline.
Carbon Monoxide Detector	Warns of dangerous carbon monoxide levels in a property
Wandering Client	Provides an early warning that the user has left their home and not returned.
Temperature Extremes Sensor	Detects critically low and high temperatures within a Property.
Natural Gas Detector	When the natural gas detector detects a gas leak an alarm will be raised and the gas supply automatically cut off.

For a full list of sensors available or for further information call
01685 727032

Theatres	<p>Carers accompanying the person they care for to the Park and Dare, the Muni or the Coliseum may be allowed in free (to concession ticket events) if they present identification and proof of their caring role (e.g. entitlement to Carers Allowance). Ring the box office for more information. Coliseum, Aberdare 01685 882380 or 881188 Muni Arts, Pontypridd 01443 485934 Park and Dare, Treorchy 01443 773112 www.whatsonrct.co.uk. See Cinema</p>
Toilet Key	See RADAR National Toilet Scheme
Trading Standards	The Trading Standards Section deals with complaints about unfair or unsafe trading 01443 425777
Training	<p>A rolling programme of free training is organised for carers including: Coping with Stress, First Aid, Legal Issues, Moving and Handling, Welfare Rights. For details about our current programme or to enquire about any training courses that may help you in your caring role please ring the Carers Development Officer is 01685 353907</p> <p>Also see Looking After Me</p>
Transport for the Disabled	<p>There are community transport organisations who provide transport for elderly and disabled persons within Merthyr Tydfil: Accessible Caring Transport 01443 478013 Community Transport 01443 692020 TraVol 01443 486872 The Dial a Ride service can be accessed by ringing TraVol or Accessible Caring Transport.</p>
Travel Information	<p>Traveline Wales 0871 200 22 33 National Rail Services 08457 484950 For disabled assistance 0845 300 3005 Long Distance National Express Coach Services 08717 818181.</p>

Victim Support	Providing support to victims of crime 01685 384405
Visual Impairment	See Sensory Impairment
Volunteering	<p>Voluntary Action Merthyr Tydfil have many volunteering opportunities available for everyone. Tel: 01685 353900</p> <p>RSVP (Retired Senior Volunteer Programme) offers the opportunity for older people to volunteer. 029 2039 0477</p>
Vulnerable Adults	<p>Vulnerable adults are individuals over the age of 18 who are or may be in need of Adult Social Services by reason of mental or other disability, age or illness and include those who may be unable to either take care of themselves or protect themselves against harm or exploitation.</p> <p>For information or advice ring 01685 724507 (if outside normal working hours ring the Emergency Duty Team on 01443 849944)</p>
Walking	Information is available about the Taff Trail, Walking for Health, Adopt a Path, Leisure and Tourism 01685 379884 tic@merthyr.gov.uk
Walking Sticks and Frames	<p>For Information and assessment for walking sticks and frames, contact your doctor.</p> <p>See list of GP Practices at the end of the book.</p>
Waste Collection	<p>Domestic refuse is collected free. A charge is made for trade refuse. Environmental Services 01685 725138</p> <hr/> <p>See 'Furniture'</p>
Welsh Assembly Government	<p>The Welsh Assembly Government is responsible for most of the issues of day-to-day concern to the people of Wales, including the economy, health, education, and local government.</p> <p>0845 010 3300 (English language) or 0845 010 4400 (Welsh language) www.wales.gov.uk</p>

Welsh Language Policy	Merthyr Tydfil County Borough Council has a Welsh Language Scheme which sets out its commitment to promoting and safeguarding the Welsh language. 01685 725000
Wheelchairs	<p>For information about long-term use of a wheelchair contact your doctor. The British Red Cross has wheelchairs and other medical equipment available for short-term loan 01443 844129. There is no charge, but donations are welcomed.</p> <p>Shopmobility is a scheme which lends manual wheelchairs, powered wheelchairs and powered scooters to members of the public with limited mobility to shop and to visit leisure and commercial facilities within the town, city or shopping centre. Tel: 01685 373237</p> <p>See list of GP Practices at the end of the book.</p>
Winter Fuel Payment	See Benefits
Working Tax Credits	See Benefits
Working Carers	See Carers in Work, Employment
Young Carers	<p>Barnardos Merthyr Tydfil provide help and support for Young Carers under the age of 18 years who take responsibility for someone who is ill, disabled, elderly, experiencing mental distress, affected by substance misuse or has substantial responsibility for caring for a sibling. They hold after school clubs, activity days and many other activities for Young Carers. Contact Barnardos on 01685 382422.</p>

GP Practices in Merthyr Tydfi

Dowlais Medical Practice
Ivor Street
Dowlais
Merthyr Tydfil CF48 3LU
(01685) 721400

Morlais Medical Practice
Ty Morlais, Berry Square,
Dowlais
Merthyr Tydfil CF48 3AL
0844 477 2483

Morlais Practice (Gurnos Clinic)
Gurnos Estate
Merthyr Tydfil CF47 9NL
01685 350035

Gurnos Clinic
Gurnos Estate
Merthyr Tydfil CF47 9NL
01685 721266

Practice 2
Hollies Health Centre
Swan Street
Merthyr Tydfil CF47 8ET
01685 721266

Practice 4
Hollies Health Centre
Swan Street
Merthyr Tydfil CF47 8ET
01685 723363

Practice 6
Hollies Health Centre
Swan Street
Merthyr Tydfil CF47 8ET
01685 722436

Pantglas Surgery
Aberfan Community Centre, Pantglas
Road
Aberfan
Merthyr Tydfil CF48 4QE
01443 690382

Bridge Street Surgey
49 Bridge Street
Troedyrhiw
Merthyr Tydfil CF48 4DX
01443 690382

Pontcae Medical Practice
Dynevor Street
Georgetown
Merthyr Tydfil CF48 1YE
01685 384369

Troed Y Fan Practice (Brookside Surgery)
Heol Afon Taf
Troedyrhiw
Merthyr Tydfil CF48 4DT
01443 692647

Troed Y Fan Practice (Aberfan Surgery)
Cottrell Street
Aberfan
Merthyr Tydfil CF48 4QU
01443 690514

Treharris Primary Care Centre
Fox Street
Treharris CF46 5HE
01685 722436

Oakland Surgery
Oakland Street
Bedlinog CF46 6TE
01443710586

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GIG | Bwrdd Iechyd
CYMRU | Cwm Taf
NHS | Health Board
WALES



VOLUNTARY ACTION
MERTHYR TYDFIL
GWIRFODDOL
MERTHYR TYDFIL