Rhondda Cynon Taf Carers Support Project
Providing information and support to Carers

Carers look after friends, family and neighbours who are in need of help because they are ill, frail, disabled, have a mental illness or substance misuse problem. Are you a Carer?

The Carers Support Project provides free information and support to Carers living throughout Rhondda Cynon Taf.

Registering with the Project
By registering with the Project you will receive regular Carers newsletters, a Carers A-Z information directory, access to training & information sessions, free support, advice and guidance, access to the Carers Counselling service and discounted access to the Council’s Leisure Services.

How do I register with the Project?
All you have to do to register is contact the Carers Support Project Officer and ask to register. You can do this by using any of the contact details below:

- Carersline Freephone: 0808 100 1801
- Carers Support Project Officer – 01443 668813
- Email: CarersSupportProject@rctcbc.gov.uk

By registering with the project you can benefit from the following services:

Carersline - 0808 100 1801
The freephone Carersline offers all carers a point of contact for help and information. The Carersline is available Monday to Friday 9am – 5pm.

Carers Events and Training:
The Carers Support Project provides events and training throughout the year aimed at supporting Carers in their caring role. Events have included First Aid, Manual Handling, Stress Busting and Health and wellbeing days, as well as celebrating national events such as Carers Week and Carers Rights Day. Contact the Carers Support Project for the latest copy of our events.
**Carers Counselling Service:**
This is a free confidential telephone or face to face counselling service provided by qualified counsellors, available to Carers in Rhondda Cynon Taf.

**Why Counselling?**
The Counsellors are trained listeners who can help you to look at options, consider issues in a different way and make decisions about how to manage your life in a way that works for you. The aim is to help you find your own solutions to your problems and concerns, respecting you and your right to self determination.

**How many sessions will I have?**
Initially you will be offered up to six sessions of up to 50 minutes. You can discuss the frequency with the counsellor.

**What can I discuss?**
Personal and caring problems are frequently inter-related and help with one will often help the other. You can talk about any areas of your life you are concerned about.

**How do I make an appointment?**
Contact the Carers Support Project

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**Carers Discounted Access to Leisure Services:**
Carers of all ages and interests can now have access to a world of leisure, social and relaxation opportunities at half price. Rhondda Cynon Taf Council is offering all RCT Carers discounts of up to 60% off the cost of it’s MoreMax and MoreValue pay monthly (direct debit) plans and its pay-as-you-use prices. Pay as you go prices to classes and swimming pools are at least half price too for all Carers.

**How do I join?**
Contact the Carers Support Project and request the discounted access to leisure discount.

To find out more information on leisure facilities in your area and the More Card, visit the Rhondda Cynon Taf Council website at: [www.rctcbc.gov.uk](http://www.rctcbc.gov.uk)
Carers Emergency Card:
This is a credit size card that you can carry with you at all times. It is used as an instant source of identification in case of accident or sudden illness. The Council’s Carelink Service will hold your registration number and details where help can be co-ordinated to assist you both whilst you are receiving attention. By making a brief phone call help can be summoned for the person you look after. Carelink is staffed 24 hours a day 365 days a year.

How does the service operate?
You register with the service by completing an enrolment form and sending it to the Carers Support Project. This form holds information about you, the person you look after and the action that needs to be taken in the event of an emergency. Carelink who are partners in the service hold this information. You are then issued with an emergency card.

How do I join the service?
You can join the service by completing an enrolment form, which can be obtained from the Carers Support Project. All your information is kept confidential.

What happens next?
Return your completed form to the Carers Support Project. On receipt of your form, the Carers Support Project will issue you with a card. Your form will then be sent to Carelink. You are then registered.

Lifeline:
Rhondda Cynon Taf County Borough Councils Lifeline Service is a home and personal alarm system which, in the event of an emergency can automatically contact the councils 24 hours response centre to call for help and assistance.

Who can access the service?
The service is available to all residents of RCT and offers the security of knowing that someone is on hand to help and assist you 24 hours a day, 356 days a year.

How much does it cost?
There may be a charge for Lifeline, depending upon your individuals circumstances.

What do I do next?
For further information contact Rhondda Cynon Taf’s Lifeline Centre on 01443 425090.
Carers Mental Health Forum:
This forum is aimed at Carers who care for someone with a mental illness, those who have any queries or problems regarding their caring role or would like to meet other Carers with similar circumstances. The Forum is an informal group, there’s no need to book just come along and get involved.

When does the forum meet?
The forum meets quarterly at the YMCA, Pontypridd. For more information please contact the Carers Support Project.

Carers Dementia Information Sessions:
Who runs the sessions?
The sessions are organised by the Alzheimers Society and the Carers Support Project. A number of professionals are invited to attend to provide information and answer any questions you may have.

Who can attend the sessions?
The sessions are aimed at Carers who care for someone dementia, with or without a diagnosis. The sessions cover topics such as What is Dementia, Managing behaviours, the value of medication, Local Support Services and Legal and Welfare rights.

When are sessions?
The sessions are arranged throughout the year. Call the Carers Project or Alzheimers Society for further information. Alzheimers Society: 01685 353919

Past Carers Project:
The Past Carers Group provides support and friendship to Past Carers in Rhondda Cynon Taf.

When do they meet?
The group meets in Pontypridd Museum on the second Friday of every month. Along with this they have a ten pin bowling group that meets monthly and they organise lots of social activities and trips away to places such as Weston Super-Mare, Bath and Xmas Markets.

I want to find out more?
If you would like to find out more about the project, contact the Past Carers Group on 01443 491850.

This information can be made available in other formats (large print, Braille and disk in English, Welsh and other languages)

To comment about this fact sheet or any other information received from social services, please contact socialservices@rctcbc.gov.uk or the First Response Team on 01443 425003