



Pastoral Care – Useful Contacts

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1. Health & Social Care:

Agency	What can they help with	Contact details
111	<p>Health advice and information for people living in Wales.</p> <p>Online symptom checker.</p> <p>Find local services including ambulance services, defibrillator locations, dental services, eye care, GP's Health and Wellbeing Support, hospitals and A&E, pharmacies, sexual health.</p>	<p>Telephone: 111</p> <p>Online: 111.wales.nhs.uk</p>
RCT Adult Social Services	<ul style="list-style-type: none"> - providing information and advice - delivering care and support in the home - making homes more accessible for disabled people - arranging supported activities in day centres and other community settings - protecting vulnerable adults from harm or neglect - organising a move into a care home when living at home is no longer possible 	<p>Online at: Adult Social Services Care and Support</p> <p>Or telephone 01443 425003 (Mon-Fri 8.30am-5pm) or the Emergency Duty Team on 01443 743665 / 01443 657225 (outside of these hours).</p>

	- supporting people who care for others	
<p>Helpline for Optometry and Urgent Eye Problems</p> <p>www.eyecare.wales.nhs.uk</p>		<p>Telephone: 01267 248793</p>
<p>Cwm Taf Morgannwg Dental Helpline</p>		<p>If you don't have a regular dentist and need urgent treatment, phone the emergency dental team on the numbers below:</p> <p>Emergency Dental Contact Details</p> <p>Weekdays (<i>Monday to Friday 9:00am to 4:30pm</i>) - 0300 1235060</p> <p>Out of Hours Service (<i>Monday to Friday 6:30pm to 8:00am - 24 hours on weekends and bank holidays</i>) - 0300 1235060</p>
<p>CTM Physiotherapy hub, self-referral.</p>	<p>Self-referral is available for some complaints using this website.</p>	<p>https://ctmuhb.nhs.wales/services/physiotherapy/</p> <p>Or telephone: 01443 715012</p>

<p>Patient Advice and Liaison Service (P.A.L.S)</p>	<p>The Patient Advice Liaison Service (PALS) provides free confidential advice, information and support. We can help you with any concerns or queries you may have about your care, a loved one’s care or someone you support, providing help when you need it, or don’t know where to turn.</p> <p>PALS can help you sort out any worries and concerns that may arise and will work with staff and managers to negotiate quick solutions to problems or questions.</p> <p>PALS is for everyone, whether you use our services or care for someone who does.</p>	<p>To contact the PALS teams across CTM health board:</p> <p>Bridgend PALS: Tel: 01656 754194 Email: CTM.BridgendPALS@wales.nhs.uk</p> <p>Merthyr PALS: Tel: 01685 724468 Email: CTM.MerthyrCynon.PALS@wales.nhs.uk</p> <p>Rhondda PALS: Tel: 01443 443039 Email: CTM.RhonddaTaffEly.PALS@wales.nhs.uk</p>

2. Mental health:

Agency	What can they help with	Contact details
Mind	Free 24/7 Mental Health support. On the phone and via text/mail	Free helpline: 0300 102 1234 (Mon-Fri 9am-6pm)
Cwm Taf Morgannwg Mind	Mental Health prevention services. Also, Housing, homelessness and recovery services.	Website https://ctmmind.org.uk/ 01685 707480 Email: info@ctmmind.org.uk
Shout	The UK's free, confidential and 24/7 mental health text service for crisis support.	Text: SHOUT to 85258 Website: www.giveusashout.org
C.A.L.L Helpline:	<p>We offer emotional support and information/literature on Mental Health and related matters to the people of Wales.</p> <p>Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. Helpline offers a confidential listening and support service.</p>	<p>Telephone: 0800 132 737</p> <p>Text: HELP to 81066</p> <p>Email: call@helpline.wales</p>
Mind's information line	Information line for those experiencing mental health problems	Telephone: 0300 1123 3393

	<ul style="list-style-type: none"> - Where to get help near you - Treatment options - Advocacy services - Welfare benefits (ask to speak to a welfare adviser) 	(Mon- Friday 9am-6pm)
Mind's Welfare Benefits Line	Support for anyone with mental health problems who is navigating the benefits and welfare system.	Telephone: 0300 222 5782 (Monday to Friday, 9am to 5pm)
Samaritans		Telephone: 116 123 Email: jo@samaritans.org Website: https://www.samaritans.org/
Anxiety UK	Information and resources. Signposting to therapies and group support. Advice and information line.	24/7 Self-care infoline: 0344 4 775 774 Website: https://www.anxietyuk.org.uk/
CALM	Campaign Against Living Miserably is a charity dedicated to preventing male suicide, the biggest single killer of men aged 20-45 in the UK	Website: https://www.thecalmzone.net/
Melo Cymru - Gwent Wales	Mental Wellbeing Resources, Courses + Advice. Although this website is made for Blaenau Gwent	Website: https://www.melo.cymru/

	it has some very useful information and self- help options worth looking at.	
Silverline (55+)	The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.	Telephone: 0800 4708 090 Website: https://www.thesilverline.org.uk/
Kooth	Free, safe, anonymous online mental health support for teens and young adults	Kooth.com
Private Christian Counsellor	A Christian Counsellor (person would need to pay privately to see them). Based in Bridgend or can see people online.	Click here for details

3. Support for daily living:

Agency	What can they help with	Contact details
Interlink RCT - Wellbeing Coordinators	<ul style="list-style-type: none"> ● housing, benefits and financial issues ● loneliness and isolation ● emotional health and wellbeing ● healthy lifestyle choices ● connecting to local groups and activities ● accessing specialist services and support ● employment, volunteering or learning 	<p>Telephone: 07526 571 340</p> <p>Online referral form: https://interlinkrct.org.uk/interlink-wellbeing-coordinators/</p> <p>Website: https://interlinkrct.org.uk/</p>
Community Coordinators	<ul style="list-style-type: none"> ● befriending; ● benefits checks; ● small home adaptations; ● shopping/cleaning/gardening ● condition-specific support, such as dementia 	<p>Cynon 07580 869 983 Taff Ely 07580 869 970 Rhondda Valley 07580 865 938</p>
Care & Repair	<p>Helping older people to live independently through repairs, adaptations and home maintenance.</p>	<p>01443 693 362</p> <p>Website: www.careandrepair.org.uk</p>

Age Connects Morgannwg	Independent and confidential information, advice and support on a variety of issues such as care, legal, health, housing, income and benefits, consumer, leisure, learning and work.	01443 490 650 Website: www.ageconnectsmorgannwg.org.uk/
Access to work	Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. The support you get will depend on your needs. Through Access to Work, you can apply for: <ul style="list-style-type: none">- a grant to help pay for practical support with your work- support with managing your mental health at work- money to pay for communication support at job interviews	Check eligibility and apply online at: www.gov.uk/access-to-work
Challenging Behaviour Support	Challenging Behaviour Support (CBS) is a parent-led Community Interest Company providing early intervention and long-term support for parent carers of children with challenging behaviour.	Website: https://behavioursupporthub.org.uk/
Citizens Advice: Rhondda Cynon Taff		Tel: 01443 409284 Website: www.carct.org.uk

		Email: enquiries@carct.org.uk
SSAFA (Armed forces veteran support)	<p>Helping veterans maintain independence. Whether your mobility problems are caused by getting older or an existing medical condition, our volunteers are trained to help you get the equipment that you need, including mobility scooters, stairlifts and recliner chairs.</p> <p>No-one in the veteran community should be without a bed to sleep on, a cooker to cook on, or a sofa to sit on. If you're in need of essential household items, including white and brown goods, then our volunteers can help you to get hold of them.</p> <p>Help for all service men and women, veterans and their families, with any mental or emotional health concerns.</p>	<p>Telephone: 01685 785 435</p> <p>Website: www.ssafa.org.uk</p>
Elderly Services	Social Services (Social work, Community Occupational Therapy, Sensory Impairments)	Telephone: 01443 425003
Royal British Legion	For armed forces personnel and veterans. Our support team help people from all backgrounds who are facing a variety of – and often multiple – issues. This can include homelessness, mental health	Telephone: 0808 802 8080

	problems, domestic violence or drug and alcohol addiction.	
Childline		Crisis Text Line - Text 85258 Telephone: 0800 1111
Taff-Ely Foodbank	To access a food bank in Pontyclun, you'll need a food bank voucher, which can be obtained from referral agencies like Citizens Advice, JobCentre Plus, GP surgeries, health visitors, or social workers. These vouchers are then exchanged at the food bank for a food parcel containing at least three days' worth of meals.	Website: https://taffely.foodbank.org.uk/
Too Good to Go	Buy food at a reduced price from restaurants/ cafes / shops before it goes to waste.	Website: https://www.toogoodtogo.com/
RCT Intermediate care and rehabilitation	Enabling people to remain at home safely and independently. The Intermediate Care and Rehabilitation Service supports anyone over the age of 18 who is a permanent resident of Rhondda Cynon Taf and is eligible to receive our support. May be able to help if you are: recovering from a recent illness or accident -anxious about going <u>home from hospital</u>	Website: https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Helpoliveathome/Intermediatecareandrehabilitation.aspx

	<p>-well enough to go home but worried about your ability to cope -wanting to do more for yourself</p> <p>They work to promote your independence by encouraging you to learn or re-learn basic living skills.</p> <p>The service provides support with day-to-day aspects of daily living by assisting, encouraging and supervising with tasks, such as:</p> <ul style="list-style-type: none"> personal care meal preparation exercise programmes mobilising safety in the home and outdoors making sure you have the right equipment therapeutic activities 	
<p>Carer Connections</p>	<p>A regular group for people to have the opportunity to talk about their caring situation. The group looks at ways to take care of your wellbeing, and strategies which many make it easier to look after yourself whilst you are caring</p>	<p>Every second Tuesday of the month from 10-11.30am at the Carers Support Hub in Pontyprdd. Booking essential.</p> <p>Telephone: 01443 281 463 Email: CarersSupportProject@rctcbc.gov.uk</p>

<p>@Home Service and Acute Clinical Team (NHS)</p>	<p>We aim to provide a service by moving more care out of hospital and into the local community, closer to people’s homes to improve health, maintain independence; looking for an alternative to hospital admissions. The @Home Service have a team made up of doctors, advanced nurse practitioners, registered nurses, health care support workers, physiotherapists, occupational therapists, speech and language therapists, dieticians, mental health nurse practitioners and administrators.</p> <p>Our overall aim is to offer a single point of access and clinical triage followed by clinical intervention at an appropriate environment, including consultant-led assessments, initial responses, integrated assessment and community IV intervention.</p>	<p>Website: https://ctmuhb.nhs.wales/services/home-service-and-acute-clinical-team/</p>
<p>Community Programmes and Grants Team</p>	<p>Apply for various grants to help with e.g. purchase of specialist equipment.</p>	<p>Website: https://www.rctcbc.gov.uk/EN/GetInvolved/RCTTogetherSupportingCommunitiesandResidentstoThrive/FundingandResourceSupport/CommunityConversations</p>

		nsSustainabilityandGrantsTeam.aspx
<p>Resilient Families Service</p>	<p>The Resilient Families service is our short-term intensive support service for families within RCT. The service is designed to offer quick and effective support and guidance to help families overcome the issues they are facing. Our service offers up to 6 weeks of support (12 weeks in specific circumstances), tailored to you and your family’s needs.</p> <p>Some examples of the things we can support with:</p> <ul style="list-style-type: none"> Routines Housing Finances Speech and language Education Employment and training Family relationships 	<p>Families can self-refer into the Resilient Families Service by calling 01443 425006.</p> <p>They may also be referred by a professional, such as a Health Visitor, a social worker, the school and more.</p> <p>If they have already received support from the Resilient Families Service, they will need to wait 3 months before a new referral can be made, unless there are new issues that they want support with. If the issues are new and unrelated to the previous referral, they can refer back in immediately.</p> <p>www.rctfamilies.co.uk</p>

4. Bereavement support

Agency	What can they help with	Contact details
Care For the Family (CFF)	Online information	https://www.careforthefamily.org.uk/family-life/bereavement-support
Hope Again	Hope Again is the youth website of Cruse Bereavement Support. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone.	https://www.hopeagain.org.uk/
Cruse Bereavement Support Wales:	Telephone bereavement support and information	Call 0300 1111 003 (leave a message and call will be returned) https://www.cruse.org.uk/
Mind’s peer to peer support: online community	Online community	https://sidebyside.mind.org.uk/
Bethel Baptist Church	We can offer someone to speak with on a one-to-one basis. Oasis lunches for company and to meet others who have also experienced bereavement.	Pastoral Care telephone: 07599 467159

5. Disability

Agency	What can they help with	Contact details
Disabled Toilet Key / Radar Key		Apply: disabilityrightsuk.org/shops/official-and-only-genuine-radar-key
Just Can't Wait card	Card that gives permission to use toilets in cafes and restaurants, for those with genuine reasons	Apply: www.bladderandbowel.org/help-information/just-cant-wait-card/
Hynt Card	Hynt is a new national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their Carers or Personal Assistants.	Apply: https://www.hynt.co.uk/en/
Blue Badge	Eligibility and application form for a Blue Badge.	https://www.rctcbc.gov.uk/EN/Resident/ParkingRoadsandTravel/Parking/Bluebadgeparkingpermit.aspx
Transport For Wales Concessionary Travel Card	Apply for a concessionary travel card and/or a carer's travel card.	https://portal.tfw.wales/en/disabled
CEA Card	The scheme allows a Cardholder to be accompanied by someone, free of charge, when they visit a participating cinema with that person.	Home - CEA Card

6. Financial Advice

Agency	What they can help with	Contact details
Christians Against Poverty	Debt counselling charity. Debt management advice and tools.	https://capuk.org/
National Debt Line	Independent debt advice charity. Chat online or on the telephone.	https://nationaldebtline.org/ for online chat. Or telephone: 0808 808 4000
Gov.UK	Information about benefits e.g. PIP or Attendance Allowance.	Application forms often have to be requested by telephone. Advice on form completing can sometimes be given by us (ask Karen). If a person has a specific health condition, often the charity/agency supporting that condition can provide specific help with completing forms.