

# Caring at Home and Help with Daily Living

This Section Contains Information on:-

**Health Services**  
**Pembrokeshire County Council (PCC)**  
**Social Care and Housing, PCC**  
**Voluntary and Private Organisations**  
**Help from Other Sources**  
**Hospital Discharge**

## **Caring at Home and Help with Daily Living**

There are many services that can offer help if you are caring for someone at home. Often the number of agencies, type of services offered and the criteria used can be bewildering. It is important for you and the person you are caring for to know about help that may be available, both to assist you in caring at home and to prevent you feeling tired, stressed and overwhelmed.

This section is divided into five, all of which are equally important:-

- Coming out of hospital;
- Social Care and Housing Pembrokeshire County Council (PCC) Services;
- Health Services;
- Help from other sources;
- Voluntary sector and Private Organisations;

### **Health Services**

Professionals who are available to help:

#### **Pembrokeshire Local Health Board**

Regularly produce a guide to services which provides a quick and easy reference to many of the services provided in Pembrokeshire. It brings together a wide range of information about health, social care and related services with useful telephone numbers and addresses.

To obtain a copy contact:

Pembrokeshire Local Health Board  
Unit 4, Merlins Court,  
Winch Lane,  
Haverfordwest SA61 1SB  
Tel: 01437 771222

### **Doctor (General Practitioner [GP])**

Your doctor is likely to be the key to the rest of the health service. Your doctor can arrange for a variety of help - medical, nursing or specialist. You may want to tell your doctor that you are a carer and the specific help you require. You are free to choose or change your doctor.

Patients can register with a GP by attending the surgery where you may be asked to complete a registration form. If the practice is not accepting new patients, you will need to contact:

The Mid and West Wales Business Centre,  
The Oldway Centre,  
36 Orchard Street,  
Swansea SA1 5AQ.  
Tel: 01792 458066

### **District Nurses (Community Nurses)**

District Nurses are qualified nurses, with special skills in caring for people in their own homes. They work closely with their general practitioner colleagues and anyone can access them by contacting the surgery. All people referred will receive a full nursing assessment and you and the district nurse will decide on your care needs.

The patients who may benefit from district nursing care include people with chronic long-standing illnesses such as diabetes, chest complaints, multiple sclerosis, motor neurone disease and cancer. District Nurses can also advise and support on healthy life-styles information; they can also help you access other services, which could help you maintain your independence.

### **Macmillan Nurses**

Macmillan Nurses are specialists in cancer care. They advise on the best ways to manage pain and other symptoms and offer expert advice on treatment options. They give psychological support to patients living with cancer and their carers. Macmillan Nurses can be requested through your doctor or district nurse.

See also details on Paul Sartori, in the contact sheets.

### **Practice Nurse**

Most doctors' practices now have a practice nurse. Their role does differ from practice to practice, but they are often involved in routine health checks and nursing care. It might be useful to talk to the practice nurse if you have any concerns or would like more information about a certain aspect of health. Ask your doctor or the receptionist at your health centre / surgery for an appointment.

### **Health Visitor**

Health Visitors work with people of all ages in their homes, the clinic and the community. They provide guidance, advice and support on topics as wide as from childcare to bereavement. They can be contacted via your local health centre or doctors' surgery.

### **Community Psychiatric Nurse (CPN)**

A CPN visits people with mental health problems at home, and checks on their well being, and that of their carers. The CPN can help carers, as well as provide advice or information. There are CPN's for Community Mental Health Teams and your Doctor can refer you. There are also CPN's who care specifically for older people.

### **Speech Therapists**

Speech Therapists can help with any kind of communication problem for children or adults including difficulties in speaking, some swallowing problems and sign language. Ask the health visitor or doctor to put you in touch with them.

### **Occupational Therapist**

Occupational Therapists provide assessment and treatment of physical and psychological conditions, both in hospital and in the community to help people improve and maintain their independence in all aspects of daily living. If you feel you need the assistance of an Occupational Therapist you may discuss this with your doctor, district nurse, hospital medical staff or the Social Care and Housing Department within PCC.

### **Physiotherapist**

Physiotherapists aim to improve or maintain mobility that has been impaired by accident or illness; they work both in hospitals and the community. You can make contact via your doctors' surgery.

### **Dietician**

Dieticians provide advice on nutrition and diet therapy. They are involved in disease prevention and nutritional assessment to detect nutrient deficiencies.

Part of the treatment for some medical conditions e.g. diabetes, coronary heart disease, swallowing problems or food allergies, involves diet. Dieticians are also involved in patient rehabilitation, for example people who have suffered a stroke.

It is best to contact a dietician through a doctor, district nurse or health visitor.

### **Continence Advisor**

Incontinence can sometimes be solved without any need for special equipment. The Continence Advisor can offer confidential treatment, advice and information. They are usually based at a local hospital or health centre and can be contacted via your doctor, district nurse or health visitor.

### **Chiropodist**

A chiropodist aims to diagnose, prevent and treat ailments of the feet and lower limbs. Treatment is usually given at health centres and clinics, but house bound people of any age can apply for a National Health Service (NHS) home visit.

Chiropody is available free from the NHS to school children, expectant mothers, people over 65, those with diabetes, people who are disabled, (either physically or with a learning disability) and people with in-growing toe nails. Doctors may refer anybody considered to need special care regardless of age or physical condition.

Chiropody services may also be purchased privately.

### **Dentists**

In order to receive NHS dental treatment you must register with a Dentist (although not all dentists take new patients for NHS treatment). If the person you are caring for is registered for NHS treatment most dentists will carry out home visits.

Before you agree any treatment make sure it is being provided on the NHS. If your income is low or you are on income support ask about free treatment.

### **Opticians**

Certain groups of people are not charged for an eye test so check with the opticians when making your appointment. Some opticians can make a home visit if necessary, remember to check if there is a charge.

### **Chemists (Pharmacists)**

Chemists are trained professionals qualified to advise on all aspects of medicine. Many chemists do provide a delivery service and sometimes will even collect a prescription during normal shop hours.

If you need a lot of prescriptions, but are not entitled to them free, you can reduce the cost by buying a pre-payment certificate for four months or a year. It saves money if you need more than five prescription items in four months or 14 items in a year. You apply for a certificate on form FP95 that you can get at the Benefits Agency, Post Office or chemist. A refund can be given if you buy a pre-payment certificate and then, within a month, qualify for free prescriptions.

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## **Pembrokeshire County Council - Social Care & Housing**

Social Care is divided into two divisions - Community Care and Child Care.

### **Child Care Division**

The areas of responsibility are as follows:

- children / young people with disabilities;
- children / young people with mental health needs;
- children / young people who need to be looked after;
- child protection;
- youth justice;
- young carers;
- children in need;
- children leaving care;
- adoption;
- assessment care management (including court work);
- children with disabilities and their carers.

### **Community Care Division**

The areas of responsibility are as follows:

- older people and their carers;
- elderly mentally ill people and their carers;
- people with physical disabilities and their carers;
- people with HIV/AIDS related conditions and their carers;
- people with mental health problems and their carers;
- people who misuse drugs or alcohol and their carers;
- people with learning difficulties and their carers.

Both Divisions issue plans (currently called Children's Services Plans or Social Care Plans) giving details of their work.

These are available free to the general public either in the form of an overall summary or in detail for each area of work. Much (but not all) of the work relating to carers is spearheaded by the Community Care Division which has one of its three priorities as 'assisting carers and communities in providing support, where possible to help to avoid a long-term dependence on continual social care services'.

Pembrokeshire County Council's Community Care and Child Care work within a legal framework provided by Government. There are many important pieces of legislation but those most relevant to carers are the National Health Service and Social Services Act 1990, the Carers (Recognition and Services) Act 1995, the Carers and Disabled Children Act 2000 (which came into force in Wales on July 1st 2001) and The Carers (Equal Opportunity) Act 2004.

### **National Health Service and Community Care Act 1990**

This Act ensures that Social Care carry out an assessment of the needs of the individual. They also have a responsibility for making sure that services are arranged to meet those assessed needs.

### **Carers (Recognition and Services) Act 1995**

This Act gives carers the right to an assessment by the Social Care under certain circumstances, although it does not give a right to services.

Remember, as a carer you can ask for an assessment.

The assessment will be carried out by Social Care and considers the carer's ability to provide and continue to provide care. They will then decide whether the needs of the cared for person call for other services to be provided.

You can ask for an assessment if you are:

- a parent/carer who is looking after a child with a disability.
- a young carer who has a caring responsibility for parent/relative (See Section 11 for more details)
- an adult or disabled person who needs help with personal care tasks to carry on living at home.

Following your contact with the Assessment and Care Management Team a professional worker will visit and make an assessment in line with the guidelines on care management. It is a good idea for carers to be present at assessment discussions. The outcome of the discussions will be set down in an individual care plan, explaining how identified needs will be met and when the care plan will be reviewed.

The care plan should be given in writing to you or the person you care for, together with the name of the person responsible for organising the services and details of how to complain if there is dissatisfaction with the result of the assessment.

Recently Pembrokeshire County Council introduced charges for services for some people in certain circumstances. The costs of the service will be discussed with you at the time of assessment.

### **The Carers and Disabled Children's Act 2000**

The Carers and Disabled Children's Act came into force on July 1st 2001. The main implications are that:

- carer's have a statutory right to assessment;
- local authorities will have the power to provide services to carers;
- carers and disabled people will be able to get vouchers for short-term respite breaks;
- carers will be able to receive direct payments for their own services;
- local authorities will be able to charge carers for other services provided directly to them.

### **The Carers (Equal Opportunities) Act 2004.**

This was enacted in Wales on April 12th 2005 and has three main points.

- It is now a duty for a local authority to inform carers of their right to a carers assessment.
- Carers assessments should include an assessment of the carers needs in respect of work and leisure.
- The Act encourages closer working between social care and other agencies such as health in delivering services to carers.

### **Assessment**

The Act allows carers aged over 16 to ask for an assessment in their own right, even when the cared for person chooses not to have an assessment. For more information please contact the Carers Assessment worker on 01437 764551

### **Services**

Once carers have been assessed under the new Act, local authorities will have the power to provide them with appropriate services. While carers may previously have benefited indirectly from services provided to the cared person (such as respite), local authorities were unable to provide any service to a carer in his/her own right.

### **Direct Payments**

Pembrokeshire County Council has been developing the existing Direct Payment scheme. Carers are now eligible for Direct Payments in their own right. Information can be found on the Pembrokeshire County Council website [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk) or by ringing 01437 764551.

### **Charging**

The new Act enables local authorities to charge carers for non-residential community care services they receive.

### **Community Care Charter**

Pembrokeshire County Council Community Care Charter summarises the responsibilities that local service agencies have to you and the person you care for.

### **National Strategy for Carers**

In February 1999, the Government launched a U.K. wide strategy for carers which sets out a course for more support, recognition and rights for carers both now and in the future. The Welsh Assembly Government launched a strategy for Wales in July 2000. The priority areas for action are health and social care, information, support, young carers and carers and employment. This is the first time that there has been a Government strategy for carers.

The Assembly has allocated finance for each local authority to offer breaks for carers.

### **Pembrokeshire Carer's Strategy**

A five year strategy was drafted in 2004 which follows the same 5 priority areas as the national carers strategy.

- Health and Social Care
- Information
- Support
- Young Carers
- Carers and Employment

For a full copy of the the Pembrokeshire Carers Strategy and the Action Plan contact the Carers Development Worker at PAVS on 01437 769422

### **Help that can be available via Social Care**

There may be charges for some of the following services.

### **Aids and Equipment**

A wide range of aids and equipment to help with daily living may be available e.g. to help with dressing, eating, using the toilet, communication etc. These are provided under certain circumstances in accordance with criteria agreed by Pembrokeshire County Council. Please call Pembrokeshire County Council on 764551 for further information.

### **Blue (Formerly Orange) Badge Parking Scheme**

This scheme offers limited car parking concessions to people in certain circumstances, and can be obtained from PIPPA (see contact details).

**Piper Lifeline - Community Alarm**

You can get a telephone alarm unit and a radio alarm trigger that can be carried by the person you care for so they can easily summon help in an emergency from anywhere in the garden or home. To get more information call Pembrokeshire County Council on 01437 764551.

**Children and Young People with Disabilities**

All children and young people with disabilities can access support from the Child Care Division. This is particularly important when a young person is making key decisions about their future e.g. about their career, where to live or how to access community services. A social worker can help young people make plans for the future and ensure that they are given accurate advice and guidance from a number of sources. For more information call 01437 764551 and ask for the Child Care Assessment Team.

**Community Transport**

Transport may be available for those who find it difficult to use public transport. Please refer to contact details.

**DAY CARE**

Day care for the person you care for can give you a complete break, an opportunity to catch up on chores, do something you enjoy, go shopping, work, or spend time with family and friends. You may want a regular break, perhaps on a daily or weekly basis, or you might want an occasional break.

**Day Care for Adults**

There are a number of day care centres through the County. They assist people who need intensive or specialist help, whether the person has a mental health problem or are elderly and frail. There are different centres working with different types of people.

Finding the right one for the person you care for will depend on the assessment of your needs. For example the person may need help with personal care, finding ways of living independently, cooking skills or simple physical exercise.

There are other centres where the person you care for could meet friends, have a chat, enjoy a meal or undertake a social activity. Sometimes voluntary groups run these types of centres.

There are also day hospitals for people who live at home but who need regular treatment and / or rehabilitation. There are also rehabilitation opportunities available in the community provided by the Community Care and Child Care Teams.

### **Day Care for Children**

Voluntary organisations, local authorities, local education departments and government schemes provide a range of day care for children. Many of these offer places for children with special needs. There may be a small charge for some places.

**Childminders** - look after children within the childminders own home.

**Nurseries** - these can be run by the local authority or privately.

**Family Centres** - these are usually run by the local authority or in partnership with voluntary organisations for families with special needs.

**Pre-school or Play Groups** - these are run by the local authority or a voluntary organisation with parental involvement.

**Opportunity groups for pre-school children** - these are run by Education and Children's Services, Community Services or a voluntary organisation to provide for children with special needs alongside other children.

**Play Schemes and Clubs for School Age Children** - These may be run by Education and Children's Services, Community Services or a voluntary or private organisation such as after school clubs. Some special schools /units may organise their own schemes. Please see contact details for organisations that may be able to help.

All of the above day care resources must be registered with the Care Standards Agency. Parents are advised to check that any resource their child attends is registered.

Please see contact sheets for further information.

### **Day Care and Services At Home**

Some organisations will provide care at home to give carers a break, or to provide support and stimulation (see Crossroads, Barnardos, Pembrokeshire Mind, Paul Sartori and Age Concern in contact sheets).

There is now a Direct Payment Scheme to enable service users and carers to purchase their own services. You may also qualify for Independent Living Fund - see contact pages at the end for details.

### **Financial Help**

The Benefits Agency is the main source of financial help but Pembrokeshire County Council may be able to assist in accessing funds.

### **Home Adaptations**

This can include fixed equipment, e.g. stair rails or bath hoists, and adaptations to the home, e.g. ramps or installing downstairs bathroom. Please see section 10 - Housing, for further information.

### **Home Care Services (formerly home helps)**

The priorities for Home Care are:

- to enable people who are in most need to remain in their own homes;
- to ensure a safe discharge from hospital;
- to relieve family carers who are providing the support that enables people in need of care to remain in their own homes.

### **Meals on Wheels**

Meals delivered to your home, available between 1 and 7 days per week depending on the area in which you live. Please contact the WRVS for more information (contact number can be found in the general sheets).

### **Mental Health Care**

Care and advice for people with mental health problems and their carers.

### **Respite or Short-term Care/Breaks**

If you need a break from caring there may be several options for the person you care for, including overnight stays in residential establishments or holiday breaks. These can range from one day to a fortnight. Again this will need to be part of the assessment and individual care plan. A respite policy is currently being developed.

### **Support for Parents of Children with Disabilities**

Social Care Services and the Local Health Board have procedures in place to support the parents of children with disabilities, and this is especially important when a disability is first identified in young children and babies. There are specialist Health Visitors and Social Workers available to offer ongoing counselling, support and advice, throughout this often traumatic time for parents. There is also Pembrokeshire Children's Centre, whose details appear in the contact section.

### **Support Outside the Home**

We want both you, and the person you care for, to live as full a life as you choose in the community. Often this may not be possible because of the amount of time and effort you put into caring.

If you have not had an assessment (see previous section) then now is probably the time to ask. If you have already had an assessment but the situation is getting worse then you will need to ask for a review of your needs. Contact your named social worker or ring Pembrokeshire County Council on 01437 764551.

### **Voluntary and Private Organisations**

Pembrokeshire County Council's Community Care and Child Care teams are only part of the provision of organised help that people can receive. There is a lot of help available from voluntary organisations. Voluntary Sector Organisations can be anything from a small group with a few members offering help in their spare time, to large organisations with paid staff providing direct services. There are also many private / independent organisations providing a variety of services (for example short breaks, or home care.)

The voluntary sector offers services as varied as information and advice, funding a social centre to sitting services. These organisations and groups cover a variety of issues, e.g. disability, learning difficulties, mental health, elderly, visual impairment, hearing impairment, substance misuse, and children with disabilities. Please see the contact details.

You can also pick up a copy of the Community Care & Child Care services directory available from Pembrokeshire County Council, please ring the Customer Liaison Officer on 01437 776534 if you would like a copy.

### **Help from other sources for the person being cared for**

#### **Welsh Water**

Welsh Water produce a special needs pack and have a register for customers with special needs (e.g. kidney dialysis patients). To receive this pack see contact details.

#### **British Gas (BG)**

BG operate National Gas Care which compiles a register to record special needs and other services including Braille controls and password scheme for visually impaired people. See contact sheets. They can also supply electricity.

#### **SWALEC (Electricity) and Gas Services**

SWALEC offer various services relating to their bills - for example they are available in audio, Braille, and large print. They also have a minicom service, password scheme, bogus calls campaign and, for elderly or people with disabilities, they will reposition meters. See contact sheet at the end for obtaining a free information pack. They can also supply gas.

**British Telecom (BT)**

BT provides a comprehensive guide for people with disabilities or who are elderly. If you are a BT customer please ring 150 for a copy of this guide.

**Coming out of hospital**

Health and Social Care work together with you or the person being cared for, to make sure that a return home from hospital is safe and comfortable.

When you go into hospital, you will be assigned to a named nurse who will be your main link during your stay. As well as all the medical questions, your named nurse (or their deputy) will enquire about your circumstances at home. This will help us to find out how well you will be able to cope and whether you will need further care or a period of rehabilitation when you leave hospital. Do not be afraid to tell us about any concerns or fears you have about your return home, these are very common and are easier to sort out before you leave hospital.

It is not uncommon for this 'discharge plan' to be discussed on the same day you are admitted to hospital. By looking at your needs as early as possible, there will be more time to make sure that you get the most appropriate support when you or your cared for return home. It will also mean that leaving hospital need not be delayed unnecessarily. Hospital staff will let you know as soon as they can about the date when you will be well enough to leave hospital and return home. This will be determined mainly by how quickly your health improves and the amount of support you may need.

### **How we assess your needs**

An assessment of needs will be carried out to ascertain what help is required following hospital discharge of you or your cared for. This will assist in understanding the problems that may be encountered and following the assessment a care plan will be drawn up. All assessments are undertaken in accordance with the Council's Fair Access to Care and Unified Assessments Policies.

### **Planning your care**

Health and Social Care staff will plan with you how best to help you settle back home following your hospital stay. It may be just a temporary arrangement until your recovery is more complete, or it may be longer term. The care plan could involve a stay in a residential or nursing home, if going straight home is not possible.

Your situation will be looked at on a regular basis to make sure that the services you receive are right for you.

### **Planning together**

If you think you may need some help when you return home, then you, the hospital staff and Community Care staff need to plan together to set up the arrangements for the kind of care you need. If you rely on a family member or another person to help you, then they need to be involved in this planning too. Sometimes it is possible to underestimate the amount of support that will be needed at home. We understand that you will be keen to get back home as quickly as possible but it is better for everyone if the arrangements are planned carefully and in good time, as it can be difficult for community care services to respond immediately to an unexpected request for assistance.

### **Help from Community Care**

If you already have help from Community Care, for example, home care, let your named nurse (or their deputy) know. They will make arrangements to restart the service on your return home, unless your stay in hospital is over 4 weeks. In this case, they will need to make sure that the services you have been receiving are still appropriate. This will require a reassessment of your needs. If you do not receive services from Community Care, but feel you may require support on your return home, let your named nurse (or their deputy) know about this and they will contact the Department on your behalf.

### **How quickly can this be arranged?**

Community Care should arrange for your return home from a hospital stay, depending on your circumstances, as follows:

- 2 working days from the date of receiving a request to re-establish an existing package of care;
- 5 working days from the date of receiving a referral to establish a new, straightforward home care service.

If the service cannot be arranged as quickly as first thought, the hospital staff will let you know of any delay and how quickly arrangements can be made.

### **Leaving Hospital**

On the day that you are discharged from hospital, your named nurse (or their deputy) will make sure you have everything you need and that all the necessary arrangements have been made, including:

- supplying any medication you need to take with you;
- notifying your own doctor (general practitioner);
- arranging an out-patient appointment;
- organising appropriate transport, if required;
- arranging services from Community Health or Community Care/Social Care.

If you have been assessed as requiring support when you arrive home, you will be given clear information about the services that might have been arranged, including:

- details of health care services (for example, district nurses, health visitors) which will be free of charge when provided by the National Health Service;
- details of Community Care/Social Care from the local authority, including any costs for services.

### **Medication**

If you have been given medication to take home with you, it will usually just be enough for 7 days or less. You will be given a letter with information about this medication to give to your own doctor. If you need to continue to take this medicine when you are home, remember to obtain a repeat prescription from your family doctor before your hospital supply runs out. Some surgeries require up to 48 hours notice for repeat prescriptions, so do not leave it too late.

**Outpatient appointments**

If you need to return to the outpatient department after going home, you will either have been given a card with your appointment date on it or one will be sent to you in the post. Transport will not normally be provided. If you are unable to provide your own transport, you must discuss this with your doctor at least 5 working days before your appointment. Or please see contact sheets for voluntary transport organisations.

**Family Doctor (GP)**

A letter will be sent to your family doctor giving information about your treatment and future care needs. Your doctor will not necessarily visit you at home but if you have any worries, please contact your own health centre or surgery.

**After leaving hospital**

Even with careful planning, people can sometimes find they are unable to cope once they have returned home. If you have difficulties after coming home from hospital you should contact your family doctor or district nurse through your GP's surgery or the Social Care.

If your benefits have been reduced or withdrawn whilst you were in hospital, you will need to contact your local Benefits Agency office or Citizens Advice Bureau for advice.

**Age Concern**

Age Concern runs a Hospital homecoming service. The project provides short-term voluntary support to older people (over 60) leaving hospital and returning home. The service is designed to help with the settling back home process and can be called up in addition to, or instead of, support that Community Care can supply.

## Section 2

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There is also an Information service which can offer help to the over 60's with filling out forms both in hospital and after discharge. In addition they can supply a number of fact sheets which include topics such as, 'Finding help at home' and 'Finding Residential care'

## **Section 2 - Contact Sheets**

### **Advice for Registering with G.P.s**

The Mid and West Wales Business Service Centre

The Oldway Centre

36 Orchard Street

Swansea SA1 5AQ

☎ (01792) 458066

### **Age Concern Pembrokeshire**

A charitable organisation that helps older people in Pembrokeshire. Providing information, befriending, hospital homecoming and odd job services through volunteers.

2a Holloway

Haverfordwest

SA61 2JL

☎ ( 01437) 769972

### **Benefits Enquiry Line**

☎ 0800 882200

Minicom 0800 243355

### **British Gas**

National Gas Care

☎ (0845) 955 5404 (Local call rate)

### **British Telecom**

Produce a guide for people with disabilities and the elderly.

Ring 150 for a copy.

**District Nurses**

Contact via your GP

**Dentists**

Look in Yellow Pages under 'Dental Surgeons' - some dentists do not take NHS patients, so check when ringing

**Family Centres**

Carousel Family Centre

15/16 Colley Court

Monkton

Pembrokeshire

☎ (01646) 621728

The Dolphins

9 Haven Drive

Hakin

Milford Haven

☎ (01646) 690043

Haverfordwest Family Centre

515 Hywel Road

Haverfordwest

☎ (01437) 760464

Jugglers  
Neyland CEC  
Neyland  
Pembrokeshire  
☎ (01646) 602799

The Orchard  
15-16 Larch Road  
The Mount Estate  
Milford Haven  
☎ (01646) 698562

Pennar Family Centre  
Old School  
Pennar  
Pembroke Dock  
☎ (01646) 684447

Yo Yo Family Centre  
(A joint project with Barnardos)  
24 - 26 Hamilton Court  
Pembroke Dock  
☎ (01646) 682503

### **Macmillan Nurses**

The Macmillan Nurses and Clinical Nurse Specialist in Palliative Care offer advice, guidance, support, and supervision in relation to the care of individual patients and their carers/family. The Clinical Service Manager/Nurse Advisor (Cancer and Palliative Care) manages the 3 Clinical Nurse Specialists. 2 are based in the community, and 1 is based at Witybush General Hospital.

☎ 0808 808 2020

Community Macmillan Nurse (North)  
Winch Lane Medical centre  
Haverfordwest

☎ (01437) 774296

Community Macmillan Nurse (South)  
Tenby Cottage Hospital  
Tenby

☎ (01834) 843111

Macmillan Nurse  
Clinical Nurse Specialist  
Palliative Care Ward 10, Withybush Hospital  
Haverfordwest SA61 2PZ

☎ (01437) 773019

### **NCH Children's Centre**

The centre offers advice, support and information to families who are caring for a child who is disabled or who has special needs.

Pembrokeshire Children's Centre

Unit 6 Merlin's Court

Winch Lane

Haverfordwest

SA61 1SB

☎ (01437) 764569

Fax (01437) 779155

E-mail: [wapcdc@mail.nch.org.uk](mailto:wapcdc@mail.nch.org.uk)

### **Paul Sartori Foundation/Hospice Care**

The foundation is a lead specialist provider of palliative care in Pembrokeshire.

Nurses Team

31 Haven Road

Haverfordwest SA61 1DU

☎ (01437) 763223

Fax: (01437) 765755

E-mail: [enquiries@paulsartori.wales.org](mailto:enquiries@paulsartori.wales.org)

### **Pembrokeshire Crossroads - Caring for Carers**

Pembrokeshire Crossroads is part of a national organisation providing respite care for carers.

Ann Williams, Co-ordinator

Room 50 & 51 Meyler House

Haverfordwest SA61 1QP

☎ (01437) 764639

Fax: (01437) 764541

E-mail: [pembrokeshire@crossroads.org.uk](mailto:pembrokeshire@crossroads.org.uk)

### **Pembrokeshire County Council**

Social Care and Housing

County Hall

Haverfordwest SA61 1TP

☎ (01437) 764551

**Pembrokeshire Mind** (Mental Health Charity)

The Old Wool Market

Quay Street,

Haverfordwest SA61 1BG

☎ / Fax (01437) 769982

E-mail: pembsmind@aol.com

**Pembrokeshire Voluntary Transport**

This Association maintains a non-profit making community accessible service for the elderly and disabled residents of Pembrokeshire, for social and recreational purposes.

For further information contact:

Mrs Valerie Gau, Secretary

☎ (01437) 765201

**PIPPA**

Main Office: The Bungalow

Meadowpark Centre

Prendergast

Haverfordwest

Nikki ☎ (01437) 760665

**PIPPA**

Wheelchair Scheme/Blue Badge/RADAR keys

Coach House: Bridgend Square

Haverfordwest

Valerie ☎ (01437) 760999

### **Red Cross Transport and Escort Service**

The British Red Cross offers suitable transport and an escort if you need one, or an escort service if you are using public transport.

Please contact

Red Cross Office in South Pembrokeshire Hospital

☎ (01646) 685908

The Red Cross Area Office in Carmarthen

☎ (01267) 237874 for further information

### **SWALEC (Electricity)**

☎ 0800 052 5252

Minicom: 0800 052 0037

### **Transport**

For details of the Volunteer Driver & the Disabled Adapted Vehicle Schemes please call

☎ (01437) 775223

### **Welsh Water**

Freephone: 0800 052 0130