

Directory of Mental Health Services in Cardiff & Vale of Glamorgan

March 2011

Cardiff & Vale Mental Health
Development Project

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Acknowledgements

To the best of our knowledge the information contained in this Directory is correct at the time of publication. This information has been supplied to us by the agencies contained within the Directory. Thank you to everyone who has helped to make this Directory a reality.

For online Directory with updates visit our website www.cumhdp.org.uk

Cardiff and Vale Mental Health Development Project

Unit 11
Williams Court
Trade Street
Cardiff CF10 5DQ

Tel: 029 2022 2000
mail@cvmhdp.org.uk
www.cvmhdp.org.uk



Foreword

Having provided a foreword to previous service directories for the Cardiff and Vale Mental Health Development Project I was delighted to be asked to do the same for the 2010 edition.

We live in an age where access to information has never been easier. The internet provides immediate access to information that would have previously been accessible only through painstaking research. Not only has the internet made this information available, new technology allows us to access this information on mobile handheld equipment.

The availability of information is however only one side of the story. It is the quality of information which is paramount. Amidst the array of information available on the web being able to find comprehensive and importantly accurate information on high quality services is critical. The Directory provides this information in a useable format accessible to people experiencing mental health problems, their families, friends and the professionals delivering services.

Furthermore during this time of economic austerity it has never been more important to ensure that we make use of the full range of service provision. Knowing what services are available and how to access them can only help in ensuring that the broad range of services in Cardiff, the Vale of Glamorgan and beyond are available to those people who need them.

Once again the Directory been developed to a high standard providing up to date information. It will continue to empower people with mental health problems and to inform those people who serve to assist in their recovery.

The directory is a tool that I am sure will more than prove its worth.

Phil Chick

**Mental Health Development Lead for Wales
National Leadership and Innovation Agency for Healthcare**



Introduction

This Directory was compiled initially in 2003 and reprinted in 2007, by Cardiff and Vale Mental Health Development Project. Funding for this edition has been provided by Cardiff Council and Cardiff and Vale UHB, with support from a number of agencies including the Vale of Glamorgan Council and Cardiff and Vale Mental Health Forum.

We would like to thank all our contributors, both statutory and voluntary, for their input.

The Directory includes statutory and voluntary sector mental health services available in Cardiff and the Vale of Glamorgan.

Despite our best efforts we are aware that the contents are not exhaustive.

Comments on all aspects of this Directory are very welcome, and can be addressed to:

Cardiff and Vale Mental Health Development Project

Unit 11, Williams Court

Trade Street Cardiff

CF10 5DQ

Tel: 029 2022 2000

mail@cvmhdp.org.uk



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Legal Matters

- Mental Health Act 1983
- Mental Capacity Act 2005
- The National Health Service and Community Care Act 1990
- The Carers (Recognition and Services) Act 1995
- The Carers and Disabled Children Act 2000
- Carers (Equal Opportunities) Act 2004



Mental Health Act 1983

The principal legislation which governs the formal detention and care of “mentally disordered” people in hospital in England and Wales, is the Mental Health Act 1983.

On 3rd November 2008, a number of changes were made to the 1983 Act by the Mental Health Act 2007: these are reflected in what follows.

The 8 guiding principles of the 1983 Act are grouped under the following headings – empowerment, equity, effectiveness and efficiency. Further details can be found in the Mental Health Act 1983 Code of Practice for Wales.

The Language Used in the Mental Health Act

The term “mental disorder” which is used throughout the Act means “any disorder or disability of the mind”.

An “Approved Mental Health Professional” is a professional who has undertaken training and acts on behalf of the local authority, for the purposes of the Mental Health Act.

A “Responsible Clinician” is a professional who has undertaken training and been approved to act as such, who is in charge of the care and treatment of a person detained under the Act.

Admission to Hospital

It is the intention of the Act that, wherever possible, people are admitted to hospital “informally”, i.e. without using the formal powers of the Act (Section 131). In the event of a person being unwilling to go

into hospital it may be possible to compulsorily detain them for assessment and/or treatment in the interests of their own health or safety, or for the protection of others. The grounds for compulsory admission, assessment or treatment are that the person is suffering from a mental disorder of a nature or degree that warrants his/her detention in hospital for assessment and/or treatment and that such admission is necessary in the interests of the health and safety of the person and/or the protection of other people. Where the detention in hospital is for treatment, there must be appropriate medical treatment available.

The Approved Mental Health Professional has responsibility for co-ordinating the process of Mental Health Act assessment and must be satisfied that compulsory detention is the most appropriate way of providing care and medical treatment. In reaching this decision they will interview the patient in a ‘suitable manner’, which should take into account language and cultural needs of the individual, consider the social circumstances of the case, take account of any previous psychiatric history and consider alternative resources to detention in hospital. The application by the Approved Mental Health Professional must be supported by two medical recommendations.

The Patient in Hospital

In principle, the informal psychiatric patient is in a similar legal position to the patient in a general hospital. However, in an emergency, if it becomes necessary to undertake a Mental Health Act



assessment on an informal inpatient, the Act allows for a doctor to hold the patient for a period of up to 72 hours to give time for completion of Section 2 or 3. It is also possible for a nurse of the “prescribed class” to hold a patient for period of up to 6 hours to enable a patient to be examined by a doctor.

It is the responsibility of the Hospital Managers to make sure that a detained patient receives information about the powers of detention, their right of appeal to the Hospital Managers, and to the Mental Health Review Tribunal, their right to access an Independent Mental Health Advocate and their right to refuse certain types of treatment.

Consent to Treatment

For patients detained under the Mental Health Act 1983, Part IV of the Act goes to some lengths to ensure that patients comprehend the nature of planned treatment programmes. Drug treatment for mental disorder may be given to a patient with or without the patient’s consent during the first three months of detention in hospital. (This does not apply to medical treatment for physical illness – this is governed by the Mental Capacity Act 2005.) At the end of the 3 month period, the patient’s consent or a second opinion will be required to continue with further administration of treatment. A patient who has capacity cannot be given ECT (Electro Convulsive Therapy) if he/she does not want it, even if he/she is detained under the Mental Health Act. These safeguards can be set aside where the need for treatment is both serious and

urgent – for example, to save a patient’s life.

Mental Health Review Tribunals

The Mental Health Review Tribunal is a part of the Court system and is responsible for hearing patient appeals against detention.

Tribunal panel members consist of a legal member, a medical member, and a lay member. All have experience considered suitable by the Lord Chancellor.

Patients detained under Section 2, 3, 7 (Guardianship) and 17 (Supervised Community Treatment) have the right of appeal to a Tribunal as do patients detained under hospital orders. Appeals can be made by the patient or their nearest relative. Information on how this can be done may be obtained from the Hospital Managers, or from staff on the hospital ward where the patient is detained.

All detained patients who appeal to the Tribunal are entitled to free legal representation. The Law Society issues a list of solicitors and their employees who are competent to represent patients at a Mental Health Review Tribunal.

Discharge from Hospital

Informal patients may discharge themselves at any time. Patients detained under compulsory orders may be discharged when their ‘Section’ expires, or prior to this at the discretion of the Responsible Clinician. The patient’s nearest relative may apply to discharge a detained patient by giving 72 hours



notice in writing to the Hospital Managers. This notice can be overruled by the Responsible Clinician, if, in their opinion the patient, if discharged, would be likely to act in a manner dangerous to themselves or others.

After Care (s.117)

It is the joint responsibility of both the Health Service and the Local Authority to provide aftercare for discharged patients previously detained under a treatment (not assessment) order. The form and extent of this aftercare is not defined by the legislation, but should be based on the patient's needs. The patient and/or their family cannot be charged for aftercare given under section 117. Aftercare should continue to be provided for as long as the patient needs it and can only end with the joint agreement of both the Health and the Local Authority.

Though not a legal requirement, where some care input from a voluntary organisation (e.g. voluntary housing agency) is an element of the S117 discharge plan, that organisation should be included in discussions of an individual's aftercare needs.

Guardianship

The purpose of guardianship is to enable patients to receive community care within an authoritative framework. That framework should provide a minimum of constraint to allow the patient to achieve as independent a life as possible within the community, and lessen the risk of hospital re-admission. As such, with the

exception of the power to take and retake a patient, the powers of the guardian are not capable of enforcement but rely on the co-operation of the patient and can be seen as an effective community resource and form of aftercare.

Guardianship can be applied to persons over sixteen years old who have a mental disorder, and where it is necessary in the interests of the welfare of the person and for the protection of others.

The guardian can be a local authority or a nominated private person. Application is made by the nearest relative or an Approved Mental Health Professional with the support of two medical recommendations. The guardian has the power to require the person subject to the order to reside at a specified place, to attend specific places at specific times for the purpose of medical treatment, occupation, education or training, and to give access to the place where that person resides to any medical practitioner, Approved Mental Health Professional or other person specified by the guardian.

Healthcare Inspectorate Wales

Healthcare Inspectorate Wales is independent of the Hospital. It is a special Health Authority that carries out functions on behalf of the Secretary of State and the National Assembly for Wales. The Inspectorate performs functions of a public nature and is therefore a "public authority" for the purposes of the Human Rights Act 1998. The members of the Inspectorate (known as Reviewers) are drawn from doctors, lawyers, nurses,



social workers, psychologists and other specialists as well as interested lay persons. Healthcare Inspectorate Wales reviews the operation of the Act and the way its powers of detention and consent to treatment provisions are exercised, and also ensures the rights of detained patients are being upheld. The Reviewers visit all hospitals and units where patients are detained under the Act. They can interview patients, examine legal documentation, investigate complaints and monitor deaths of detained patients. Perhaps most importantly they prepare a report every two years which is laid before Parliament. The Inspectorate also issues practice notes on special issues related to the Act.

Mental Health Act 1983 Code of Practice for Wales

From 3rd November 2008, there was a new Code of Practice for Wales. This provides guidance to those people who operate the Mental Health Act and should be followed unless there are good reasons not to do so.

The Code can be viewed on hospital wards, Mental Health Teams have copies and it can also be found on website below:

www.wales.nhs.uk/mentalhealthact1983

Power of Attorney

Sometimes one person will want to give another person authority to make a decision on their behalf. A power of attorney is a legal document that allows them to do so. Under a power of attorney, the chosen person (the attorney or donee)

can make decisions that are as valid as one made by the person (the donor).

Before the Enduring Powers of Attorney Act 1985, every power of attorney automatically became invalid as soon as the donor lacked the capacity to make their own decision. But that Act introduced the Enduring Power of Attorney (EPA). An EPA allows an attorney to make decisions about property and financial affairs even if the donor lacks capacity to manage their own affairs.

The Mental Capacity Act replaced the EPA with the Lasting Power of Attorney (LPA). It also increased the range of different types of decisions that people can authorise others to make on their behalf. As well as property and affairs (including financial matters), LPAs can also cover personal welfare (including healthcare and consent to medical treatment) for people who lack capacity to make such decisions for themselves. The donor can choose one person or several to make different kinds of decisions.

Since the Mental Capacity Act came into force in 2007, it is not possible to make new EPAs. Some donors will have created EPAs before the Act came into force with the expectation that their chosen attorneys will manage their property and affairs in the future, whether or not they have capacity to do so themselves. If donors still have capacity, they can cancel the EPA and make an LPA covering their property and affairs. They should also notify attorneys and anyone else aware of the EPA (for example, a bank) that they have cancelled it.



Some donors will choose not to cancel their EPA or they may already lack the capacity to do so. In such cases, the Act allows existing EPAs, whether registered or not, to continue to be valid so that attorneys can meet the donor's expectations. An EPA must be registered with the Office of the Public Guardian when the attorney thinks the donor lacks capacity to manage their own affairs, or is beginning to lack capacity to do so.

Lasting Power of Attorney

Only adults aged 18 or over can make an LPA, and they can only make an LPA if they have the capacity to do so.

- **Personal Welfare LPAs**

LPAs can be used to appoint attorneys to make decisions about personal welfare, which can include healthcare and medical treatment decisions. The standard form for personal welfare LPAs allows attorneys to make decisions about anything that relates to the donor's personal welfare. But donors can add restrictions or conditions to areas where they would not wish the attorney to have the power to act. A personal welfare LPA can only be used at a time when the donor lacks capacity to make a specific welfare decision.

A personal welfare LPA allows attorneys to make decisions to accept or refuse healthcare or treatment unless the donor has stated clearly in the LPA that they do not want the attorney to make these decisions. An attorney can only consent to or refuse life-sustaining treatment on behalf of the donor if, when making the LPA, the donor has specifically stated in

the LPA document that they want the attorney to have this authority.

- **Property and Affairs LPAs**

A donor can make an LPA giving an attorney the right to make decisions about property and affairs (including financial matters). Unless the donor states otherwise, once the LPA is registered, the attorney is allowed to make all decisions about the donor's property and affairs even if the donor still has capacity to make the decisions for themselves. In this situation, the LPA will continue to apply when the donor no longer has capacity.

Alternatively a donor can state in the LPA document that the LPA should only apply when they lack capacity to make a relevant decision. The fact that someone has made a property and affairs LPA does not mean that they cannot continue to carry out financial transactions for themselves. The donor may have full capacity, but perhaps anticipates that they may lack capacity at some future time. Or they may have fluctuating or partial capacity and therefore be able to make some decisions (or at some times), but need an attorney to make others (or at other times). The attorney should allow and encourage the donor to do as much as possible, and should only act when the donor asks them to or to make those decisions the donor lacks capacity to make. However, in other cases, the donor may wish to hand over responsibility for all decisions to the attorney, even those they still have capacity to make.

If a donor does not restrict decisions the attorney can make, the attorney will be



able to decide on any or all of the person's property and financial affairs.

Court of Protection

The Court of Protection is a specialist court to deal with decision-making for adults (and children in a few cases) who may lack capacity to make specific decisions for themselves. The new Court of Protection replaces the old court of the same name, which only dealt with decisions about the property and financial affairs of people lacking capacity to manage their own affairs. As well as property and affairs, the new court also deals with serious decisions affecting healthcare and personal welfare matters. These were previously dealt with by the High Court under its inherent jurisdiction.

The new Court of Protection is a superior court of record and is able to establish precedent (it can set examples for future cases) and build up expertise in all issues related to lack of capacity. It has the same powers, rights, privileges and authority as the High Court. There will usually be a fee for applications to the court.

In cases of serious dispute, where there is no other way of finding a solution or when the authority of the court is needed in order to make a particular decision or take a particular action, the court can be asked to make a decision to settle the matter using its powers. However, if there is a need for ongoing decision-making powers and there is no relevant power of attorney, the court may appoint a deputy to make future decisions. It will also state what decisions the deputy has the authority to make on the person's behalf.

It is for the court to decide who to appoint as a deputy. Different skills may be required depending on whether the deputy's decisions will be about a person's welfare (including healthcare), their finances or both. The court will decide whether the proposed deputy is reliable and trustworthy and has an appropriate level of skill and competence to carry out the necessary tasks.

Receivers appointed by the court before the Mental Capacity Act are treated as deputies and keep their existing powers and duties.

Appointeeship

Appointeeship is where a person acts on behalf of another to receive their benefits and use the money to pay household expenses such as bills, food and personal items.

The Department for Work and Pensions acting on behalf of the Secretary of State can authorise someone else to act on a person's behalf if the person is over 18 and incapable of managing their own affairs. This is called an appointment to act and the person or organisation appointed to act is called an appointee. An appointment to act is made under Regulation 33 of the Claims and Payments Regulations 1987.

An appointment to act can only be made in favour of a person aged 18 or over and at any one time, there must only be one appointee acting on the person's behalf for all benefits administered by the Department for Work and Pensions.



An appointee can be an individual such as a relative or friend or an organisation such as a local authority or a firm of solicitors. An appointee would be responsible for everything to do with benefits such as completing and signing forms or reporting changes of circumstances.

An appointee is only able to manage benefits such as state pension, pension credit, housing and council tax benefit. An appointee is not able to manage bank accounts or private pensions.

Deprivation of Liberty Safeguards (DoLS)

DoLS are a new part of the Mental Capacity Act 2005, that came into force on 1st April 2009. DoLS provides a means of lawfully depriving someone of their liberty in either a hospital or care home, if it is in their best interests and is the least restrictive way of keeping the person safe from harm. DoLS does not apply to a person in their own private home. For DoLS to apply, the person must be 18 years of age or over, have a mental disorder (i.e. any disorder or disability of mind) and lack the capacity to make decisions about how they should be cared for.

The hospital or care home has to apply for a DoLS authorisation, and on receipt of it, the LHB or Local Authority will send out a minimum of 2 people (one a Dr with experience of mental disorder and the other a Best Interests Assessor) to assess the person on 6 grounds. If all the grounds are met the LHB or LA will issue a DoLS authorisation, so that the person can lawfully be kept in the hospital or the

care home. Appeals against DoLS are handled by the Court of Protection.

For more information on DoLS (including the Code of Practice) and the Mental Capacity Act 2005 generally, please go to: www.mentalcapacityact.wales.nhs.uk

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make particular decisions for themselves. Everyone working with and/or caring for an adult who may lack capacity to make specific decisions must comply with this Act when making decisions or acting for that person, when the person lacks the capacity to make a particular decision for themselves. The same rules apply whether the decisions are life-changing events or everyday matters.

Before making an application under the Mental Health Act (MHA), doctors and Approved Mental Health Professionals should consider whether they could achieve their aims safely and effectively by using the Mental Capacity Act (MCA) instead. If a doctor believes that they can safely assess or treat a person under the MCA, they do not need to consider using the MHA.

Sometimes it will be necessary to consider using the MHA rather than the MCA because it is not possible to give the person the care or treatment they need under the MCA but it is important to remember that a person cannot be treated under the MHA unless they meet



the relevant criteria for being detained. For example, compulsory treatment under the MHA is not an option if the patient's mental disorder does not justify detention in hospital, or the patient needs treatment only for a physical illness or disability.

There is no reason to assume a person lacks capacity to make their own decisions just because they are subject (under the MHA) to detention, guardianship or supervised community treatment but people who lack capacity to make specific decisions are still protected by the MCA even if they are subject to the MHA (this includes people who are subject to the MHA as a result of court proceedings).

Subject to certain conditions, the MHA allows doctors to give patients who are liable to be detained treatment for mental disorders without their consent – whether or not they have the capacity to give that consent. But doctors treating people for mental disorder under the MHA cannot simply ignore a person's capacity to consent to treatment. As a matter of good practice (and in some cases in order to comply with the MHA) they will always need to assess and record whether patients have capacity to consent to treatment, and if so, whether they have consented to or refused that treatment.

The National Health Service and Community Care Act 1990

Under the 1990 National Health Service and Community Care Act any adult aged 18 or over who is eligible for and requires services from the Local Authority has the right to a full assessment of their needs

and the services provided should be individually tailored to meet those assessed needs.

The two main stipulations are:

- Everyone who requires services has the right to a full assessment of their needs and to be fully involved in that assessment.
- Everyone assessed who is eligible has the right to expect that the services they receive are tailored to meet their needs where reasonably practicable.

An assessment can be initiated by either a change in need, a change in circumstances or upon a request from an individual and or their carer/advocate for an assessment. This assessment is currently organised by the Local Authority who must arrange for a named Case Manager to be responsible for the assessment and care planning.

The individual has a right to participate in the full assessment of their needs. Others who may contribute could include the individual's advocate or carer.

A person may be charged for any services provided following a financial assessment although many people will be exempt from charges depending on their legal status (especially under the Mental Health Act 1983) or their level of income.

All plans should be reviewed at least once a year.

The Carers (Recognition and Services) Act 1995

The Carers (Recognition & Services) Act 1995, which came into effect on 1st April 1996 was the first piece of legislation to



recognise fully the crucial role played by carers. The Act contains two main elements for carers:

- A carer's right to ask for an assessment of their ability to care
- Local authorities duty to take into account the results of this assessment when looking at what support to provide to the person cared for (the service user)

The Act covers three groups of carers:

- Adults (people aged 18 or over) who care for other adults
- Adults who care for ill or disabled children (under the age of 18)
- Young carers under the age of 18 who care for a relative

To be eligible for an assessment carers must be:

- Providing, or intending to provide, a substantial amount of care on a regular basis.

Under this Act an assessment is available on request when a local authority carries out an assessment of the person cared for in respect of services under:

- The NHS & Community Care Act 1990
- The Children Act 1989
- The Chronically Sick & Disabled Persons Act 1970.

The Carers and Disabled Children Act 2000

The Carers & Disabled Children Act 2000, implemented in Wales in August 2001, aims to build upon the Carers Act of 1995 and to give local authorities new and important powers to provide services directly to carers. This legislation is

intended to enable local authorities to develop new services to support Carers. It will offer help to carers who need practical support to continue caring by making it easier for carers and disabled people to get services that will enable both to have a better quality of life.

What the legislation does for Carers:

- Gives carers, over the age of 16, the right to an assessment of their own needs, even when the cared for person does not want to be assessed.
- For the first time, local authorities can provide carers with services in their own right. Services to carers are not defined as such. Local authorities may provide any services which, in their view, will support the carer in their caring role and help them to maintain their own health and well being. These services are however subject to charging arrangements.
- Local authorities are able to provide vouchers and direct payments to carers and disabled people, so that they will have more freedom to choose the types of services they require.
- Young disabled people aged 16 & 17 are able to receive direct payments to purchase their own support services to meet their assessed needs under the Children Act 1989. This is intended to bring about improvements in the quality of life of people who would like to manage their own support.

The Assessment

A carer's assessment under The Carers and Disabled Children Act 2000 is carried out at the request of the carer in order:

- To determine whether the carer is



eligible for support

- To determine the support needs of the Carer (i.e. what will help the carer in their caring role and help them to maintain their own health and well being)
- To see if those needs can be met by social or other services

Outcomes for the carer could be delivered in a number of ways:

- Advice, information or social work as part of the care management process
- A modification of the package for the cared for person that provides the carer with additional breaks etc. through the delivery of additional or more convenient community care services to the cared for person.
- The provision of "Carers' Services" through the Act
- Sign-posting to community services that the carer can access directly and that are free of charge (such as carers' centres and support groups etc.)

Under the Act, carers have a right to ask for an assessment. Good practice advocates that local authorities should have a policy of offering carers an initial assessment in circumstances where the carer is providing support to a community care service-user.

Carers (Equal Opportunities) Act 2004

The Act gives Carers more choice and opportunities to lead a more fulfilling life, by ensuring that they receive information about their rights to assessment, and to

training and work opportunities.

It should achieve three main things:

- Ensure that work, life-long learning and leisure are considered when a carer is assessed
- Give local authorities new powers to enlist the help of housing, health, education and other local authorities in providing support to carers
- Ensure that carers are informed of their rights

Work, Training, Education and Leisure

The Act amends both the Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children Act 2000 by ensuring that carer's assessments must include consideration of whether carers work, or wish to work, and are undertaking or wish to undertake, education, training or any leisure activity.

Duty to inform

The Act states that the local authority must inform the carer, including a person with parental responsibility for a disabled child, the following:

- That he or she may be entitled to a carer's assessment
- The assessment must take into consideration the carer's wish, or need to work, have a break or enter training or life-long learning opportunities, whilst caring
- Other parts of the local authority should ensure that they work with social services, if social services asks for their assistance, to deliver the aims set out by the Act.



Children with caring responsibilities

The Act also includes children under the age of 16 with caring responsibilities. Informing children of their right to an assessment must be undertaken in the context of family assessments and undertaken in an appropriate manner.

Co-operation between authorities

A Local Authority can request any Local Education Authority, Housing Authority, or Health Authority to assist in the planning of carers' services.

N.B. The Act stresses that the services in question could be provided either to the carer or to the disabled person. This would be important where, for example, leisure services work to support the disabled person, whilst the carer does other things, or joins them in the leisure activity.



2. Statutory Services

- **Adult Mental Health: General Services**
- **Adult Mental Health: Specialist Services**
- **Mental Health Services for Older People**
- **Child & Adolescent Mental Health Services**
- **Community Health Councils**



2.1 Adult Mental Health: General Services

City and County of Cardiff

- Adult Services Overview
- Adult Mental Health Services
- Emergency Duty Services
- Forensic Services
- Day Services Centres
- Cardiff Alcohol and Drug Team (C.A.D.T.)
- DART – Disability Advice and Resource Team
- City & County of Cardiff Tenant Support Team

Vale of Glamorgan Council

- Adult Mental Health Services
- Community Support Workers
- Specialist Services
- Emergency Duty Services

Cardiff and Vale University Health Board (Cardiff and Vale of Glamorgan)

- Primary Care Mental Health Liaison/Gateway Worker Service
- Community Mental Health Teams (CMHTs)
- General Practitioners – Cardiff & East Vale of Glamorgan
- Inpatient Services
- Day Hospital Services (Acute and Rehabilitation)
- Crisis Resolution and Home Treatment Teams (CRHT Teams)
- The Rehabilitation Service
- Mental Health Occupational Therapy Service

- Crisis House
- Crisis Recovery Unit

Abertawe Bro Morgannwg University Health Board (Western Vale of Glamorgan)

- Western Vale Community Mental Health Team (Llantwit Major)
- Out of Hours Service
- Inpatient Facilities
- Coity Clinic Day Hospital
- Continuing Care/Rehabilitation
- Outpatient Facilities
- Western Vale Crisis Resolution & Home Treatment Team (CRHT Team)
- General Practitioners – Western Vale of Glamorgan



Adult Mental Health General Services

City and County of Cardiff

Adult Services Overview Organisation

The Families and Communities Service exists to fulfil the Local Authority's responsibilities to assist and support vulnerable adults living in Cardiff. These responsibilities and types of assistance are wide ranging. They arise from various pieces of welfare legislation introduced over the last fifty years. Whilst this legislation permits considerable discretion as to the precise nature of the assistance provided, there is an over-arching duty on the local authority to assist those vulnerable members of the Cardiff population to live safely, with dignity, and with the right to retain control over their own lives. Any social service intervention against the expressed wishes of those individuals will be exceptional and only taken if those individuals present a serious risk to themselves or others.

General Enquiries

City and County of Cardiff, Adult Services, County Hall, Atlantic Wharf, Cardiff, CF10 4UW
Tel: 029 2087 2000

Adult Mental Health Services

Social work staff are an integral part of the Community Mental Health Teams (CMHT's), which are led by Cardiff and Vale University Health Board. They provide social work support, assessments by an Approved Social Worker (ASW), under the Mental Health Act 1983, and assessments under the NHS and Community Care Act 1990, and other

legislation, ie Carers Recognition and Services Act. The staff are based in the 5 sector CMHT's and provide a visiting service to the Sealock Centre.

Referral

Referrals can be made through the CMHT serving your area. These are:

Hamadryad CMHT, The Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF10 5UY – covers Grangetown, Butetown, Riverside, Canton, Pontcanna and Upper Grangetown.

Tel: 029 20246 3488

North West CMHT (Gabalfa Clinic), 213 North Road, Cardiff CF14 3AG – covers Whitchurch, Rhiwbina, Thornhill, Llanishen, Heath, Lisvane, Gabalfa, Mynachdy, Tongwynlais and Taffs Well.

Tel: 029 2069 3941

West Cardiff CMHT (Pendine Centre), 124-126 Cowbridge Road West, Cardiff – covers Ely, Caerau, The Drope, Fairwater, Pentrebane, Radyr and Llandaff

South East CMHT (The Links), Old CRI Buildings, Longcross Street, Cardiff CF23 0SZ – covers Roath, Adamsdown, Splott, Cathays, and part of Trowbridge.

Tel: 029 2033 5555

North East CMHT (Pentwyn Health Centre), Bryn Heulog, Pentwyn, Cardiff CF23 7JD – covers Lisvane, Cyncoed, Pentwyn, Llanedeyrn, St. Mellons, Trowbridge, Rumney and Llanrumney.

Tel: 029 2073 1466

Emergency Duty Services

This is an out of hours service, inclusive



of Approved Social Workers.

Tel: 029 2039 6873

Forensic Services

Social Workers are an integral part of the Community Forensic Team led by the Cardiff and Vale University Health Board, and are based in Whitchurch Hospital.

Day Services Centres

Cardiff Local Authority Adult Services provides two Mental Health Day Services:

Meteor Street Day Services

42 Meteor Street, Adamsdown,
Cardiff CF24 0HX

Tel: 029 2048 9333

Ty Canna Day Services

40 Market Road, Canton,
Cardiff CF5 1RZ

Tel: 029 2064 1530

Both day services aim to provide a range of flexible services based on our service user's individual needs. We provide these services in the daytime or evenings at either of our buildings; in the community or our service user's home. We provide relevant information and support to enable our service user's to make informed choices in order to reach their full potential. Additionally, our buildings are used as a resource for providing information on Mental Health issues. Voluntary groups also use our buildings as a venue for mental health focused self-help groups. We actively encourage service user's to get involved in the planning and developing of our services.

Outreach Service

The 'Outreach' service is provided by both day services. The aim of the outreach service is to help service users develop their 'Life Skills' e.g.

- Increasing confidence in social situations
- Developing Education, Training or Work Skills
- Promote Independent Living Skills: Individual Budget Planning, Meal Planning and Cooking, Shopping
- Working on Practical Tasks
- Promote Healthy Living
- Regaining Social Confidence – Using public transport, participating in leisure activities. Supporting service users in Educational, Training or Voluntary/Paid Work
- Working with Service Users so that they take an active part in their care, treatment and support package

Drop In

A friendly, supportive Drop-In is provided on Monday, Wednesday and Friday (inc. some evenings) at both Day Services. There is a Service User run Drop-In on a Tuesday at Meteor Street and Tuesday and Thursday at Ty Canna.

The overall aims of the Drop-In are:

- To provide a friendly, supportive, non-judgemental environment
- To promote recovery
- To overcome isolation
- To be a viable alternative to hospital
- To provide advice and information
- To provide social and psychological support



- To provide respite for carers
- To act as a resource centre

Social activities are frequently arranged outside the service including Theatre/ Cinema visits; Meals out; Day Trips; Sporting Activities; Use of Leisure Centres.

Referral

A Unified Assessment needs to be completed in order to gain access to any part of the service. Eligibility is decided by a Mental Health Team manager and/or Service Manager.

However, referrals can be made directly to the service user run drop-in's.

Contact

Mark Roberts

Tel: 029 2064 1530 & 2048 9333

Nia Bannister – Ty Canna

Tel: 029 2064 1530

Bethan Webb – Meteor St

Tel: 029 2048 9333

Cardiff Alcohol and Drug Team (C.A.D.T.)

Services

The Cardiff Alcohol and Drug Team is managed by the City and County of Cardiff. They offer services to anyone who is experiencing difficulties as a result of alcohol or drug use.

The following services are available:

- Individual, couple and family counselling
- Community Care Assessment and Care Management social work service
- Telephone counselling
- Information on local agencies

- Consultation for professionals and public
- Training courses
- Family Support Development Worker
- Strengthening Families Programme for Parents/Carers & their youth aged 10–14

The service is open from 9.00am – 5.00pm Monday – Friday.

A social worker is also based in the Community Addictions Unit (C.A.U.) led by Cardiff and Vale University Health Board.

Contact

Rhoda Emlyn-Jones – Social Serv. Mgr.

Cardiff Alcohol and Drug Team (C.A.D.T.)

House 54, Cardiff Royal Infirmary,

Newport Road, Cardiff CF24 0SZ

Tel: 029 2046 8555 (Counselling Team)

Tel: 029 2046 8568 (Community Care Team)

Fax: 029 2046 8594

DART – Disability Advice and Resource Team

Aims and Objectives

DART is a specialist service within Cardiff Council's Neighbourhood Learning Service that aims to enable adults with disabilities to engage/re-engage in learning activities.

DART's Mental Health Project aims to promote social inclusion and wellbeing by removing barriers to access and engaging adults with mental health problems in educational courses that facilitate the development of skills needed to be able to participate in community, leisure, social, educational and employment opportunities.



Services

The Service provides courses catering specifically for people with:

- Mental Health Problems
- Learning Disabilities
- Physical Disabilities and/or Acquired Brain Injuries

DART also provides open access courses in British Sign Language, Deaf Awareness, Communication tactics and Lip-reading.

Opening hours 8.30am – 4.30pm

Monday – Friday

There is wheelchair access to the DART Office and the majority of venues.

Referral

People can self refer by contacting Lois Danks at DART, or referrals can be made via day services, hospitals, CMHT staff, voluntary sector etc.

Contact

Lois Danks, DART, Room 305, The Friary Centre, The Friary, Cardiff CF10 3FA

Tel: 029 2064 4696

Fax: 029 2023 2913

E-mail: ldanks@cardiff.gov.uk

City & County of Cardiff Tenant Support Team

Aims and Objectives

This team aims:

- To assist and enable vulnerable people across all tenures in the Cardiff area to live independently.
- To minimise the risk of tenants failing in their tenancies.
- To work in partnership with statutory and voluntary organisations.

- To ensure that vulnerable individuals receive support as and when appropriate which will lead to successful long-term maintenance of their tenancies.

The Service

The Local Authority have entered into a scheme to provide support for housed and homeless people (but not street homeless) from all over Cardiff who are identified as needing support and to help them overcome any problems that may affect their ability to acquire or maintain their tenancy. The Housing Social Care Officers will visit a person in their own home and assess their suitability for the scheme. If they meet the criteria they can match specific support needs with a Support Provider via the Tenant Support Scheme.

The Local Authority works with a number of support providers who can offer different levels of support based on a person's individual needs. This support is funded through The Welsh Assembly.

Referral

The Tenant Support Team is NOT a direct access service. If an individual feels that they would benefit from some extra help via the Tenant Support Team and Scheme, then they need to contact their Housing Officer, Support Worker, Social Worker etc, and request that a referral is made to the Team.

The Tenant Support Team can help if an individual is:

- Struggling with settling into a new property
- Struggling with getting utilities connected



- Struggling with filling in forms
- Finding it difficult to cope in general and as a result are in danger of losing their tenancy
- Struggling with more specific issues such as those relating to mental health that are having an impact on their ability to maintain their tenancy
- At imminent risk of losing a tenancy, e.g. have been given a notice to quit

These are just a selection of problems, we appreciate there may be many more.

Contact

The Tenant Support Team, PO Box 349,
Cardiff CF11 1BU
Tel: 029 2053 7342
Fax: 029 2053 7386
E-mail: tenantsupportteam@cardiff.gov.uk

Overnight Service (floor space) in Customs House, Emergency Beds in other frontline hostels or refers the service user to The Bus Project where they can access additional advice and support. Each service user will then be placed on the appropriate project waiting list and when a vacancy arises the EBC will nominate Service Users based on need, vulnerability and appropriateness of allocation.

Contact

For more information or to make an appointment to see the EBC please contact Customs House direct on **029 2087 3995**. **Catrin Howells** is the manager of the project, she is based at Crichton House and can be contacted on **029 2044 0390**.

Emergency Bed Co-ordinator

The Emergency Bed Coordinator (EBC) is a direct access service for single homeless people based at Customs House, Cardiff & is managed and co-ordinated by Crichton House Outreach Services.

Service users access the service via an appointment based system with the EBC. The EBC completes an Initial Contact Assessment where individual need is assessed and suitable project referrals made based on their need, vulnerability and suitability. Where no suitable vacancies for accommodation are available, the EBC utilises the Emergency



Adult Mental Health General Services

Vale of Glamorgan Council

Social Services

Organisation

The Council's purpose and principal aim, through the directorate is to make available a comprehensive range of services which address the learning and social care and employment needs of individuals in the Vale of Glamorgan working to a recovery model—from early childhood and throughout our lives. In partnership with local, regional and national organisations the Directorate intends, through its operations, planning and delivery of services to:

- Enable and empower individuals to achieve their full potential
- Offset disadvantage, whether due to social or individual factors, and protect children and vulnerable adults from harm
- Improve the accessibility of individuals to educational and social care provision
- Commission and provide a wide range of complex services to meet the needs and preferences of people of all ages
- Improve joint practices for the planning and monitoring of all services

Adult Mental Health Services

Social Workers employed by the Vale of Glamorgan Social Services Department have a range of statutory duties to provide social work support to individuals with a severe and enduring mental illness. A Unified Assessment of need under the National Health Service

and Community Care Act 1990 is undertaken to identify and facilitate appropriate services if required. Approved Mental Health Professionals within the team undertake Mental Health Act Assessments in accordance with the Mental Health Act 1983. Assessments for carers in accordance with the Carers (Recognition and Services) Act 1995 are also undertaken to ensure appropriate support is provided to alleviate stress. Centres in Barry and Hafan Dawel in Penarth cover the geographical area of the Vale of Glamorgan. Liaising with both Cardiff and Vale University Health Board and the Abertawe Bro Morgannwg University Health Board, staff also work closely with colleagues based in the CMHT in the Western Vale.

Community Support Workers

The Support Workers attached to the Vale Mental Health Team function as an integral part of the Team. Working under close supervision of the Case Manager, they perform a valuable supporting/monitoring role with clients who have a serious mental illness. All the clients who receive this service have been assessed and meet the Eligibility Criteria for Community Care funding. The Community Support Worker service has been increased and developed since the introduction of the NHS and Community Care Act (1990). Its main function within the mental health specialism is to provide



a level of support to people to promote social inclusion and independence thus improving quality of life.

Specialist Services

Mentally disordered offenders –

Senior Social Work Practitioners (SSWP's) provide a service to those clients who have an identified mental illness and have been in contact with the Criminal Justice System.

Referral

In order to access Mental Health Social Work services referrals from a G.P. or appropriate Health Professional is required. For further enquiries see contact details below.

Contact

Team Manager, Amy Evans Centre,
190 Holton Road, Barry.

Tel: 01446 733331

Fax: 01446 746541

Emergency Duty Services

Emergency Duty Services (out of hours) inclusive of Approved Mental Health Professionals are provided by Cardiff on behalf of the Vale of Glamorgan.

Contact

Emergency Duty Services

Tel: 029 2078 8570



Adult Mental Health General Services

Cardiff & Vale University Health Board (Cardiff & Eastern Vale of Glamorgan)

General Mental Health Services Directorate

The Cardiff and Vale University Health Board (UHB) provides mental health services for clients (and their carers) between the ages of 16–70 with serious and enduring mental health problems.

General mental health service provision within Cardiff and Vale UHB is based on a neighbourhood model of care. The main focus has been the development of 8 Community Mental Health Teams (CMHTs).

Area of Benefit

General mental health services are provided across Cardiff and the Eastern Vale of Glamorgan. Some specialist services are provided on a South Wales basis.

Primary Care Mental Health Liaison Gateway Worker Service

What the Aim of Service Is:

To provide short term treatments to the general public who are experiencing common mental health issues such as stress, mild depression and/or anxiety. The service is provided by Gateway Workers, experienced specialist mental health professionals such as Nurses, Social Workers and Occupational Therapists who work in GP surgeries. The service is there to provide support to people who want to try new ways of helping themselves tackle their own problems and difficulties.

What Services are on Offer:

The Gateway worker will discuss a number of options which may help address your own specific needs.

These can include:-

- Book prescriptions
- Exercise referrals
- Attending a Stress Control Course (6 weekly sessions at a community venue)
- Computerised CBT (Cognitive Behavioural Therapy)
- Solution focussed sessions to look at problem solving

A Gateway Worker can offer up to a maximum of 4 sessions in the surgery. 40 minutes for the first appointment and up to 3 follow up appointments which are 20 minutes in duration.

How to Refer

At present this service is limited to 14 surgeries in West Cardiff, the 10 GP surgeries in the Pendine CMHT catchment area, and 4 out of the 8 G.P. surgeries in central Barry.

Referral to this service is via the G.P. or Practice counsellor only.

The service is free.

Contact Details

Peryn Morgan

Cardiff and Vale UHB, Hamadryad Centre, Butetown CF10 5UY

Tel: 029 2090 6216

E-mail: peryn.morgan@wales.nhs.uk



Community Mental Health Teams (CMHTs)

There are five CMHTs in Cardiff, one in the Eastern Vale of Glamorgan and one in the Western Vale, providing mental health service provision to clients aged 18–65 experiencing serious or enduring mental health problems. This is a statutory sector service delivered through a partnership between Health and Social Services and other voluntary sector providers.

Referral

Referrals are made on an area basis, according to G.P. catchment areas.

The CMHTs aim to:

- Promote health and recovery
- Prevent mental illness
- Provide a local response to local people
- Provide a range of services including assessment, diagnosis and treatment using a range of therapies, techniques and social interventions as well as general and specific support and advice.

Services

The Teams include a range of disciplines including psychiatry, psychology, physiotherapy, nursing, occupational therapy and social work. They also have a function to signpost referrals to other agencies where the presenting problem is not a core focus of the CMHT. This would include referrals for counselling, drug and alcohol problems, and other problems that are not the remit of the CMHT. The Teams are happy to provide telephone advice about the best way to access an urgent or emergency assessment. Carers may also access the teams for a carers assessment.

Opening Hours

The CMHTs are open 9am – 5pm Monday to Thursday, and 9am – 4.30pm Friday, apart from the NE and SE Teams, Cardiff, open till 5pm.

Out of Hours Service

There is also a weekend mental health nursing service available for clients already known and currently receiving mental health services. This service operates on Saturdays, Sundays and bank holidays from 9am – 5pm. This is a home visiting and telephone advice service.

Contact

Whitchurch Hospital

Tel: 029 2069 3191

(And ask for the Weekend CPN Service)

Languages

Interpreters can be accessed for most languages as required. In addition each team may include staff who speak other languages.

Referral

Access to the service is made by referral, referrals being made by GP, other service providers and in some instances self referral, provided the person being referred is aware that the referral is being made. Official referral forms from all CMHT's.

Cardiff Community Mental Health Teams (CMHT's)

Hamadryad CMHT (South West Cardiff and Grangetown & Butetown)

This team covers the areas of Grangetown, Butetown, Riverside, Canton, Pontcanna, and Upper Grangetown, Cardiff.



Wheelchair access is via the main entrance door. All Consulting rooms are on the Ground Floor.

The team does not have any formal arrangements for languages spoken other than English. However, interpreters can be accessed for most languages as required.

Contact

Jayne Millar, Clinical Nurse Leader

The Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF10 5UY

Tel: 029 2046 3488

Fax: 029 2048 5894

The North West CMHT (Gabalfa Clinic)

The North West CMHT based in Gabalfa Clinic provides a service for the areas of Whitchurch, Rhiwbina, Thornhill, Llanishen, Heath, Lisvane, Gabalfa, Mynachdy, Tongwynlais, and Taff's Well. Languages spoken are English and there is wheelchair access.

Contact

North West Community Mental Health Team, The Gabalfa Clinic, 213 North Road, Cardiff CF14 3AG

Tel: 029 2069 3941

Fax: 029 2062 7954

West Cardiff CMHT (Pendine Centre)

The West CMHT provides a service for the areas of Ely, Caerau, Drope, Fairwater, Pentrebane, Radyr and Llandaff. The CMHT does not have any formal arrangements for languages spoken other than English, however, interpreters can be accessed for most languages as required. There is wheelchair access.

Contact

West CHMT, The Pendine Centre, 124–126 Cowbridge Road West, Cardiff

Tel: 029 2057 8778

Fax: 029 2057 8450

The South East CMHT (The Links)

The South East Team provides a service for Central Cardiff covering Roath, Adamsdown, Splott, Cathays, and part of Trowbridge. Wheelchair access is possible via Longcross St. and all consulting rooms are on the Ground Floor. The South East CMHT does not have any formal arrangements to provide for languages spoken other than English, however, interpreters can be accessed for most languages as required.

Contact

Paddy Smith, Team Administrator
Mike Lehane, Clinical Nurse Leader

The Links Centre, Old CRI Buildings, Longcross St., Cardiff CF23 0SZ

Tel: 029 2033 5555

Fax: 029 2033 5310

The North East CMHT (Pentwyn Health Centre)

The North East CMHT provides a service to Lisvane, Cyncoed, Pentwyn, Llanderyn, St. Mellons, Trowbridge, Rumney and Llanrumney. Besides the weekday service, this team provides a weekend psychiatric nursing service available for clients already in the care of the team. Wheelchair access is possible via the car park and all consulting rooms are on the Ground Floor. The North East CMHT does not have any formal arrangements for languages spoken other than English,



however, interpreters can be accessed for most languages as required.

Contact

Clinical Nurse Leader

Pentwyn Health Centre, Brynheulog,

Pentwyn, Cardiff CF23 7JD

Tel: 029 2073 1466

Fax: 029 2054 9212

Eastern Vale of Glamorgan Community Mental Health Teams

Eastern Vale CMHT (Hafan Dawel)

This team provides a service to Penarth, Dinas Powys and Sully. In addition to the normal CMHT opening hours, a weekend service is provided to existing clients only. Welsh speaking staff available by request.

Disabled parking and wheelchair accessible via lift.

The Occupational and Vocational service works collaboratively with service users, encouraging the personal realisation of potential in all aspects of life, from daily routines to leisure through vocational activity including, where appropriate, paid work.

Contact

Hafan Dawel, East Vale Community

Mental Health Team, Avon House,

19 Stanwell Road, Penarth, Vale

of Glamorgan CF64 2XZ

Tel: 029 2071 0203

Fax: 029 2070 2931

Amy Evans CMHT

This team provides a service in Barry and its surrounds, Rhoose, and areas East of the River Thaw.

Contact

Amy Evans Centre, 190 Holton Road,

Barry CF63 4HN

Tel: 01446 733331

Fax: 01446 722621

General Practitioners – Cardiff and East Vale of Glamorgan

The G.P.'s are linked to CMHT areas, shown in the following lists, with information supplied by the CMHT's,

Cardiff

- North East
- North West
- Cardiff West
- South East
- South West
- Grangetown/Butetown

Eastern Vale

- East Vale
- Barry



North East CMHT (Pentwyn Health Centre)
 Pentwyn Health Centre, Bryn Heulog, Pentwyn, Cardiff CF23 7JD
 Tel: 029 2073 1466

St. Davids Medical Centre
 Pentwyn Drive, Pentwyn CF23 7SD
 Tel: 029 2073 3032
 Fax: 029 2054 1392

Pontprennau Medical Centre
 33 Kenmare Mews,
 Pontprennau CF23 8RG
 Tel: 029 2073 9999
 Fax: 029 2073 9998

Willowbrook Surgery
 Strathy Rd., St. Mellons CF3 0SH
 Tel: 029 2036 0555
 Fax: 029 2036 2120

Danetree Surgery
 98 Wentloog Rd. Rumney CF3 3XE
 Tel: 029 2079 7746
 Fax: 029 2079 0231

Wellwood Surgery
 63 Wellwood, Llanedeyrn CF23 9JR
 Tel: 029 2073 6905

Brynderwen Surgery
 Crickhowell Rd., St. Mellons CF3 0EF
 Tel: 029 2083 9703
 Fax: 029 2083 9730

Medical Room, UWIC
 Cyncoed CF23 6XD
 Tel: 029 2079 9921

Llanedeyrn Health Centre
 Maelfa, Llanedeyrn CF3 9PN
 Tel: 029 2073 1671
 Fax: 029 2054 1097

Rumney Medical Practice
 840-842 Newport Rd, Cardiff CF3 4LH
 Tel: 029 2079 7751
 Fax: 029 2079 7752

Trowbridge Health Centre
 Abergele Rd, Trowbridge CF3 1YH
 Tel: 029 2036 0537

Cyncoed Medical Centre
 Dartington Drive, Pontprennau, CF23 8SQ
 Tel: 029 2054 5260
 Fax: 029 2054 5298

Llanrumney Medical Centre
 Ball Road, Llanrumney CF3 5NP
 Tel: 029 2079 2661
 Fax: 029 2079 4537



North West CMHT (Gabalfa Clinic)

Gabalfa Clinic, 213 North Road, Cardiff CF14 3AG

Tel: 029 2069 3941**Fax: 029 2062 7954****Bishops Road Medical Centre**1 Bishops Road, Whitchurch,
Cardiff CF14 1LT**Tel: 029 2052 2455****Fax: 029 2052 2686**Branch Surgery, 1 St. Michaels
Close, Tongwynlais CF15 7LB**Tel: 029 2081 0311****Llwynbedw Medical Centre****Branch Surgery**82-86 Caerphilly Rd., Birchgrove
Medical Centre, Gabalfa CF14 4AG**Tel: 029 2052 1222****Fax: 029 2052 2873****Cathedral View Medical Centre**

Llanidloes Road, Gabalfa CF14 4AG

Tel: 029 2052 2811**Fax: 029 2052 0201****North Road Medical Practice**

182 North Road, Gabalfa CF14 3XQ

Tel: 029 2061 9188**Fax: 029 2061 3484**The Health Centre, Newborough Av.,
Llanishen CF14 5DB**Tel: 029 2075 8042****Whitchurch Road Surgery**

210/212 Whitchurch Rd. CF14 3NB

Tel: 029 2062 1282**Fax: 029 2052 0210****St. Isan Road Surgery**

46 St. Isan Road, Heath CF14 4UU

Tel: 029 2062 7518**Fax: 029 2052 2886****Meddygfa Llwyncelin Practice**

Park Road Surgery, Whitchurch CF14 7EZ

Tel: 029 2035 7601**Fax: 029 2061 7619****Whitchurch Village Practice**

Park Road Surgery, Whitchurch CF14 7EZ

Tel: 029 2062 9600**Fax: 029 2062 3839****The North Cardiff Medical Centre**Excalibur Drive, Thornhill CF14 9BB
& 67 Thornhill Road, Rhiwbina,
Cardiff CF14 6PE**Tel: 029 2076 4444****Fax: 029 2075 7705****Llanishen Court Surgery**

Llanishen CF14 5YU

Tel: 029 2075 7025**Fax: 029 2074 7931****Llandaff North Medical Centre**

99 Station Rd., Llandaff North CF14 2FD

Tel: 029 2056 7822**Fax: 029 2056 7814**

Crwys Medical Centre

Wedal Road, Heath, CF14 3QX

Tel: 029 2052 4140

Fax: 029 2061 7066

Birchgrove Surgery

Caerphilly Road, Birchgrove CF14 4QJ

Tel: 029 2052 2344

Fax: 029 2052 2487

Rhiwbina Surgery

Groes Lon, Rhiwbina, CF14 6JT

Tel: 029 2061 4695

Llandaff Surgery

19a High Street, Llandaff CF5 2DY

Tel: 029 2057 6675

Fax: 029 2055 3295



Cardiff West CMHT (Pendine Centre)

124-126 Cowbridge Road West, Cardiff

Tel: 029 2057 8778**Fax: 029 2057 8450****Westways Surgery**1 Wilson Road, Ely,
Cardiff CF5 4LJ**Tel: 029 2059 2351****Fax: 029 2059 9956****Woodlands Medical Centre**

1 Greenfarm Rd., Ely CF5 4RG

Tel: 029 2059 1444**Fax: 029 2059 9204****Ely Bridge Surgery**

23 Mill Rd., Ely CF5 4AD

Tel: 029 2056 1808**Fax: 029 2057 8871****Caerau Lane Surgery**

Caerau Lane, Ely CF5 5HJ

Tel: 029 2059 1855**Fax: 029 2059 9739****Greenmount Surgery**

25 Church Rd., Caerau CF5 5LQ

Tel: 029 2059 3003**Fax: 029 2059 1771****Fairwater Health Centre**

Plasmawr Rd. Fairwater CF5 3JT

Tel: 029 2056 6291**Fax: 029 2057 8870****Byways Surgery**

74 Pwllmelin Rd. Fairwater CF5 2NH

Tel: 029 2056 2895**Fax: 029 2056 0702****The Health Centre**

Park Rd., Radyr CF15 8DF

Tel: 029 2084 2767**Fax: 029 2084 2507****Danescourt Surgery**

4 Rachel Close, Danescourt CF5 2SH

Tel: 029 2057 8686**Fax: 029 2055 5001**

South East CMHT (Links Centre)

Links Centre, 60 Newport Road, Roath, Cardiff

Tel: 029 2033 5555

Fax: 029 2033 5310

Four Elms Medical Centre

103 Newport Road, Roath CF24 OAF

Tel: 029 2048 5526

Fax: 029 2048 2871

Stirling Close, Pengam Green, CF24 2HP

Tel: 029 2048 9292

Fax: 029 2043 7756

Roathwell Surgery

116 Newport Road, Roath CF24 1YT

Tel: 029 2049 4537

Fax: 029 2049 8086

Clifton Surgery

151-155 Newport Rd.,
Roath CF24 1AG

Tel: 029 2049 4539

Fax: 029 2049 4657

Minster Rd. Surgery

Minster Rd., Roath CF23 5SE

Tel: 029 2047 3999

Fax: 029 2043 6952

Cloughmore Surgery

106 Splott Rd., Splott CF24 2XY

Tel: 029 2046 2848

Fax: 029 2046 2034

The Penylan Surgery

74 Penylan Rd., Penylan CF23 5SY

Tel: 029 2049 8181

Fax: 029 2049 1507

Roath House Surgery

100 Penylan Rd., Roath Park CF23 5RH

Tel: 029 2046 1100

Fax: 029 2045 1623

City Road Surgery

187 City Rd., Roath CF24 3WD

Tel: 029 2049 4250

Fax: 029 2049 1986

Meddygfa Albany Surgery

219-221 City Road CF24 3JD

Tel: 029 2048 6561

Fax: 029 2045 1403

Cathays Surgery

137 Cathays Terrace, Cathays CF24 4HU

Tel: 08444 778608

Fax: 029 2038 8771

New Moors Surgery

23 Splott Road, Splott, CF24 2BU

Tel: 029 2046 2742



South West Cardiff, Butetown and Grangetown (Hamadryad Centre)

The Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF10 5UY

Tel: 029 2046 3488

Fax: 029 2048 5894

Riverside Health Centre

Dr. Bentley & Dr. Davies

Canton Court, Wellington St.,
Riverside CF11 9SH

Tel: 08444 778710

Fax: 029 2064 0349

The Taff Riverside Practice

K. Chaudhuri Susanta, A. K. Thapar,

Jane Williams, Jennie E. Rankine

Riverside Health Centre, Wellington St.,
Cardiff CF11 9SH

Tel: 029 2080 3200

Fax: 029 2080 3209

Kings Road Surgery

180 Kings Road, Canton CF11 9DQ

Tel: 029 2038 8803

Fax: 029 2039 4981

Meddygfa Canna

27 Wyndham Crescent, Canton,
Cardiff CF11 9EE

Tel: 029 2039 0722

Fax: 029 2039 4433

Dr. K. Hasan

St. Davids Court, 68a Cowbridge Rd.
East, Canton CF11 9DU

Tel: 08444 778713

Fax: 0870 8902613

90 Salisbury Rd., Cathays CF24 4AE

Tel: 08444 778714

Meddygfa Lansdowne Surgery

Sanatorium Road, Canton CF11 8DG

Tel: 029 2039 5115

Fax: 029 2039 4846

Dr. A. M. G. Anwar

The Surgery, 4 Corporation Rd.,
Grangetown CF11 7AT

Tel: 029 2023 1259

Fax: 029 2064 0494

Dr. S. G. Lush

Grange Medical Practice, 32 Corporation
Rd., Grangetown CF11 7XA

Tel: 029 2022 6057

Fax: 029 2064 0524

Saltmead Medical Centre

107 Clare Road, Grangetown CF11 6QQ

Tel: 029 2034 1103

Fax: 029 2064 4706

Dr. P. Kumar Singh

Clare Road Medical Centre, 148 Clare
Road, Grangetown, CF11 6RW

Tel: 029 2038 8081

Fax: 029 2038 8832

Butetown Health Centre

Loudon Square, Butetown CF10 5UZ

Tel: 08444 999923

Fax: 029 2045 3080



Grangetown Health Centre
Cambridge St., Grangetown
CF11 7DJ

Tel: 08444 999924
Fax: 029 2034 3839

Butetown Health Centre
Loudon Square, Butetown
CF10 5UZ

Tel: 029 2048 3126
Fax: 029 2047 1879

Grange Surgery
150 Clare Road, Grangetown
CF11 6RW

Tel: 08444 771890
Fax: 029 2034 2122

Butetown Health Centre
Loudon Square, Butetown
CF10 5UZ

Tel: 08444 771891
Fax: 029 2035 8431



East Vale CMHT (Hafan Dawel)

Hafan Dawel, 19 Stanwell Road, Penarth, Vale of Glamorgan CF64 7XB

Tel: 029 2071 0203

Redlands Surgery

Redlands Road, Penarth CF64 3WX

Tel: 08444 773591

Fax: 029 2071 2599

Station Road Surgery

15/16 Station Road, Penarth
CF64 3EP

Tel: 029 2070 2301

Fax: 029 2071 2048

Albert Road Surgery

Albert Road, Penarth CF64 1BX

Tel: 08444 775191

Fax: 029 2071 1735

Sully Surgery

25 South Road, Sully CF64 5TG

Tel: 029 2053 0255

Fax: 029 2053 0689

The Health Centre

75 Cardiff Road, Dinas Powys CF64 4JT

Tel: 029 2051 5455

Fax: 029 2051 5177

The Group Practice

The Health Centre, 75 Cardiff Road,
Dinas Powys CF64 4JT

Tel: 029 2051 2293

Fax: 029 2051 5318

Stanwell Surgery

The Health Centre, Stanwell Road,
Penarth CF64 3XE

Tel: 029 2070 3039

Fax: 029 2071 2047



Barry CMHT (Amy Evans Centre)

Amy Evans Centre, 190 Holton Road, Barry CF63 4HN

Tel: 01446 733 331

Vale Family Practice

The Surgery, St. Bride's Way,
Gibbonsdown, Barry CF63 1DU

Tel: 01446 744 877

Fax: 01446 744 900

Porthceri Surgery

5 Park Crescent, Barry CF62 6HE

Tel: 01446 735 365

Fax: 01446 700 682

19 Fontygary Road, Rhoose CF62 3DR

Tel: 01446 711822

High Street Family Practice

37/39 High St., Barry CF62 7EB

Tel: 01446 733 355

Fax: 01446 733 489

Rhoose Medical Centre

54 Fontygary Road, Rhoose CF62 3DS

Tel: 01446 712 700

Fax: 01446 712 730

Ravenscourt Surgery

36/38 Tynwydd Rd., Barry CF62 8AZ

Tel: 01446 733 515

Fax: 01446 701326

The Practice of Health

31 Barry Rd., Cadoxton CF63 1BA

Tel: 01446 700 350

Fax: 01446 420 795

Court Road Surgery

29 Court Road, Barry CF63 4YD

Tel: 01446 733 181

Fax: 01446 733 190

Waterfront Medical Centre

Heol Y Llongau, Barry CF63 4AR

Tel: 01446 734131

Fax: 01446 724 343

Highlight Park Medical Practice

Lakin Drive, Highlight Park,
Barry CF62 8GP

Tel: 01446 720 100

Fax: 01446 749 574



Inpatient Services

Supporting each Community Mental Health Team (CMHT) are in-patient facilities based at Whitchurch Hospital, the University Hospital of Wales at Monmouth House and the Llanfair Unit at Llandough Hospital.

A number of hospital beds are aligned to each CMHT to resume continuity of care for clients if admission is required.

A five bedded Intensive Care Service is available within Whitchurch Hospital for clients needing higher levels of nursing and medical care over short periods of time.

Adult Mental Health Services Recovery and Rehabilitation – DORS

Aims & Objectives

The DORS team provides intensive mental health support using a recovery based model to service users with severe and enduring mental health illness within the Cardiff area.

The team aim is to empower service users to actively participate in their own recovery by:

- Increasing social contact and support
- Sustaining and developing roles, relationships, social/leisure and vocational activities in mainstream settings
- Providing opportunities for service users to be actively involved in the development of mental health services and support networks

Services

The main focus of our interventions is to engage service users with mainstream community activities through individualised support. This is achieved

by focusing on psychological work, vocational rehabilitation and social/recreational interventions.

- Psychological work – CBT, Family work, Relapse prevention, Anxiety Management, OCD
- Vocational Rehabilitation – Education, Voluntary work and Employment
- Social/Recreational – Promote ordinary lives, increase use of community resources, increase support networks and facilitate group sessions and activities

Thereby maximizing the service user's potential for personal development and promoting independence within their community.

Referral

Referrals are received on Paris (UHB IT) from Cardiff Community Mental Health Teams, Primary Care Liaison Team, Crisis teams and inpatient areas.

Along with the Cardiff Local Authority Day Services we liaise closely with our partners in the mental health voluntary sector in order to avoid duplication and maximize our community resources.

Contact

Park Lodge, Whitchurch Hospital, Park Road, Whitchurch, Cardiff CF14 7XB

Tel: 029 2033 6594

Fax: 029 2033 6375

E-mail: mark.jones13@wales.nhs.uk

Vale Day Services

Services

The Day Service operates within the Barry and Penarth community. The service is designed to operate within a Vocational Rehabilitation framework and undertakes



a significant role in maintaining the client in their community setting. Clients have access to a multi-disciplinary health care team which has bases in Barry and Penarth as well as providing community and outreach services.

Referral

Referrals are accepted from health care professionals within mental health services for the area.

Contact

Alison Fear, Day Services Co-ordinator
Hafan Dawel, 19 Stanwell Rd, Penarth
CF64 7XB
Tel: 029 2071 0203

Crisis Resolution and Home Treatment Teams (CRHT Teams)

South Cardiff and Vale CRHT Team:

Areas covered are Links, Hamadryad, Riverside, Hafan Dawel and Amy Evans CMHTs.

North Cardiff CRHT Team:

Areas covered are Gabalfa, Pendine and Pentwyn CMHT's.

The CRHT Teams aim to act as 'gatekeepers' to mental health services, rapidly assessing individuals with acute mental health needs, providing immediate multidisciplinary community-based treatment 24 hours a day, 7 days a week; ensuring that services are provided in the least restrictive environment, as an alternative to inpatient care for a maximum of 8 weeks; remaining involved with the client until the crisis is resolved and the client linked to ongoing care; and being actively involved in discharge planning, facilitating early discharge if inpatient care has been necessary.

- Rapid assessment
- Signposting to other services where necessary
- Intensive home treatment with high frequency of visits at home where indicated
- Nursing, social work, psychology and psychiatrist input
- Formulation of Relapse Prevention Plans through education and collaboration

Referral

Referral to the CRHT Teams is made through the CMHTs Mon to Fri 9am – 5pm, and via the G.P. at other times.

Contact

South Cardiff and Vale CRHT Team:
Jayne Bell, CRHT Manager
Christine Delahay, Acting Team Leader
Tel: 029 2090 6222
Fax 029 2090 6221

North Cardiff CRHT Team:

Lee Cook, Acting Team Leader
Telephone 029 2033 6250
Fax 029 2033 6516

The Rehabilitation Service

Aims & Objectives

To aid in the recovery and rehabilitation of persons suffering from serious mental health problems.

Services

A wide range of services are available to aid in the recovery and rehabilitation of persons suffering from serious mental health problems. Different types and levels of support are available, delivered through individually tailored care plans. Care plans are agreed with involvement from service users and carers (where



appropriate), in the context of the multi-disciplinary team. This team consists of doctors, nurses, occupational therapists, psychology, physiotherapists, pharmacists, and access to any other specialist who may be able to help the person. The range of services available reflects the complex and enduring needs of the client group. Care plans are designed to empower individuals to realise maximum potential in all areas of their lives.

Specific Provision

In Patient There is currently one in-patient ward at Whitchurch hospital and one in part of a newly refurbished building in Llanishen. These focus on individuals with severe enduring mental health needs, who at times exhibit challenging behaviour and need structured therapeutic interventions to maintain their independence and rebuild skills and confidence to enable social integration. Clients are assessed and follow a pathway of care through the service to other Rehabilitation facilities or to community placements.

East 1 Whitchurch Hospital

A 14 bedded unit which provides rehabilitation and continuing care to persons with complex and challenging enduring mental health needs. Our philosophy of care is that we use the principles of promoting autonomy and individuality. Care is personalised and strives to give back independence to a level achievable for each individual. The Client is given the opportunity to develop skills needed to help move on and prepare for discharge. These skills could be practical things such as how to plan, shop and cook, or it could be about

developing confidence again. Each person will have different needs that we can help with. We encourage people to take responsibility by promoting choice, working together to discover what aspects of life they need help with, and giving the support needed to achieve goals. We will help to structure an individuals day which helps with their overall wellbeing. It is a relaxed environment, people are friendly and supportive. We encourage everyone to be respectful and considerate to each other.

Cefn Onn Iorwerth Jones Llanishen

A 10 bedded unit which provides rehabilitation and continuing care to persons with complex physical and mental health needs. We are a mixed gender ward for people experiencing functional, chronic mental illness, often presenting with more challenging behaviours than in other rehabilitation settings. There are no specific age criteria for admission. Our service users are currently aged 55–79 years. Our care delivery is designed to run alongside the recovery model, which focuses on the strengths of the individual and acknowledges that each person's experience/recovery is a personal journey. Our aim is to increase self esteem, develop independence at whatever level is appropriate to the individuals abilities and to promote supported social integration. Many of our service users have been in hospital for years and have in some cases developed more complex issues/needs due to long term institutionalisation. Most of our service users have various physical needs, further warranting holistic packages of care and the length of stay on the ward tends to



be longer than average rehabilitation units due to these complex needs.

Community Based Park Road Houses

A 14 bedded unit on the outskirts of the hospital. This is a fast track (6–12 month stay) rehabilitation unit where individuals are supported and encouraged to learn or relearn independent living skills, e.g. shopping, cooking, budgeting, using public transport etc. A very well established psycho-education group that assists members with medication management, symptom awareness and relapse signatures, within the context of an evidenced-based model, is a key element of the service. This unit caters predominantly for a younger client group who following a period of intensive rehabilitation will progress to independent living or supported accommodation.

Phoenix Community

“Slow Track” rehabilitation unit. Average length of stay 12-24 months. The Phoenix Community is a core and cluster service. It consists of the Phoenix (core house) and two houses close by (cluster houses). The Phoenix provides 8 Rehabilitation beds and is an inpatient unit in the community. The Phoenix provides 24hr nursing cover, 7 days a week.

The two cluster houses at Connaught Road provide accommodation for 9 people. These two houses are owned by LINC Housing Assoc. Individuals can move on and be discharged to these houses from the Phoenix. Although individuals have tenancy agreements with the Linc HA it is the Phoenix community that provides their support. If it is felt at some point of an individuals stay at the cluster houses that they no longer require

this level of care they will be helped to find housing with less support. Their room is then made available for others coming from the Phoenix core house in Wordsworth Ave. The client group comprises of people from the community and from inpatient services, referrals come to us through the central rehabilitation referral process.

Individuals who are referred are on the whole people who experience serious and enduring mental illnesses. However, individuals may have complex needs where mental illness co-exists with physical and neurological problems. The care we provide aims to be as holistic as possible and professionals from various disciplines are involved in providing support for our residents. They include consultant psychiatrist, G.P.'s, social workers, nurses and community support workers, occupational therapists, pharmacists, physiotherapist and dieticians. All residents undergo an initial 1/12 assessment period where we aim to find out if the client is ready or willing to engage in a rehabilitation program. Issues such as their current mental state, their level of motivation, and assessment of risks will all have a bearing on whether their stay with us will continue beyond the 1/12 assessment period. From the Phoenix individuals will have the opportunity to move on to one of the houses at Connaught Road or another supported house or flat in the community, sometimes they will go back to their own homes with a package of care. It is important that individuals receive the right level of support and we always work towards getting an accurate picture of each individuals needs as we can. During



an individuals stay with us we aim to assess them in all the significant areas of functioning. Practical things such as:- shopping, managing money, cooking, diet, managing personal hygiene, taking care of the domestic environment, using public transport, managing medication, maintaining personal safety and relapse prevention. Other important areas for consideration are social and interpersonal skills training. Often after individuals have come through periods of acute mental illness or perhaps they have been living in isolated situations for a long time many of these skills can be lost or underdeveloped.

At a place like the Phoenix community there is a great opportunity for individuals to learn or regain skills in a safe nurturing environment where individuals can be encouraged to rise to the challenges, feel secure enough to risk making mistakes and then learn from these experiences. Staff are on hand to monitor and assess progress and serve as role models. The aim is for deficits in functioning to be minimised and strengths affirmed and utilised.

Pen-yr-Ynys

A 10 bedded rehabilitation unit. Pen-yr-Ynys is a recovery and wellbeing service based in Barry Island. We currently provide 7 recovery and 3 wellbeing beds to service users from the Vale and more recently Cardiff.

The wellbeing beds provide a 'break' for service users and/or their carers. A week is provided periodically throughout the year, but longer can be negotiated if required and booked in advance. During

the week service users are given the opportunity to engage in the social activities provided by PYY and build on their social skills and networks. Re-looking at relapse plans, educational sessions around diagnosis and medication are offered and medication reviews if required. Work on self esteem and activities of daily living is also offered. Wellbeing beds are used for service users who are living in the community. We do not transfer service users from an inpatient area into a bed.

The recovery beds are used for service users who require a specialist recovery programme. After the initial assessment and acceptance a 4 week assessment period is offered to see where the need lies and the service users commitment to participate in the programme. These programmes are especially beneficial to service users who have been on an acute ward for a period of time and have lost skills/confidence in independent living. If the service user needs help in the following, please consider a referral:

- Medication management
- Education around diagnosis
- Relapse prevention methods
- Social skills training/structured day
- Self care i.e. personal hygiene, laundry
- Budgeting skills/money management
- Cooking/safe storage and preparation
- Self esteem and confidence building
- Using public transport
- Accessing community facilities
- Seeking more independent accommodation



Supported Housing and IRIS Team

The service consists of shared houses which provide on-going support to persons with enduring mental health needs in partnership with local housing associations. Nursing support is available every day including at weekends.

Referrals

Referrals for the Rehabilitation Services are accepted from other departments within the UHB mental health services via PARIS (electronic record system) All referrals are discussed by the Rehabilitation service at a weekly meeting.

Contact

Senior Nurse for Rehabilitation and Recovery service or Clinical Nurse Leader Rehabilitation and Recovery Service, Whitchurch Hospital, Cardiff CF14 7XB

Tel: 029 2033 6410

Fax: 029 2033 6375

E-mail: jayne.strong@wales.nhs.uk

Mental Health Occupational Therapy Service

Cardiff and Eastern & Central Vale

Aims & Objectives

The Occupational Therapy Service offers needs led therapeutic interventions to adults and older people with mental health problems to facilitate recovery and enable people to maintain and develop skills in the areas of self care, vocation and leisure.

Occupational Therapists work with mental health service users, their relatives and

carers and network with a wide range of statutory and voluntary services to deliver a comprehensive rehabilitation service promoting service user empowerment, recovery and social inclusion.

Services

Mental Health Occupational Therapy

Services are integral to:

- Acute Inpatient Services
- Inpatient and community based rehabilitation services
- Crisis Recovery Unit
- Community Mental Health Services (CMHTs and Day Services)
- Neuropsychiatry Services
- Forensic Services
- HMP Cardiff
- Substance Misuse Services
- Mental Health Services for Older People

Referral

Referrals are accepted from clinical staff within secondary services and in Community Mental Health Teams from primary and secondary care sources through the teams' established referral process.

Contact

Strategic Lead Occupational Therapist – Mental Health

Whitchurch Hospital, Park Road, Whitchurch, Cardiff. CF14 7XB

Tel 029 2033 6527

Julia McHugh, Head Occupational Therapist – Cardiff Services

Whitchurch Hospital, Park Road, Whitchurch, Cardiff CF14 7XB

Tel 029 2033 6527

E-mail: julia.mchugh@wales.nhs.uk



Cherry Stewart, Head Occupational Therapist – Vale Services

Hafan Dawel, 19, Stanwell Road, Penarth, Vale of Glamorgan CF64 2XZ

Tel: 029 2071 0203

E-mail: cherry.stewart@wales.nhs.uk

Crisis House

The Crisis House is a jointly funded project between Gofal, and Cardiff and Vale University Health Board.

The aim of the project is to provide short term crisis accommodation for adult clients with severe and enduring mental illness who are experiencing a crisis in their mental health.

The project seeks to provide a holistic approach to aiding recovery and aims to prevent the possible stigmatization of hospital admission. The Crisis House provides a 24 hour service staffed by Support Staff employed by Gofal, and is supported by the Crisis Resolution & Home Treatment Teams serving Cardiff and the Vale.

The Crisis House promotes continuity of care between itself and community based services, focusing on the psychosocial needs of service users for a period up to a maximum of 14 days.

Referrals may only be made for individuals receiving care through the Crisis Resolution & Home Treatment Service.

The multidisciplinary team draws up a focused support plan detailing:

- The Objectives to be met
- The number and frequency of visits by the Crisis Resolution and Home Treatment Team. This will be flexible

enough to respond rapidly to changes in the clinical situation

- The interventions offered to the individual detailing by whom, when and where the intervention will take place
- Support planning will require the active involvement of the client, taking account of the views, input and concerns of family/carers
- Support planning will involve actively planning for the client to return home

Support plans will be reviewed as required, but within 4 days of initial agreement of the plan at a designated team meeting, including crisis house staff and Crisis Resolution & Home Treatment Team.

The Crisis Resolution & Home Treatment Team will remain involved throughout the period that accommodation is required in the Crisis House.

Crisis Recovery Unit

The Crisis Recovery Unit (CRU) offers a service to individuals being treated by either of the two Crisis Resolution and Home Treatment Teams that operate in Cardiff and the Vale of Glamorgan.

The CRU provides assessment, therapeutic intervention and support, in a safe environment for individuals experiencing a mental health crisis. It is designed to provide a flexible and responsive assessment and treatment service. The service supports clients of the CRHT Teams, providing a more intensive and consistent therapy that may not be available in a community based setting.



The service provides respite for both service users and carers, reducing tension and de-escalating difficult social situations. In some circumstances it will enable carers to return to work if necessary. The service normally operates from 9.30am – 5.30pm seven days a week. Service users can attend as part of a CPA plan, up to 7 days a week depending on their or carer's need. Where possible service users may continue to access community programmes while attending CRU.

Service users normally attend the unit, using taxis booked and paid for by the CRU, between 10.30am – 3.30pm although these hours can be changed according to need.

The CRU promotes a relaxed, non-threatening environment for service users in crisis or following a crisis. A range of treatments and activities are provided. Service users will collaborate with the development of individually designed treatment programmes and form their care plan in CPA documentation which they will then sign and have a copy of. These programmes will provide a balance of therapeutic interventions, recreational activities and 'time out' in a non-pressured setting.

A range of food will be provided for service users to make their own meals, help and support will be available to enable them to make a meal/learn to make a meal for themselves. These points of contact are recognised as excellent opportunities for establishing rapport, assessment in 'normal' situations and informal therapy.



Adult Mental Health General Services

Abertawe Bro Morgannwg University Health Board
(Western Vale of Glamorgan)

Abertawe Bro Morgannwg University Health Board provides services for the population of the Western Vale of Glamorgan. The range of services provided by the Mental Health Directorate includes the following:

- Community Mental Health Team – based at Llantwit Major
- Out of Hours Service (9.00am – 5.00pm provided Saturdays and Sundays from the Community Intensive Support Service based at Quarella Road).
- Acute Inpatient Services at Coity Clinic including a Psychiatric Intensive Care Unit
- Day Hospital Services at Coity Clinic
- Day Care Services integrated with Bridgend County Borough Council at Ty'r Ardd.
- Continuing Care/Rehabilitation Services provided at Glanrhyd Hospital and Cefn-yr-Afon.
- Outpatient services
- Crisis Resolution and Home Treatment Team at Coity Clinic.

Western Vale Community Mental Health Team (Llantwit Major)

Community Care – Services are centred around a multi-disciplinary and multi-agency Community Mental Health Team based at Llantwit Major in the Western Vale of Glamorgan. The Community Mental Health Team provides support to people aged 17 years (out of full time education) up to 64 years of age. New

clients over 65 years are referred to the Elderly Mental Health Service. The majority of clients suffer from a serious or enduring mental illness, although there is an increasing demand on services for people who require psychological intervention. The CMHT operates on a multi-disciplinary basis and consists of a Psychiatrist, Psychologist, Community Psychiatric Nurses, Nurse Therapist, Occupational Therapist, Social Worker and administration support.

The Mental Health Service has multiple aims, which include providing treatment in order to aid people in their recovery from a crisis, caring for those with continuing mental health problems and maximising the individual's potential in living a normal life within their community.

Opening Hours for Access

The Community Mental Health Team presently operates between the hours of 9.00am – 5.00pm, Monday to Friday.

An Out of Hours service operates Saturday and Sunday between 9.00am and 5.00pm provided by the Abertawe Bro Morgannwg University Health Board Community Intensive Support Service.

A Crisis Resolution/Home Treatment Service is available between 9.00am – 9.30pm 7 days a week, with assessments provided by the Junior Doctors on duty between the hours of 9.30pm – 9.00am.

Referral

Referrals are made to the Community Mental Health Team via a single point



of access between the hours 9.00am – 5.00pm Monday to Friday. All referrals for admission to acute inpatients are via the Crisis Resolution/Home Treatment Service.

Contact

Llantwit Major Health Centre,
Boverton Road, Llantwit Major
Tel: 01446 791130

The Team also holds Consultant Psychiatrist, Nurse Therapist and Clinical Psychology sessional clinics at Cowbridge and Llantwit Major Health Centres enabling people who live in the area to receive a more local service.

Out of Hours Service

The Out of Hours Service is provided from within the Community Intensive Support Service based at Quarella Road, Bridgend, and is available between 9.00am – 5.00pm, Saturday to Sunday. This is provided in addition to the existing Community Mental Health Team.

Referral

The Out of Hours Service is strictly a referral service accepted from Community Mental Health Teams, Psychiatrists and acute wards at Coity Clinic. G.P.'s, carers and voluntary agencies are able to contact this service via its single point of access for advice and information.

Contact

Mr Kevin James, Team Manager
Tel: 01656 763000

Community Intensive Support Service,
Quarella Road, Bridgend

Inpatient Facilities

Adult Acute Inpatient Services are provided at Coity Clinic, Princess of Wales Hospital. The clinic has 40 acute inpatient beds which includes 8-10 beds for elderly functional illness and 1 detoxification bed, together with a 5 bed purpose built Psychiatric Intensive Care Unit, purpose built ECT Suite and Acute Day Hospital providing a range of assessment, diagnostic and treatment support facilities. These wards admit people with severe mental illness and the unit is identified as a place of safety under Section 136 of the Mental Health Act 1983.

Contact

Ward 14, Coity Clinic, Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Tel: 01656 752267

Ward 21, Coity Clinic, Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Tel: 01656 752264

Coity Clinic Day Hospital

The Day Hospital provides 20 places Monday to Friday and serves a number of key functions – providing support to individuals to prevent admission, giving support to those people recently discharged, providing therapy for inpatients, and as a base for referrals



for individual and group counselling – inc. anxiety management, relaxation etc.

Referral

Referrals are made via G.P.'s, the CMHTs, Crisis Resolution/Home Treatment team and Consultant Psychiatrists.

Contact

Coity Clinic Day Hospital, Princess of Wales Hospital
Tel: 01656 752683

Continuing Care/Rehabilitation Services

Continuing Care/Rehabilitation and Respite Care Services are provided in Raglan Ward, Glanrhyd Hospital, Glanrhyd Hospital and Cefn-yr-Afon, Quarella Rd., Bridgend. Referrals are made directly consultant to consultant.

Day Care is provided for those clients with long term mental health problems. This is provided through an integrated health and social care provision based at Ty'r Ardd, Bridgend. The focus of ARC (Assisted Recovery in the Community) service is to support access to a range of community based social and recreational activities. This service also has close links with Further Education Departments and employers who are able to meet the requirements of our clients.

A weekly Clozapine Clinic is held at Coity Clinic, Mental Health and Well Being Outpatient Centre.

Contact

Raglan Ward, Glanrhyd Hospital
Tel: 01656 753844

Cefn-yr-Afon
Tel: 01656 763150

Ty'r Ardd Day Centre, Sunnyside, Bridgend, CF31 4AR
Tel: 01656 766250

Outpatient Facilities

Outpatient clinics are provided for clients of the Western Vale at the Mental Health and Well Being Centre, Coity Clinic, Princess of Wales Hospital. Locality clinics are also held at Cowbridge Health Centre once monthly and at Llantwit Major Health Centre twice monthly.

Referral

Referrals are made via G.P.'s to the single point of access for referrals within the Community Mental Health Team and are reviewed at the weekly referral allocation meeting.

Western Vale Crisis Resolution and Home Treatment Team (CRHT Team)

These services provide intensive support for people in a mental health crisis in their own home or in other suitable alternatives.

The Crisis Resolution and Home Treatment Service is the single point of access for assessment for admission to acute inpatient beds. It is designed to provide prompt and effective home treatment, including medication, as an alternative to hospital admissions and gives support to informal carers.

The team will act as a gatekeeper to acute inpatient care and will also support the early discharge for those individuals who



are assessed as not appropriate to be treated at home and who are admitted to Acute Inpatient Services.

This team also undertakes initial mental health assessments in A&E, accepts referrals from the G.P.'s and liaises with the District General Hospital wards.

Referral

Referrals are made via G.P.'s and Community Mental Health Teams.



Western Vale CMHT

The Clinic, Boverton Road, Llantwit Major CF61 1XZ

Tel: 01446 790353

Eryl Surgery

Station Rd., Llantwit Major, CF61 1ST

Tel: 01446 793 444

Fax: 01446 793 115

Chapel Surgery

Gileston Road, St. Athan CF62 4PZ

Tel: 01446 751 010

The Health Centre

Old Hall Grounds Cowbridge

CF71 7AH

Tel: 01446 772 383

Fax: 01446 774 022

The Surgery

The Square, St. Athan CF62 4PF

Tel: 01446 751 751

The Clinic

Boverton Road, Llantwit Major CF61 1XZ

Tel: 01446 794 080

Fax: 01446 792 915

Cowbridge Health Centre

Old Hall Grounds Cowbridge CF71 7AH

Tel: 01446 772 237

Fax: 01446 775 883



2.2 Adult Mental Health: Specialist Services

- Bulimic Disorders Service
- Community Addiction Unit (C.A.U.)
- Community Veterans Mental Health Service
- Counselling Service in Primary Care
- Department of Liaison Psychiatry
- Low Secure and Community Forensic Services
- Mother & Baby Unit
- Psychology and Counselling Services
- Traumatic Stress Service
- Welsh Neuropsychiatry Service



Bulimic Disorders Service

Cardiff & The Vale

The Bulimic Disorders Service is a Psychology led outpatient service providing 16–20 sessions of Cognitive Behavioural Therapy for adults with a bulimic disorder. Clients also have access to specialist dieticians.

The client group served are adults aged over 18, who have been experiencing difficulties for at least six months. They must be registered with a General Practitioner within Cardiff and The Vale and have been assessed by their Local Community Mental Health Team for the Cardiff and Vale University Health Board area.

Referral

Referrals are accepted from Cardiff and Vale Community Mental Health Teams.

Contacts

Ms Toni Hoefkens (Consultant Clinical Psychologist)

Dr Debbie Woodward (Consultant Clinical Psychologist)

Psychology and Counselling Services

Whitchurch Hospital

Tel : 029 2033 6578

Fax : 029 2033 6133



Community Addiction Unit (C.A.U.)

The Community Addiction Unit provides the following services to Cardiff and the Eastern Vale of Glamorgan:

- Maintenance prescribing programmes
- Community alcohol/drug Detoxifications
- Inpatient drug/alcohol Detoxifications
- Therapeutic Day Programme
- Psychiatric Assessment
- Psychological Treatments for Alcohol Clients
- Health Screens – Hepatitis B, C, HIV
- Urine Screening
- Blood Investigations
- Harm Reduction Service
- Needle Exchange
- Sexual Health Advice and Support
- Individual Counselling
- Supportive Counselling
- Psychological treatments
- Counselling for adult survivors of childhood sexual abuse
- Needle fixation
- Antabuse and Campral Therapy
- Occupational Therapy
- Physiotherapy
- Dietary Advice
- Cognitive Assessment
- Preparation, detoxification and rehabilitation for those residing at the Salvation Army hostel
- Rapid access prescribing service for those currently in criminal justice systems

Referral

The service is fully multi-disciplinary. Clients may self refer or be referred by their G.P., or may be referred by other types of health care, such as General Hospitals, or Mental Health Services, criminal justice referrals and homeless hostels.

Inpatient Services

Inpatient Services are situated on the Adfer Ward, Whitchurch Hospital.

Contacts

Cardiff

House 56, Cardiff Royal Infirmary,
Newport Road, Cardiff CF24 0SZ

Tel: 029 2046 1742

Fax 029 2046 1768

(Please see also services of the City and County of Cardiff Community Alcohol and Drug Team on p18)

Vale of Glamorgan

Newlands, 26, Newland Street, Barry
CF62 8EA

Tel: 01446 700943

Fax: 01446 721896

(This service operates in a shared base accommodating NHS and Local Authority drug and alcohol services, the latter being the Vale Drug and Alcohol Team. This service offers counselling, social work and group work services)



Community Veterans Mental Health Service

Area Covered

Cardiff and Vale University Health Board & Cwm Taf NHS Health Board

Concerns about the current provision for veterans have been widely reported with some arguing for dedicated services here as seen in the USA. The Welsh Assembly Government (WAG) and the Ministry of Defence are committed to improving support and treatment within the NHS for veterans. As a result the Cardiff and Vale UHB community veterans mental health service has been funded by the WAG, as the hub for the all Wales veterans mental health service, with 5 other full time veterans therapists in each of the other LHBs, to improve services for veterans. This started from April 2010 and will run indefinitely.

The CVMHS will diagnose and offer treatment or signpost on to local NHS Services or Veterans Agencies for problems such as:

- Mood problems (including depression)
- Anxiety related conditions
- Alcohol and Drug misuse
- Post Traumatic Stress Disorder
- Problems including getting on with others or self harm

Referral

- Self referral via website link, e-mail or telephone
- Via G.P. or anyone involved in clinical care
- Veterans Agencies
- Via family member

Contact

Neil J Kitchiner

Community Veterans Mental Health Service

Monmouth House (Second Floor), University Hospital of Wales, Heath Park,
Cardiff CF14 4XW

Tel: 029 2074 2062

neil.kitchiner@wales.nhs.uk

www.veterans-mhs-cvct.org



Counselling Service in Primary Care

This service operates in G.P. Practices in Cardiff and the Vale of Glamorgan; counsellors in the practices provide brief structured counselling for clients referred with common mental health problems.

The service is available to adults aged 18 plus and is provided within G.P. practice hours in each local G.P. practice.

Referral

Referrals are normally made by a G.P. (clients must be registered with a G.P.).

Contact

**Dr. Jenny McBride, Clinical Director of Psychology
and Counselling Services**

Whitchurch Hospital, Cardiff

Tel: 029 2033 6114

Fax: 029 2033 6133

E-mail: jenny.mcbride@wales.nhs.uk



Department of Liaison Psychiatry

The Department provides a service to the medical wards at the University Hospital of Wales, Rookwood Hospital and Cardiff Royal Infirmary, as well as to Holme Tower. Patients between the ages of 16 and 65 are assessed as inpatients by the medical staff.

A psychiatric liaison nurse assesses inpatients at the Cardiff Poisons Unit at University Hospital Llandough.

Psychiatric liaison nurses assess patients presenting to the Emergency Unit.

Referral

Inpatients are referred via a specific Liaison Psychiatry referral form available on all wards within the hospitals covered.

Physicians are also able to refer patients who are not already under the care of a psychiatrist in the community as outpatients.

G.P. referrals are taken for patients who present with mental health difficulties related to medical problems, where these medical problems have been fully investigated.

A second opinion service is provided to Community Mental Health Teams to help with management of patients whose mental health difficulties are being exacerbated by chronic physical difficulties.

A cognitive-behavioural psychotherapist sees patients who have been assessed and referred by the Consultant Liaison Psychiatrist and SHO, but is unable to take referrals directly.

More Information

More detailed information, including the inpatient referral form, is available on the Board's website.

Contact

Room 124, Monmouth House, University Hospital of Wales, Heath Park, Cardiff CF14 4XW

Telephone: 029 2074 3940

Fax: 029 2074 3928

E-mail: Linda.Allen@wales.nhs.uk



Low Secure and Community Forensic Services

The Low Secure and Community Forensic Service, inclusive of a Court Assessment Scheme, Prison Inreach/Outreach Service and a Mental Health Probation Worker, is based at Whitchurch Hospital, Cardiff. These are multi-professional teams, including Social Workers, that provide specialist mental health assessment, treatment and support to mentally disordered offenders and those at risk of offending in Cardiff and the Vale of Glamorgan, some of whom may be subject to Home Office Restriction.

These services are an integral part of the Mental Health Division of Cardiff & Vale UHB Low Secure Services which consists of inpatient, outpatient and community services which provide assessment and treatment, either directly or through supporting other professionals and agencies.

The Teams operate under the principles of Home Office Circulars 66/90, 125/95, and the National Assembly Adult Mental Health Strategy (AMHS Aim 4), to ensure close co-operation between agencies and to ensure effective commissioning of services.

Mission Statement

The Low Secure and Community Forensic Services aim to provide a comprehensive service provision at a low secure level and a seamless service to offenders and others at risk of offending from the Cardiff and Vale area. This will be a joint working initiative in conjunction with other agencies and service providers through the UK, at all levels of security.

Service Philosophy

In line with the Adult Mental Health Strategy for Wales (AMHS) the philosophy of these services is to provide effective, evidenced based care (AMHS 6.1.) to the service population, the emphasis being on care and treatment based on flexible, needs led, supportive services for users, carers/relatives and appropriate statutory and voluntary agencies. The Low Secure and Community Forensic Services also strive to maximize service users' ability to function safely within the community without offending using the rehab and recovery model.

Aims of the Service

- To integrate and/or maintain clients in the community at the earliest appropriate point, with sufficient support, treatment and supervision to minimize the risk of premature readmission via robust risk assessment and management plans with other criminal justice agencies.
- To provide a comprehensive level of, assessment, treatment, support and monitoring of the clients medical, psychological and social needs. (AMHS aim 7)
- To collaborate and work effectively with clients, their families and other agencies to reduce any known risks associated with offending and recidivism.
- To provide ongoing assessment and monitoring with respect to identified risk,



- specifically risk and dangerousness, to include public safety. (AMHS 4.5)
- To provide a comprehensive, supportive community service to the low secure in patient facility based at Whitchurch Hospital.

Contact

**Low Secure and Community
Forensic Services, Whitchurch Hospital:**

Community Forensic Services

Tel: 029 2033 6082

Wards

Tel: 029 2033 6351



Mother & Baby Unit

A three bedded unit that allows mothers requiring admission to hospital to stay with their babies while they undergo treatment for a range of mental illnesses. Maintaining contact between mother and baby is critical to the wellbeing of both as it not only aids the recovery process but enables the special bond between mother and baby to continue thus helping strengthen future relationships.

The unit is staffed by experienced health professionals including psychiatrist, mental health nurses, nursery nurses, nursing assistants and liaison health visitor.

Ladies in the late stages of pregnancy can be admitted.

The unit includes the following facilities:

- All bedrooms have en-suite facilities
- Sitting room
- Milk kitchen
- Kitchen
- Laundry room
- Enclosed garden
- Nursery

Referral

This is the Welsh Regional Unit and accepts referrals from all of Wales, Health Commission Wales offers funding for mothers outside of Cardiff and Vale University Health Board. Referrals are accepted from primary and secondary care. The Consultant is Dr Sue Smith. Referrals from outside of Wales will be considered.

Contact

Monmouth House, University Hospital of Wales, Heath, Cardiff CF14 4XW

Tel: 029 2074 4066

Fax 029 2074 4989



Psychology and Counselling Services

Cardiff and Eastern Vale

Psychologists work in all the Mental Health Directorates of the Mental Health Services within Cardiff & Vale UHB. They provide specialist psychological assessment, advice and therapy for a wide range of mental health problems.

They are based with the multi-disciplinary teams including Community Mental Health Teams, teams for older adults and specialist services. They are part of services covering the whole age range.

Access to this service is through the multidisciplinary teams. If you are not sure how to contact the right service you can contact the Psychology Department, Cardiff & Vale UHB.

Contact

Tel: 029 2033 6114 for information

Western Vale

Psychology Services are an integral component of the CMHT in the Western Vale. See page 44.



Traumatic Stress Service

This outpatient service is based at the University Hospital of Wales and provides clinics there, and in Penarth for Cardiff and the Eastern Vale of Glamorgan. It provides an assessment and treatment service for individuals who are thought to be suffering from post traumatic stress disorder. It offers evidence based treatment including trauma focussed cognitive behaviour therapy, eye movement desensitisation and reprocessing and medication.

Referral

Referrals are accepted from local G.P.'s and secondary care professionals.

Contact

Professor Jonathan Bisson

Traumatic Stress Service, Monmouth House, UHW, Heath Park,

Cardiff CF14 4XN

Tel: 029 2074 2284



Welsh Neuropsychiatry Service

The Welsh Neuropsychiatry Service at Whitchurch Hospital, consists of:

- In-patient services – thirteen beds
- Day Assessment services
- Community Services – 100 plus
- Out-patients including Complex Epilepsy Clinic
- Vocational Rehabilitation (STAR Project) based in Cardiff and Swansea

The client group, aged between seventeen and sixty-five years of age, consists of people with acquired brain damage with associated psychiatric disorders with or without challenging behaviours. The service is available to the population of Wales.

Staffing

The Unit contains the following staff:-

- Medical staff
- Specialist nurses, both ward, day hospital and community based
- Specialist Occupational Therapist
- Specialist Speech and Language Therapist
- Consultant Clinical Psychologist
- Senior Psychiatric Social Worker
- Physiotherapist

Referral

Sources of referrals to the multi-disciplinary team are:

- General Practitioners
- Rookwood Hospital
- General Hospitals
- Mental Health Services – both hospital & community
- Social Services
- Forensic Services
- Learning Difficulties Services – both hospital & community
- Neurosciences Directorates, e.g. University Hospital of Wales
- Epilepsy Services
- Legal Profession, e.g. solicitors acting for RTA victims etc.
- HM Prisons
- Employment Service



Contact**Gwen Phillips (Clinical Director)**

Welsh Neuropsychiatry Service, Whitchurch Hospital, Whitchurch

Tel: 029 2033 6551**Fax: 029 2062 1273****E-mail: sue.dickson-davies@wales.nhs.uk or pat.loutan@wales.nhs.uk**

2.3 Mental Health Services for Older People

Cardiff & Eastern Vale of Glamorgan

- Community Teams
- Day Hospitals
- In-Patient Services
- Memory Team
- Practice Development Unit
- Solace

Western Vale of Glamorgan

- Community EMI (Nursing) Team
- Inpatient Services
- Outpatient Services
- Respite Care
- Hospital Day Care

Vale of Glamorgan Council

- Community Mental Health Services for Older People



Mental Health Services for Older People Cardiff and Eastern Vale of Glamorgan

This service is for people of any age suffering from dementia (such as Alzheimer's) or for older people who develop other forms of mental illness late in life (normally 65 years of age upwards). Assessing the needs of carers and supporting them in their caring role is a vital part of the work.

Mental Health Services for Older People in Cardiff & the Eastern Vale of Glamorgan are provided by:

- Cardiff County Council
- Vale of Glamorgan Council
- Cardiff & Vale UHB

The services provided are listed below, and include the following:

- Community Teams
- Day Hospitals
- Inpatient Services
- Practice Development Unit

Community Teams

Organisation

There are 3 community teams serving the Cardiff area, and 1 serving the Eastern Vale. The teams are the main point of access for assessment, treatment and referral to specialist support services. The teams are multi-agency and multi-disciplinary, with Health staff employed by Cardiff & Vale University Health Board and Social Work staff employed by Cardiff and the Vale Local Authorities.

Services

The Community Teams provide a comprehensive assessment of an

individual's needs, draw up a Care Plan together with the client and carer and then ensure that the plan is implemented and monitored.

A Care Package, made up from a range of appropriate statutory, voluntary and private care providers is then drawn up by the client's Case Manager. The client and their carer(s) are fully involved in this process.

Referral

Anyone can refer to the community teams, by writing, telephoning or visiting.

G.P.'s can refer to a Consultant in Older Age Psychiatry via the appropriate team.

Teams are open from 8.30am – 5pm
Monday to Thursday,
8.30am – 4.30pm Friday.

Contacts

Cardiff

Cardiff South and East Community Team

(Covers Grangetown, Butetown, Riverside, Canton, Llanrumney, Trowbridge, New St. Mellons, Rumney, Splott, Tremorfa, Adamsdown, Cathays, Plasnewydd)

CMHT for Older People, St. David's Hospital, Cowbridge Road East, Cardiff CF11 9BX
Tel: 029 2053 6868
Fax: 029 2053 6870

Cardiff West Community Team

(Covers Tongwynlais, Whitchurch, Llandaff, Llandaff North, Gabalfa, Fairwater, Radyr, St. Fagans, Ely, Caerau [Creigau, Pentyrch – Local Authority only.



Nantgarw, Taff's Well – Cardiff & Vale
UHB only))

MHSOP Resource Centre, Maelfa Estate,
Llandeyrn, Cardiff CF23 9PE
Tel: 029 2087 3010

Cardiff North Community Team

(Covers Lisvane, Rhiwbina, Llandeyrn,
St. Mellons, Llanishen, Heath, Cyncoed,
Roath and Pentwyn)

MHSOP Resource Centre, Maelfa Estate,
Llandeyrn, Cardiff CF23 9PE
Tel: 029 2087 3010

Eastern Vale

Vale of Glamorgan Community CMHT for Older People

(Covers Penarth, Barry, Rural
Vale to River Thaw)

Gardenhurst Resource Centre,
Holmesdale Place, Penarth CF64 3BB
Tel: 029 2071 1555

Day Hospitals

Organisation

There are 2 day hospitals serving the
Cardiff area, and 1 day Hospital serving
the Eastern Vale area.

Services

The day hospitals provide a service
5 days per week (Mon – Fri), and
ambulance transport is available for all
users of the service. The day Hospitals
provide assessment, treatment and social
activity programmes geared to the needs
of each individual, delivered by a range
of specialist medical, nursing
and therapy staff.

The Day Hospital in Cardiff will
be providing an intensive, time limited,
multi disciplinary assessment and
treatment. At the end of this assessment
period and following consultation with
the person and if appropriate their carers,
and using the Care Programme Approach,
a plan for future care will be agreed. If a
need for Day Services is identified, access
to these services would be arranged.

A functional illness assessment service
is provided at Whitchurch Hospital and
Barry Hospital, for those people over 65
who develop a late onset mental
health problem.

Referral

Day hospital attendance is arranged
by the individual's Case Manager,
in conjunction with the appropriate
Consultant in Old-age Psychiatry.

Contacts

Cardiff

Cardiff South

Turnbull Day Hospital, St. David's
Hospital, Cowbridge Road East, Cardiff
CF11 9BX

Tel: 029 2053 6854

Cardiff North and West

Hafan Day Hospital, Whitchurch Hospital,
Park Road, Whitchurch, Cardiff CF4 7XB

Tel: 029 2033 6533

Eastern Vale

Morfa Day Unit, Barry Hospital, Colcot
Road, Barry, Vale of Glamorgan CF62 87Y

Tel: 01446 704 004



In-Patient Services

Organisation

In-patient services for older people with mental health problems are provided by Cardiff and Vale University Health Board. Services are spread over 4 sites: Whitchurch Hospital, St. David's Hospital, Barry Hospital and at Iorwerth Jones Unit.

Services

Assessment and treatment facilities for people with dementia or suspected dementia are provided in Whitchurch Hospital and Barry Hospital. Extended Psychiatric Assessment services are provided in Barry Hospital, Iorwerth Jones Unit and St. David's Hospital.

A functional illness assessment service is provided at Whitchurch Hospital and Barry Hospital, for those people over 65 who develop a late onset mental health problem.

Respite care services are available to provide planned breaks for carers under severe stress from the burdens associated with caring. This is a limited resource that is allocated according to need. Respite care is also available within private residential and nursing homes – contact local Social Services for advice.

Referral

All referrals are made to the appropriate consultant in Old Age Psychiatry, or, in an emergency, via the out of hours mental health system contactable at Whitchurch Hospital.

Contact

Barry Hospital, Colcott Road,
Barry CF62 8YH
Tel: 01446 704000

Memory Team

(This service is provided by the Medicine and Rehabilitation Directorate)

Services

The Memory Team is a multi-professional team specialising in the early identification and assessment of people with memory problems. Full medical, nursing and psychological assessment leads to appropriate diagnosis, support, and regular clinic follow-up. Referral to other services is made to ensure the most appropriate longer term support is secured for clients and their carers.

Referral

Referrals to the Memory Team are generally via an individual's General Practitioner, but the team will discuss referrals from any source in the first instance.

Contact

Cardiff Memory Team, Academic Centre,
Llandough Hospital, Penarth CF64 2XX
Tel: 029 2071 6961

Practice Development Unit

Organisation

The Practice Development Unit is part of the Mental Health Services for Older People Directorate of Cardiff and Vale University Health Board. The Unit supports the development of mental health services for older people in Cardiff and the Eastern Vale.

Services

The Unit is multi-disciplinary, supporting high quality care for the client group and their carers. The Unit's role includes



service evaluation, planning, research, development, specialist training and consultancy work. The Unit produces a journal – “Signpost – Journal of Dementia and Mental Health Care of Older People”.

The Unit maintains a resource of therapeutic materials and a book library, and is also the South Wales element of Dementia Services Development Centre – Wales. The Dementia Centres have a UK wide network for the sharing of information and co-ordination of services.

The Unit runs regular training courses including FOCUS – a six day training course developed specifically for unqualified staff working with older people with mental health needs.

Contact

Practice Development Unit, Whitchurch Hospital, Park Road, Whitchurch CF14 7XB

Tel: 029 2033 6074 / 6073

E-mail: practice.

development.unit@wales.nhs.uk

Solace

Cardiff & the Vale of Glamorgan

Summary of aims & objectives

Solace is a community orientated & innovative service, which exists to support people in Cardiff & the Vale of Glamorgan whose lives have been affected through providing care for an older relative or friend with memory problems, Alzheimer's, depression or mental illness.

Services

- Client Group – Carers of older people with memory problems/dementia diagnosis, depression or mental illness.
- Telephone helpline 11am – 7pm. Answer phone when staff are unavailable.
- Monthly carers support meetings
- A drop-in facility on Monday, Tuesday and Wednesday at 1 Park Road between 11am – 4pm (by appointment)
- A drop-in facility on Thursday at St.Davids Hospital between 10am – 4pm (open drop-in)
- All calls and visits to Solace will be treated with the utmost confidentiality and all callers have the right to remain anonymous.

Referral

Self-referral, G.P.'s, Community Mental Health Teams for Older People, a friend or relative, Memory Teams, departments within the Cardiff & Vale University Health Board.

Contact

Janice Becquer-Moreno

1 Park Road, Whitchurch,
Cardiff CF14 7BP

Tel: 029 2052 9848 (Caroline)

Tel: 029 2052 9832 (Office)



Mental Health Services for Older People Western Vale of Glamorgan

Older Peoples Mental Health Services in the Western Vale are provided by:

- Vale of Glamorgan Council
- Abertawe Bro Morgannwg University Health Board

The services provided are listed below and include the following:

- Community Older Peoples Mental Health Team
- Inpatient Services
- Assessment & Continuing Care
- Outpatient Services
- Respite Care
- Hospital Day Care

Community EMI (Nursing) Team Community Older Peoples Mental Health Team

Two nurses provide for this area, one full-time, the other part-time. They are based in Bridgend. The Older Peoples Mental Health Team provides care to those people over the age of 65 years, with a diagnosis of a mental health problem/dementia. The service is provided Monday to Friday 9.00 a.m. – 8.00 p.m. and 9am – 5pm on weekends and Bank Holidays.

Referral

All referrals go to the single point of access coordinator and she will decide on where the referral should go and the timescales for the referral to be seen depending on the information received.

Contact

Referral Coordinators
Tel: 01656 754114

CMHT, 71 Quarella Road, Bridgend
Tel: 01656 763097

Inpatient Services

Inpatient services are provided at the Coity Clinic, Princess of Wales Hospital, on Ward 15 for patients with dementia and Ward 21 for patients with functional illness.

Referral

Referrals to the unit can be made by consultant Psychiatrist, G.P.s, Accident and Emergency Department, medical wards, CMHTs.

Contact

Ward 21 Coity Clinic Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Tel: 01656 752264

Ward 15 Coity Clinic Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Tel: 01656 752250

Outpatient Services

Three consultants hold clinics at the wellbeing centre at Princess of Wales Hospital throughout the week. Drugs for Dementia and Lithium Clinics are also held here.

Referral

The Clinics must be accessed via the Outpatients Department, Coity Clinic, Princess of Wales Hospital, Bridgend.

Contact

Wellbeing Centre, Princess of Wales Hospital, Bridgend
Tel: 01656 752256



Respite Care

Respite beds are provided within our continuing care wards at Maesteg, Maesgwyn and Glanryhd Hospitals.

Referral

Via the Consultant Psychiatrist or Community Psychiatric Nurse.

Hospital Day Care

A Day Hospital is provided in Bridgend in the Coity Clinic, Princess of Wales Hospital.



Vale of Glamorgan Council

The Community Mental Health Services for Older People in the Vale of Glamorgan are based in Penarth.

The Team provides a service to people over the age of 65 years who have a late-onset functional mental illness and to people of any age who are diagnosed as having dementia. The Team accepts referrals from any source. Carers may also access a Carer's Assessment.

The Team in Penarth is a multi-disciplinary team, consisting of Community Psychiatric Nurses, Social Workers, an Occupational Therapist, a Physiotherapist and a Clinical Psychologist. The health staff are employed by the Cardiff and Vale University Health Board and the Social Workers by the Vale of Glamorgan Council.

Health services in the Western Vale are provided from Bridgend by the Abertawe Bro Morgannwg University Health Board.

Contact

Community Mental Health Team for Older People, Gardenhurst,
Holmesdale Place, Penarth CF64 3BB
Tel: 029 2071 3770



2.4 Child & Adolescent Mental Health Services

- Community Service – Cardiff
- Community Service – Vale of Glamorgan
- Tier 4 Specialist Services – Inpatient, Intensive Outreach, Specialist Outpatient



Child and Adolescent Mental Health Services

Community Service – Cardiff

Aims & Objectives

The Service aims to provide a range of interventions for children and young people and their families experiencing psychiatric and emotional difficulties. The team offers help at the secondary and tertiary level of referral with mental health disorder, ie those problems in children, adolescents and their families which cannot be resolved solely with the help of primary services.

Services

The service is multi-disciplinary and consists of Child Psychiatrists, Family Therapists, Child Psychologists and a Psychotherapist.

The types of referral range from young people with serious mental illness, to those who are experiencing loss and disruptions in significant family relationships. Currently the service is provided to children and young people aged 0–16 years, or those in full time education up to the age of 17.

The development of links with the young person's family and environment are very important elements in the work. A range of interventions are provided including individual, family and group run sessions and consultations with referring professionals.

The number of specific services provided by CAMHS includes the Drug and Alcohol Misuse Service. The service also provides support to primary care professionals working with children and families through our primary mental health

team. If you would like more information please contact Paul Mason or Debbie Savery.

Referral

Most referrals are made via a G.P., but referrals will also be accepted from Social Workers, Educational Psychologists, Paediatricians, Health Visitors and Voluntary Agencies. Emergency referrals will only be accepted from G.P.'s. The out of hours on call service can be accessed via UHW switchboard 029 2074 7747.

Contact

Cardiff West

Dr. Elsayed or Dr Sabir, Consultants
in Child and Adolescent Psychiatry

Cardiff East

Dr S. Reddy or Dr Ubeysekera, Consultants
in Child and Adolescent Psychiatry
CAMH Service, St. David's Hospital,
Cowbridge Rd East, Canton, Cardiff
CF11 9XB
Tel: 029 2053 6730
Fax: 029 2053 6762

Community Service – Vale of Glamorgan

Aims & Objectives

The Vale Specialist CAMHS Team is an integrated multi-disciplinary child mental health service clinically led by a Child Psychiatrist. The Team comprises of an Educational Psychologist, Community Psychiatric Nurses, Child Psychiatrist, and other medical staff, Clinical Nurse Specialist, Child Psychologist and Specialist Social Workers.



The Team offers help at the secondary and tertiary level of referral with mental health disorder, i.e. those problems in children, adolescents and their families which cannot be resolved solely with the help of primary services.

Services

CAMHS aims to deliver services within the context of the racial, cultural and religious background of the family.

The types of referral range from young people with serious mental illness to those who are experiencing significant loss and disruptions in family relationships. Currently the service is provided for children and young people aged 0–16yrs or those in full-time education up to the age of 17.

The development of links with the young persons family and environment are very important elements in the work. A range of interventions are provided, including individual, family and group sessions and consultations with referring professionals.

There are a number of specific services provided by CAMHS including the Drug and Alcohol Misuse Service.

Referral

Most referrals are made via G.P., but referrals will also be accepted from Social Workers, Educational Psychologists, Paediatricians, Health Visitors and Voluntary Agencies.

The out of hours on call service can be accessed via the Whitchurch Hospital Switchboard, 029 2069 3191.

Contact

Dr. Anna Goel, Consultant
in Child and Adolescent Psychiatry,
Children's Centre, Llandough
Hospital, Penarth
Tel: 029 2071 5593

Tier 4 Specialist Services – Inpatient, Intensive Outreach, Specialist Outpatient

Aims & Objectives

The service aims to help young people and families who are experiencing complex psychological or emotional and behavioural difficulties in the context of a mental disorder.

The Service

The Tier 4 Specialist Services are provided by Cwm Taf Health Board. These services, through a whole systems approach, offer integrated acute and crisis service provision.

The service is provided for children and young people from 12 years of age and above (11 year olds will be considered if they are in secondary education and sufficiently mature to benefit from the regime). The upper age is 16 years (31st August in their 16th year). In addition, we will see young people up to their 18th birthday if they are still in school (this definition of school does not include college).

Referrals are accepted from across South, Mid and West Wales (including Cardiff and the Vale of Glamorgan). Most referrals are planned in advance—are



assessed within 2 weeks and admitted within a further 2 weeks. Emergency referrals take priority and a young person will be seen within 12 hours and admitted within a further 24 hours.

The service has the capacity to admit 11 general admission and 3 emergency admission patients.

Liaison with the young person's family and environment are key elements in the care and treatment package. Treatment includes medication, group work, education, family and individual therapy. The unit is staffed by a multi-disciplinary team.

Referral

Referrals may be accepted for young people who are presenting with a range of clinical conditions including depression, anorexia nervosa, psychosis and obsessive compulsive disorder. Referrals may also be made where a detailed assessment is required for a young person on an inpatient basis.

Referrals are made by a community based Child and Adolescent Consultant Psychiatrist.

Contact

Dr Peter Halford, Consultant
in Child and Adolescent Psychiatry

Tier 4 Specialist Services – Inpatient,
Intensive Outreach, Specialist Outpatient
Hafod Newydd, Glanrhyd Hospital,
Tondur Road, Bridgend

Reception
Tel: 01656 674951

Nursing Office (including out of hours)
Tel: 01656 674951



Community Health Councils

The Key Function of Community Health Councils (CHCs) is to represent the interests of the public in the health service in their district i.e. to give people an independent voice in their local NHS and the service it provides.

Your local Community Health Council will:

- Represent the views of the public within the NHS, ensuring that local health care needs are recognised, and will also raise public awareness of NHS issues
- Monitor and evaluate from a patient's viewpoint the effectiveness of NHS services provided by, for example, hospitals, G.P.s, dentists, pharmacies and care homes
- Provide independent help and advice to individuals who have problems with, or complaints about, NHS services
- Act as a voice for its community on the standards and appropriateness of local health services, having consulted local people and gathered public views
- Ensure that local views and needs influence the policies and plans of LHB and Trusts—so comments are always welcome
- Provide public opinion on consultation documents from the Welsh Assembly Government, NHS Wales and other organisations
- Monitor the quality of local NHS services from the patients' point of view. This will involve visiting hospitals and other health care premises where NHS care is provided
- Work with other agencies to improve services and seek to bring about

changes where necessary

- Provide information and advice to the public on health matters

Statutory Rights and Duties of CHCs

CHCs have a Statutory Right to:

- Receive information from the Local Health Boards and NHS Trusts
- Be consulted on proposals for any change in health services in their district
- Enter and inspect certain NHS premises in their district, including those of G.P.'s, dentists, hospitals, pharmacies and care homes providing NHS care
- Attend meetings of Health Boards and NHS Trusts
- To meet formally at least annually with Health Boards in their area

CHCs have a Statutory Duty to:

- Meet in public at least once every three months
- Publish an annual report on their performance

CHCs are often invited to attend and contribute to a wide range of meetings organised by Trusts, Local Authorities, Voluntary and NHS organisations. CHCs also invite local representatives of these same organisations to attend and address their meetings on a regular basis. As well as informal meetings, CHCs have a formal annual meeting with every Health Board in its area.

CHC Advocacy Service

The CHC has a small team of staff who provide a complaints and information



service to the public –
CHC Advocacy Service.

Membership

CHCs are open to all sections of the community as their membership is made up of voluntary members appointed by the Welsh Assembly Government, Local Authority and Voluntary Sector.

If you are interested in becoming a CHC member and would like further information, please contact the Chief Officer of your local CHC whose telephone number can be found on the next page.

Referral

Any individual or organization can refer, by e-mail, in writing, by phone or in person.

Contact

Cardiff & Vale of Glamorgan Community Health Council

Mr Phillip Williams, Chief Officer

Cardiff Community Health Council, Park House, Greyfriars Road, Cardiff CF10 3AF

The office hours: Monday to Thursday

9am – 4.30pm,

Friday 9am – 4pm

Tel: 029 2037 7407

Fax: 029 2066 5470

E-mail: chief.officer@cavogchc.org.uk

The CHC Advocacy Service is based at the Penarth office

2 Stanwell Road, Penarth,
Vale of Glamorgan CF64 3EA

The office works on an appointment system. Please phone first.

Tel: 029 2035 0614

Fax 029 2035 0609

E-mail: advocacy@cavogchc.org.uk

Board of CHCs in Wales

Tel: 0845 644 7814

This is the National body for all CHCs in Wales, it:

- Ensures consistent core roles and standards for all CHCs and assists or advises CHCs on how to achieve them.
- Increases public awareness of issues and concerns affecting the NHS.
- Increases public awareness of the Board and CHCs collectively.
- Develops a common agenda with CHCs.
- Promotes collaborative working between CHCs. Keeps CHCs informed of national developments.
- Supports individual CHCs in relation to matters of national importance or concern where appropriate.
- Represents the collective views and interests of CHCs to the National Assembly for Wales, UK Parliament, the NHS and other bodies.



South Wales Police – Mental Health Unit

Heddlu De Cymru South Wales

Police Area:

Cardiff, Vale of Glamorgan, Merthyr,
Rhondda Cynon Taf, Neath, Port Talbot,
Bridgend, Swansea

S. Wales Police Mental Health

Liaison Officer

Peter Thomas covers the South Wales Police area and has primary responsibility for liaison between partners who deal with mental health matters. The Police's role in mental health issues usually stems from dealing with persons under sections 135/136 of the Mental Health Act 1983. Professional and effective involvement ensures that the person can access safety and care at a time when they are vulnerable.

South Wales Police is an agency which will use referral processes when dealing with mental health matters.

Appropriate Adult Service – South Wales

Police are working in partnership with Hafal to deliver an Appropriate Adult Service to vulnerable adults at Cardiff Bay Custody Suite.

Contact

Peter Thomas, Force Advisor

Public Protection Department, South
Wales Police/Heddlu De Cymru, Police
Headquarters/Gorsaf Heddlu Port Talbot,
Cowbridge Road, Bridgend CF31 3SB
Mobile/Ffon Symudol 07970 840563
External Line 01656 655555
Ext/Estyniad 20-479
E-mail/E-bost: peter.thomas@south-
wales.pnn.police.uk



3. Voluntary Sector Services

- A – Z of services covering Cardiff and the Vale of Glamorgan



4Winds User Led Association Cardiff & Vale

Cardiff and Vale of Glamorgan

Voluntary Sector – User Led Group – Charity No. 1071770

Summary of Aims & Objectives

- To promote the recovery of people experiencing mental health difficulties so that individuals can lead fulfilling lives within the community.
- To provide a safe, warm, welcoming space with access to opportunities for social contact and peer support, emotional support, information and vocational support.
- To redress the social exclusion and disempowerment often faced by people living in Cardiff and the Vale who are experiencing/have experienced mental health difficulties.
- To enable users of the centre to become involved in its running and future development.

Services

The 4Winds is an open access, user-led mental health resource providing a welcoming meeting place, services and information on mental health issues. It provides a range of services including opportunities for social contact and peer support, emotional support, information and vocational support. It operates a seven-day week service which includes out of hours provision and bank holidays (including Christmas Day).

Opening times are: Monday 1pm – 5pm (then supported social group at Chapter Arts Centre Café from 5.30pm – 7.30pm), Tuesday 2pm – 7.30pm, Wednesday 1pm – 5pm (Women Only), Thursday 2pm – 7.30pm, Friday 1pm – 5pm, Saturday 1pm – 5pm, Sunday 1pm – 5pm

Resources available – regular training opportunities, information sessions and groups take place, computer room with Internet access, kitchen with access to cooking facilities, dining area, resource room including small library of books for loan, meetings room and communal sitting rooms.

Access is limited in the ground floor area. Unfortunately there is not a lift on the premises. Languages: English, Hindi, Gujarati

Referral

No referral necessary, just pop in during opening hours, or ring for more information.

Contact

Susan Jones

65 Clare Road, Grangetown, Cardiff CF11 6QP

Tel: 029 2038 8144

Fax: 029 2038 8151

E-mail: contact@4winds.org.uk



ABCD Cymru

Wales

Registered Charity No: 1124378

Summary of Aims & Objectives

ABCD – improving access to services for black and minority ethnic children and young people with disabilities and/or chronic illnesses.

ABCD Cymru has adopted the following as its objectives:

- Initiate, develop, maintain and facilitate Parents' Support Groups
- Empower families to have direct influence on local policies and services
- Help voluntary agencies to be more responsive to black and minority ethnic communities and to encourage existing agencies to act as advocates for this client group
- Raise the level of awareness and knowledge of service providers in the statutory sector
- Raise the level of awareness of managers and policy makers in health and social services enabling them to offer services and work effectively with this group

Services

ABCD Cymru offers:

- Facilitation of Parents' Groups and group activities, e.g. excursions, arts and crafts, play and sports
- Direct one to one casework is provided by our Development Workers
- Information resource of available services
- Advocacy focused on the child or young person with disability/chronic illness
- Referral to appropriate agencies, at the request of families
- The empowerment and encouragement of parents to participate in the management of ABCD Cymru and be actively involved in relevant local and national organisations
- Offer training and consultancy to service providers on increasing the accessibility and acceptability of health and social care services

Referral

G.P.'s, Health Professionals, School staff, Social Services, via website, self-referral.

Contact

62 Charles Street, Cardiff CF10 2GG

Tel: 029 2025 0055

Fax: 029 2025 0623

E-mail: infoabcdcymru@aol.com

www.abcdcymru.org.uk



Advocacy Matters (Wales)

Cardiff, Vale of Glamorgan, Bridgend & Rhondda Cynon Taf

Voluntary Organisation – Charity No. 1055211

Summary of Aims & Objectives

Advocacy Matters (Wales) provides a range of advocacy services including Citizen Advocacy and Independent Casework Advocacy for adults with a learning disability and/or Asperger syndrome in Cardiff and the Vale of Glamorgan. AMW also provides Independent Casework Advocacy in Bridgend and Rhondda Cynon Taf.

Independent Advocates support adults with a learning disability and/or Asperger syndrome to address specific problems and issues.

Citizen Advocates are volunteers and provide long-term advocacy support and friendship.

Services

- Free and Confidential referrals
- Accessible offices are open 9am – 5.30pm Monday – Friday.
- Answer machine out of hours

Referral

Anyone can make a referral, including self-referral.

Contact

Canton House, 435 Cowbridge Road East, Cardiff CF5 1JH

Tel: 029 2023 3733

Fax: 029 2023 3707

E-mail: info@advocacymatterswales.co.uk

www.advocacymatterswales.co.uk



Age Concern – Ageing Well Service

Cardiff and Vale of Glamorgan

Local Charity

Aims & Objectives

Age Concern's Ageing Well programme is a collection of projects and services that encourages older people to lead healthy lifestyles.

Services

Free Magazine Life Times

Life Times is currently distributed 3 times per year.

Senior Health Shop (Barry)

The Shop is a drop in centre providing a healthy eating snack bar and a friendly environment where older people can access a variety of information and activities.

Healthy Wealthy & Wise

In 2 community venues (Caerau and Llanrumney) a programme of events is provided, aimed at improving the quality of life of participants through a wide range of activities.

Activity in Care Homes

This project recruits and trains volunteers to provide activities, we also provide training and resources to staff working as activity leaders in Care Homes. The Increasing Activities e-zine is a monthly e-mailed resource of therapeutic activity ideas suitable for use in a variety of care settings.

Directory of Activities for the 50 plus in Cardiff and the Vale of Glamorgan

Visit: www.age-concern-cardiff.org.uk/db/webdirectory/webdir.htm

Older persons Eisteddfod

Held annually, the Eisteddfod helps challenge negative stereotypes of ageing by providing a more positive image of older people. To find out more contact **Gloria Yates**, see contact details below.

Information and Support

At all our venues across Cardiff and the Vale we aim to provide accurate information and help older people make informed decisions on issues regarding their health and wellbeing.

Speaker's List

We now have a list of speakers that we are able to share with other older people groups.



Age Concern – Ageing Well Service (Cont.)

Cardiff and Vale of Glamorgan

Nail Cutting

Thanks to a grant from Cardiff's Local Public Health Team, Age Concern Cardiff and the Vale are developing nail cutting services (in consultation with Cardiff and the Vale UHB and The Society of Chiropodists and Podiatrists). Nail Cutting Surgeries – we are providing regular surgeries on Thursday's in Ely, Canton and Barry.

This is a simple nail-cutting service We are unable to provide help for:

Foot care problems such as corns or bunions; anyone with a medical condition such as kidney failure, blood circulation problems, a history of ulceration or being treated with steroids; anyone with diabetes or taking warfarin unless they have been assessed by the G.P. practice as being low risk.

Referral

Anyone over 50 can access our services.

Contact

Jackie Owen, Administrator

Tel: 029 2057 8372

E-mail: ageing.well@age-concern-cardiff.org.uk

Nona Hexter, Senior Health Shop Barry

Tel: 01446 732385

E-mail: shs@age-concern-cardiff.org.uk

Gloria Yates, Healthy Wealthy & Wise

Tel: 029 2057 8368

E-mail: gloria.yates@age-concern-cardiff.org.uk

Alison Haden, Activity in Care Homes

Tel: 077 6561 6361

E-mail: alison.haden@age-concern-cardiff.org.uk

Mathew Coffin, Team Leader and Nail Cutting

Tel: 029 2056 0952

E-mail: mathew.coffin@age-concern-cardiff.org.uk



Age Concern – Cardiff & Vale of Glamorgan

Cardiff and Vale of Glamorgan

Voluntary Sector – Charity No. 260189

Summary of Aims & Objectives

Promoting the welfare of older people.

Services

Variety of services for people over 60, i.e. Advocacy, Counselling, Hospital Discharge Service, Good Neighbours, Welfare Rights, Ageing Well Programme (opportunities to participate in social & physical activities), Insurance Services. Mon – Fri 9am – 5pm.

Referral

Open referral system

Cardiff

Tel: 029 2052 7197

Vale

Tel: 01446 795 632

Contact

Phil Vining

91-93 Caerphilly Road, Cardiff

E-mail: info@age-concern-cardiff.org.uk



Age Concern – Counselling Service Cardiff

Voluntary Sector

Aims & Objectives

To provide support to adults aged 50 and over who are experiencing emotional difficulties.

Services

Mobile counselling service for people aged 50+ experiencing emotional difficulties e.g. loneliness, depression, bereavement.

Referral

Open referral system by potential clients themselves, health professionals, social services and family members.

Contact

Sandra Roberts

Age Concern Counselling Service, 91-93 Caerphilly Road, Birchgrove, Cardiff CF14 4AE

Tel: 029 2052 1125

Fax 029 2052 0357

E-mail sandra.roberts@age-concern-cardiff.org.uk



Age Concern – Hospital Discharge Service

Cardiff and Vale of Glamorgan

Summary of Aims & Objectives

The Hospital Discharge Service provides short term (3-4 visits) practical and emotional support to older people on discharge from hospital.

Provides information and liaises with other statutory, private or voluntary organisations where relevant.

Services

The service is available to anyone over the age of 60 living in Cardiff and the Vale of Glamorgan.

The service operates 7 days a week 9am – 5pm, an evening service is available Monday – Friday subject to availability of staff and demand.

Settlement Aides visit and they can assist with day to day tasks such as preparing a meal, shopping, personal care or just a chat over a cup of tea.

Referral

As long as the criteria is met anyone can access the service.

Contact

Sharon Adams, Team Leader

Unit 4 Cleeve House, Lambourne Crescent, Llanishen, Cardiff CF14 5GP

Direct Referrals

Ceri O'Callaghan, Service Administrator

Carolyn Lewis, Service Administrator

Tel: 029 2068 3693

Fax: 029 2075 9052



Age Concern Cardiff & Vale Advocacy Service

Cardiff and Vale of Glamorgan

Summary of Aims & Objectives

To enable older people to secure and uphold their rights at times when they may be vulnerable owing to ill-health, discrimination or abuse. Objectives: To provide independent, accurate and up-to-date information to enable older people to make informed choices.

Services

The Advocacy Service provides support and information to people 60+ with issues such as residential, nursing and community care; paying for care; housing; health and other matters of concern to older people. Practical assistance is offered with form-filling, letter-writing, making telephone calls and contacting other agencies. Home-visits can be arranged.

Referral

Self-referral or via other agencies; family etc.

Contact

Linda Thomas, Advocacy Team Leader

Advocacy Service Unit 4, Cleeve House, Lambourne Crescent,
Llanishen, Cardiff CF14 5GP

Tel: 029 2068 3683

Fax: 029 2075 9052

E-mail: cardiff.advocacy@age-concern-cardiff.org.uk



Al-Anon Family Groups (inc. Alateen) All of Britain

Voluntary & Self-help

Summary of Aims and Objectives

Al-Anon is worldwide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not.

Services

Local group meetings can be accessed by contacting the helpline number below. This is open to receive calls from people in distress from 10am – 10pm. The caller will be answered and directed to their nearest meeting. A list of meetings can also be accessed on the Al-Anon website.

Alateen is part of Al-Anon for young people aged 12-17 inclusive who have been affected by someone else's drinking, usually that of a parent. There are always 2 properly screened sponsors, who are Al-Anon members, present at meetings. Contact the helpline number below for information.

Referral

Self-referral or other.

Contact

Al-Anon Family Groups UK & Eire, 61 Great Dover Street, London

Tel: 020 7403 0888

Fax: 020 7378 9910

E-mail: enquiries@al-anonuk.org.uk

www.al-anonuk.org.uk



Alcohol Services for All, Cardiff (ASFA Cardiff) Cardiff

Service Users Forum

Summary of Aims & Objectives

To provide a forum, a voice, for people who have experienced an alcohol problem, to discuss existing provision and help to develop better services.

Services

The Forum meets on the third Friday of every month at 2pm in Cardiff City Hall.

As part of the group you can:

- Influence how services are run and developed.
- Share your knowledge and experience.
- Meet like minded people.
- Improve services for you and for people who are new to services or for people who will use them in the future.
- Lobby on various alcohol related issues.

Referral

David Tomlin and Ben Davies.

Contact

David Tomlin

Room 337, County Hall, Cardiff, Atlantic Wharf CF10 4UW

Tel: 029 2087 3624

Fax : 029 20873851 (Mark for attention of David Tomlin)

E-mail: dtomlin@cardiff.gov.uk

Ben Davies

Community Safety, Top Floor Wilcox House, Cardiff Bay

E-mail: bendavies@cardiff.gov.uk



Alcoholics Anonymous GB

All of Britain and the World

Self-help, Voluntary Sector, Local and National

Summary of Aims and Objectives

Alcoholics Anonymous is a fellowship of men and women who share their experiences, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism. There are no dues or fees for AA membership—we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics or organisation, does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help others to achieve sobriety.

The only requirement for membership is a desire to stop drinking.

Services

- Some literature is produced in Braille
- Some meeting venues have wheelchair access
- Some meetings are non-smoking or women only
- AA welcomes people of all ages and both sexes
- As AA exists just about all over the world, almost all languages are spoken
- Cities have much more AA than the rural community because there are more people in cities. The AA is well established in Barry, Penarth and Cardiff. Phone the national helpline number below for details of meetings.

Referral

Self-referral or other. Prospective AA members could just turn up at a meeting, but it's more usual for telephone contact to be made first, when a newcomer can talk with and question an AA member, and sometimes then (if necessary) be taken along to a meeting.

Contact

G.S.O., PO Box1, 10 Toft Green, York, YO1 7NJ
 For Local Meeting Venues & Times – visit website
 National Helpline

Tel: 0845 769 7555 (Local rate)

Help for the Individual

E-mail: help@alcoholics-anonymous.org.uk

Professional and Public Information

E-mail: pi@alcoholics-anonymous.org.uk

www.alcoholics-anonymous.org.uk



Alzheimer's Society

Cardiff and Vale of Glamorgan

Charity No. 296645

Summary of Aims & Objectives

Information, Practical and Emotional Support, Training.

Services

- Telephone helpline
- Telephone Befriending Service
- A range of carer's support groups and supported social events
- A wide range of information and fact sheets on dementia, caring and related topics
- Support to access local services
- Quarterly newsletter
- Carer's welfare grants
- Young people with dementia project
- Specialist day care service with transport
- Training in dementia care
- Cardiff carer's peripatetic information and support bus which also offers free complementary therapies
- 'Face to face' family support sessions
- Outreach service offering home visits as needed. (Information, liaison and support service)
- Support with making difficult decisions

Referral

Open referral system.

Contact

029 2043 4967 – Dawn John – Locality Manager

029 2043 4966 – Kim Peña – Dementia Support Manager

029 2043 4965 – Karen Collins – Young Onset Family Information and Support Worker

029 2043 4961 – Linda Moule – Day Centre Manager

07872 174 336 – Julia Lever – Cardiff Carers Peripatetic Info. & Support Bus Worker

Tel: 029 2043 4960 (Helpline)

Oldwell Court, Ty Gwyn, Penylan, Cardiff CF23 5DA

E-mail: cardiffandvale@alzheimers.org.uk



Alzheimer's Society – Wales Office

Wales

National Voluntary Organisation – Charity No. 296645

Summary of Aims & Objectives

Provide help and support to people with Dementia, Carers' and professionals.

To provide support to branches across Wales. To give talks, presentations to carers' and professionals. Campaigning to improve services.

Services

- Advice & Information leaflets. Details about local branches and services across Wales.
- Open Monday – Friday 9am – 5pm
- English and Welsh speakers
- Wheelchair access to building

Referral

Telephone, fax or email for advice and requests for information/advice sheets and details about a branch in their area.

Contact

Sue Phelps, acting Director for Wales

Alzheimer's Society, Brigantine Place, 16 Columbus Walk, Atlantic Wharf,
Cardiff CF10 4BY

Tel: 029 2048 0593

Fax : 029 2043 1999

E-mail: rows@alzheimers.org.uk



Atal Y Fro (Formerly Vale of Glamorgan Women's Aid) Vale of Glamorgan

Charity Number 1034188

Aims & Objectives

Atal Y Fro is a unique organisation dedicated to the elimination of domestic abuse.

We do this by:

- Sustaining and developing work relations with partners & stakeholders
- Raising awareness, informing and educating communities in the Vale on Domestic Abuse its causes, consequences and prevention
- Continuing to provide and develop specialist services available to all stakeholders
- Consistently monitoring and evaluating our services
- Raising the profile of Atal Y Fro

Services

- Practical and emotional support to women and their children (if any) who are suffering the effects of DA
- Information – enabling women and their children (if any) to make informed decisions on the options open to them
- Assisting women suffering DA in gaining confident independence from their abusers, leading ultimately to the empowerment of the women through the encouragement of self help
- Emergency temporary accommodation if necessary
- Five bedroomed refuge within the Vale of Glamorgan
- Access to accommodation through other Women's Aid organisations in most parts of Britain
- Times of opening – 10am – 3pm, Monday – Friday
- 24hr telephone on-call service in operation 7 days a week
- Outreach service to women living in the community.
- Early intervention programme (for families including Dads/Partners)

Referral

Any person or organisation can refer.

Contact

Atal Y Fro, 222 Holton Road, Barry, Vale of Glamorgan CF63 4HS

Tel: 01446 744755 (Office Hours)

Tel: 01446 746981 (24hr On-call)



Ategi

Cardiff & the Vale, also Rhondda Cynon Taf & Caerphilly

Voluntary Sector – Registered Charity no. 1077595

Aims & Objectives

Providing high quality services, Ategi is committed to – ‘Supporting people to live their lives.’ Based in South East Wales and Buckinghamshire, Ategi mainly supports people who have learning disabilities and/or mental health problems.

Services

Supporting people to:

- Live at home with their family – Visiting Support Service.
- Live in their own home – Supported Living & Visiting Support Services.
- Live with another family – Shared Lives Service.
- Take part in the community – Social Activities Scheme.

Contact

Andrew Price, Chief Executive

Unit B8, Garth Works, Taffs Well, Rhondda Cynon Taff CF15 7YF

Tel/Fax: 029 2081 3434

E-mail: info@ategi.co.uk



Awetu (All Wales Black & Minority Ethnic Mental Health Group) Wales

Voluntary Sector – registered charity no. 1072162

Summary of Aims & Objectives

Awetu strives to support all black and minority ethnic people confronted by mental illness, through the delivery of it's own services and by influencing the services provided by others in order that they are effective and sensitive to the needs of their users.

Aim

To offer support to help those isolated by their illness re-build their lives within their communities of origin, adopting an holistic approach, promoting recovery and independence by empowerment and self-discovery.

Services

At present Awetu provides home visits to those clients that need emotional and practical support in the home, e.g. tenancy issues, accompanying clients on hospital visits, assistance with form filling etc., to enable clients to sustain independent lives by increasing their confidence and self-esteem and supporting them to pursue interests which will improve their health, well-being and independence.

Awetu visit individuals who have been re-admitted to hospital and have formed relationships with the major psychiatric hospitals and clinics in Cardiff; Awetu staff make regular ward rounds to assess the needs of BME patients, to build a relationship with people before they are discharged and to act as a resource regarding cultural issues for the staff and also provides BME Mental Health Awareness Raising Sessions for professionals and Mental Health promotion to BME community groups.

Free Person Centred Counselling to Awetu clients.

Awetu has carried out and published research into the mental health needs and access to services for BME people living in Cardiff – BE4 Research Project.

Referral

People can access our services through a formal referral process by GP, Social Worker, CPN or Psychiatrist. If a friend or family member does refer a person to Awetu we would still need to have background details of the client via a referral form.



Contact

Manjit Kaur, Community Support Worker

Gabriel Silveira, Counsellor/Community Support Worker

Neeta Baicher, Children & Young People's Support Worker

Suzanne Duval, Director of Policy

Awetu, 3rd Floor, Alexandra House, 307-315 Cowbridge Road East, Canton,
Cardiff CF5 1JD

Tel: 029 2036 8899

Fax: 029 2036 8889

E-mail: info@awetu.org.uk

www.awetu.org.uk



Barnardos Marlborough Road Partnership Cardiff

Voluntary Sector – National Organisation – Charity No. 216250

Summary of Aims & Objectives

To help young people acquire the skills, knowledge and awareness necessary to live more independently in the community.

Services

Cardiff Housing

Support Service for Single Young People

Supported housing and floating support for vulnerable young people aged 16–21 focusing on helping young people gain the necessary skills, knowledge and awareness to live more independently in their communities, with particular services for black and minority ethnic young people and black and minority ethnic young women fleeing domestic violence.

Young Families Service

Provides housing and support for vulnerable young families where the primary carer is aged 16–21 years focusing on helping young people gain the necessary skills, knowledge and awareness to live more independently in their communities. Referrals have to be made through Cardiff Social Services.

Youth Homelessness Prevention S.180 Work.

Working in partnership with Cardiff Women's Aid the aim of the project is to deliver homelessness and domestic violence information to young people in secondary schools and youth services across Cardiff.

Support for Young Parents

Support Service for Young Parents

Young parents under the age of 17 are able to participate in a 10 week course which will help them acquire the knowledge and skills necessary to negotiate their way as young parents in the adult world. School age parents are offered a longer programme which can last until their formal school leaving age.

Young Dads Project

Young dads under the age of 19 are able to participate in a 10 week course which will help them acquire the knowledge and skills necessary to negotiate their way as young parents in the adult world.

Cardiff and the Vale of Glamorgan

Caterpillar Project

The service promotes awareness of the stigma and lack of provision for young people



experiencing mental ill health.

Young people aged 12–19 who are experiencing or are likely to experience mental health crisis can access individual and group work.

Bounceback

Service based in three defined schools.

Supports emotionally vulnerable young people aged 15+ to develop coping skills and emotional resilience and to successfully negotiate year 11 and make the transition from school to further education, employment and independence.

School Based Counselling Service

The Marlborough Road Partnership provides a school based counselling service in 9 secondary schools. This service is set to be substantially expanded in 2010.

All services can be accessed by telephone during office hours 9am – 5pm. Please contact the Project for accessibility details.

Referral

Referrals from any agency, also self-referrals. Most services are for 16–21 year olds. There are some specific criteria for all services, but please contact the Project for information.

Contact

Sally Jenkins

46 Marlborough Road, Roath, Cardiff CF23 5BX

Tel: 029 2049 7531

Fax: 029 2045 3083

E-mail: sally.jenkins@barnardos.org.uk



Barry ACE Vale of Glamorgan

Self-help Womens Group

Summary of Aims & Objectives

To provide self-help and mutual support

Services

Approximate numbers – 12 optimum

Wednesday 10.30am – 12 midday

English language only. No special access provided.

Referral

Through social workers, G.P.'s, counsellors

Contact

Eileen Wareham

17 St.Mary's Avenue, Barry

Tel: 01446 407855



beat (formerly known as the Eating Disorders Association) Cardiff

Self Help Group – Charity No. 801343

Aims & Objectives

- Support and encouragement for those experiencing an eating disorder and an opportunity to share personal experiences and coping strategies with others
- Information and Education on the effects of eating disorders to the group, professionals and the general public
- A chance to share information, experience and perceptions with fellow sufferers in a pro-recovery manner without discussions of weights or calorific figures
- A confidential and safe place to talk and respect those who do not wish to talk

Services

beat is the leading national charity dedicated to ‘beating Eating Disorders’, and providing support in the form of information, campaigning for better services and training facilitators to run self help groups. These groups are a way of supporting people in their locality.

Weekly self-help group held at the Student Health Centre, Park Place, Cardiff (next to students union), 6.15pm – 7.45pm, the first and third Mondays of each month unless stated otherwise on the website.

Please check the website prior to attending as dates and times are subject to change. People from outside the Cardiff area are welcome to attend.

Referral

Anyone can suggest or refer to the group that we run.

Or, if individuals find out about the group themselves they are more than welcome to simply come along, and they don't need to let us know in advance.

Contact

Christine, Helena and Becky (E-mail)

Tel: 0845 634 1414 (National Helpline)

Tel: 0845 634 7650 (Youthline)

E-mail: cardiffbeat@hotmail.co.uk

www.cardiffbeat.org.uk



British Red Cross – Vale of Glamorgan

Vale of Glamorgan

Charity No. 220949

Aims & Objectives

The British Red Cross aims to provide a range of Community Services to assist vulnerable people in crisis.

Services

The British Red Cross Day Care Service on Barry Island works with the Vale of Glamorgan Social Services to provide weekday care facilities for EMI and Elderly service users throughout the Vale of Glamorgan. Private day care places are available and also through the year a number of Carers Respite Breaks sessions are held on weekends.

The British Red Cross Western Vale Day Care Service in St Athan has a formal partnership with the Vale of Glamorgan Social Services to provide weekday care facilities for EMI and Elderly service users throughout the Western Vale of Glamorgan.

Referral

- People can access services via referral from varying sources
- Barry Island – through Social Workers, Health Professionals or by self-referral
- St Athan – through Social Workers

Contact

Barry Island

Andrew Penny, Service Co-ordinator

Barry Day Care Centre, British Red Cross, Breaksea Drive, Barry Island,
Vale of Glamorgan, CF62 5TN.

Tel/Fax: 01446 745800

E-mail apenny@redcross.org.uk

St Athan

Susan John, Project Manager

The Gathering Place, St Athan Church and Community Centre, Flemingstone Road,
St. Athan, Vale of Glamorgan CF62 4JH

Tel/Fax: 01446 750893

E-mail: sjohn@redcross.org.uk

www.redcross.org.uk



Cadwyn Housing Association (Tenant Support Service) Cardiff

Voluntary Sector

Summary of Aims & Objectives

The service provides support to 20 tenants who are vulnerable and may find it difficult to maintain a tenancy. Their tenancies may also be at risk and therefore support is also provided to prevent homelessness.

The type of services provided will depend on a person's needs. They will all be provided within the context of the Service Aims set out in the Supporting People Service Specifications and will be geared to supporting service users to maintain their tenancies and to lead happier, more fulfilled and settled lives.

Services

- Opening hours 9am – 5pm, Monday – Friday
- Client group – tenants with support needs including mental health, drugs and alcohol as well as other groups
- Availability – via referral (self or agency) and needs assessment
- Languages – we are members of The Big Word which gives access to most languages.
- Accessibility – wheelchair access, hearing induction loop at Cadwyn's offices.

Contacts

Supported Housing Manager, Cadwyn Housing Association, 197 Newport Road, Cardiff CF24 1AJ

Tel: 029 2049 8898

Fax: 029 2046 4222

E-mail: mail@cadwyn.co.uk

www.cadwyn.co.uk



Cardiff & Vale Coalition of Disabled People (CVCDP) Cardiff and Vale of Glamorgan

Summary of Aims and Objectives

We campaign on a local and national level to make a positive difference to the daily lives of disabled people.

Services

CVCDP advise a range of statutory, private and voluntary sector organisations on disability equality issues, encouraging them to adopt a Social Model approach to their work. CVCDP Advocacy Service has been available to disabled people since 2007.

We facilitate Direct Payments for Cardiff Council. The Direct Payments Team provides information, support and training to disabled people who wish to employ people to provide their personal support. Clients supported are referred from Mental Health Impairment, Older People, Older People Mental Health, Children's Services and Learning Difficulties Social Work Teams.

CVCDP offer advice and signposting to disabled people in the Cardiff and Vale of Glamorgan areas and also supports disabled in South East Wales, Welsh Valleys, Mid Wales and West Wales. We campaign/work with service providers to help to ensure that they deliver the services we have a right to.

We have established and now successfully run CVCDP's Youth Forum where young disabled people have the opportunity to consult with their peers to discuss and act upon issues relevant to them.

Membership of CVCDP is free. Application forms available from the office or in the CVCDP Newsletter.

Referral

Direct Payments Team – kay@cvcdp.org
Otherwise contact details below.

Contact

Annie Duddridge

Cardiff and Vale Coalition of Disabled People (CVCDP), 3rd Floor Alexandra House,
307-315 Cowbridge Road East, Canton, Cardiff CF5 1JD

Tel: 029 2036 8888

Fax: 029 2036 8889

Minicom: 029 2036 8887

E-mail: info@cvcdp.org

www.cvcdp.org



Cardiff & Vale Crossroads – ‘LEAN ON ME’ Mental Health Project

Cardiff and Vale of Glamorgan

Funded by the Special Carers Grant for Wales 2004-05

Voluntary Sector – Charity No. 513673

Aims & Objectives

The ‘Lean On Me’ Project provides Carer’s who are looking after a relative or a friend, a break from their caring role, whilst a professional support worker supports the cared for person. The project offers support to the cared for person by introducing them to additional health, social care and well being activities which are chosen by the individual.

Services

- ‘LEAN ON ME’ 9am – 6pm Monday – Friday
- Client Group 16–65 years – equal opportunities access
- Community Based Support

Referral

All referrals must undertake a Carers Assessment from their local CMHT in order to access the Respite Service. The CMHT will liaise with Crossroads ‘Lean On Me’ Project regarding services required.

Contact

Claire Scanlan, Chief Officer

Unit 5, Norbury House, Norbury Road, Fairwater, Cardiff CF5 3AS

Tel: 029 2057 7300

Fax: 029 2057 7300

E-mail : claire@cardiffvalecrossroads.org.uk

N.B. – Cardiff & Vale Crossroads also provide Carer centred services to:

- Children and adolescents
- Parent Carers
- Young Carers
- Elderly & Frail Persons
- Persons enduring Terminal Illness
- Adults and Children with Disabilities
- Adults enduring Mental Illness
- Adults and Children with Learning Disabilities
- BME Community/Multicultural

For further information or advice please contact Claire.



Cardiff Concern Christian Counselling

Cardiff and Vale of Glamorgan

Counselling Service (voluntary/local) – Charity No. 1007504

Summary of Aims & Objectives

Cardiff Concern is a faith based counselling service that has been in operation since 1990. Counselling is offered to all sections of the community and to those of all faiths or none.

Services

- Counselling for a range of issues including: Marriage/relationship difficulties, abuse of all kinds, eating disorders, depression, anxiety, bereavement, addiction.
- Appointment system 9am – 9pm
- Client group – everyone over 16
- Regal House not suitable for wheelchair access but alternative premises can be arranged on request

Referral

By telephone – personal referral only but agency can recommend. No fixed charge.

Contact

The Counselling Co-ordinator, Cardiff Concern, Regal House, Gelligaer Lane, Cathays CF14 3JS

Tel: 029 2066 4410



Cardiff Mind Ltd

Cardiff

Voluntary Sector Agency No.1020633

Mission Statement and Aims

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

Aims

- To provide services that place the consumer at their centre and that enable the consumer to discover and realise their full potential as actively participating citizens
- To develop new services that enable the consumer to remain within or return to their local community of choice
- To provide high quality services that evidence positive outcomes and value for money
- To increase awareness and understanding of mental health issues and to challenge stigma and discrimination

Services

Day Services

Individualised personal planning in which an experienced member of staff discusses the issues that are affecting the service user and looks at ways that they can be supported to make improvements in their situation. This might include attending a range of groups, courses and activities for men and women who have or are recovering from mental health difficulties. These include self management courses, leisure and recreational activities and a gardening project which has links to Greenscape, a horticultural social firm established by service users.

“Mind the Pennies” – This service provides support to service users experiencing debt and benefit difficulties. This not only includes advice but also can provide someone to accompany service users to Tribunals and similar meetings. The Project has been funded by the Big Lottery.

Counselling Services

Counselling services are accessed via an initial meeting with a member of the planning team who will help the person to discuss their suitability for Counselling. This may be part of a more comprehensive plan dealing with other life issues. The service offers Person Centred Counselling and a limited Cognitive Behavioural Therapy (CBT) service. There is a waiting list for these services. A Directory of counsellors and therapists in private practice (Blue List) is published every two years.

Domiciliary Support

Support for individuals and families who have experienced mental health difficulties.



Cardiff Mind Ltd (Cont.)

Cardiff

Support focuses on helping people to maintain tenancies and live successfully in the community. This is primarily accessible through Social Services.

Tenant Support Direct

This scheme is only for Cardiff Community Housing Association tenants, offers support to maintain individual tenancies and is specifically housing related.

Supported Accommodation Services

Accommodation in shared houses and flats for men and women who have enduring mental health needs and wish to progress to more independent living. This is not 24 hour staffed but includes emergency out of hours support.

Training

We offer Mental Health First Aid training and a range of other related programmes, some of which can be tailored to the needs of individual agencies and groups.

Volunteering

Many of our groups and activities are provided by Volunteers and we welcome anyone who feels that they have skills or interests that they may wish to share with our service users.

For more information on these services telephone us on the number below.

Referral

Self-referral only for counselling service; self or agency referral for other services.

Contact

166 Newport Road, Cardiff CF24 1DL

Tel: 0292040 2040 (Call and ask to speak to the relevant team)

Fax: 029 2040 2041

E-mail: admin@cardiffmind.org



Cardiff People First Cardiff

Voluntary Sector – Charity no: 1109221

Summary of Aims and Objectives

We are run by and for people with a learning disability in Cardiff and we speak up for ourselves. We stand up for our rights and campaign to change attitudes, get better services and enjoy more opportunities.

Services

- Training courses and consultations for other organisations and statutory services
- Young People First groups for 14–18 year olds and 18–25
- Community Voices group for people from black or minority ethnic backgrounds
- Campaigning groups

Referral

Self-referral or through support worker/carer. People have the choice of whether they want to become a member.

Contact

Ashlea Harris, Director

Cian O'Donoghue, Training Co-ordinator

Davida Hewlett/Zoe Brock, Young People First Co-ordinators

Karen Jeffreys, Community Voices Co-ordinator

Canton House, 435–451 Cowbridge Road East, Canton, Cardiff CF5 1JH

Tel: 029 2023 1555

E-mail: cardiffpeople1st@btconnect.com



Cardiff Vales & Valleys Institute of Blind People

Cardiff, Vale, Rhondda Cynon Taff, Merthyr, Swansea,
Neath & Port Talbot

Part of RNIB Group

Local Independent Voluntary Organisation – Charity No. 214131

Summary of Aims & Objectives

Cardiff Vales and Valleys (CVV) provides direct services to blind and partially sighted people within the counties of Cardiff, Vale of Glamorgan, Rhondda Cynon Taff, Merthyr, Swansea, Neath and Port Talbot enabling them to live fulfilling and independent lives.

Services

- Information & Advice
- Home Visiting Service
- Hospital Support Service
- Computer Training
- Resource Centre
- Clubs & Support Groups
- Befriending
- Volunteer Transport
- Contact Line
- Volunteering Opportunities
- Hours of opening: Monday – Thursday 9am – 4.30pm, Friday 9am – 3.30pm

All the above are accessible to any person with a visual impairment, regardless of registration, living within our catchment area. Services are available in accessible formats and bi-lingually. We do not specifically provide mental health services, but we adhere to our equal opportunities programme and have in the past worked closely with the rehabilitation team based at Whitchurch Hospital. Volunteers do not have to be visually impaired.

Referral

Self-referrals and referrals from other professionals and organisations, both voluntary and statutory.



Contact**Michelle Jones, Head of Services**

Cardiff Vales and Valleys Institute of Blind People, Shand House,
20 Newport Road, Cardiff CF24 0YB

Tel: 029 2048 5414**Tel: 0845 605 6545**

Fax: 029 2046 5222

E-mail: michelle@cibi.co.ukwww.cardiffinstitutefortheblind.org

Cardiff Women's Safety Unit Cardiff

Charity No. 1071243

Summary of Aims and Objectives

Cardiff Women's Safety Unit aims to increase the safety of victims of domestic abuse and their children, keeping them if possible in their own homes.

Services

The WSU provides an Independent Domestic and Sexual Violence Advisory (IDSVA), Service for female victims of domestic/sexual violence in relation to both intimate/ex-intimate partner abuse.

The IDSVA service will prioritise high risk victims of domestic/sexual abuse. A risk assessment will be carried out by the IDSVA who will then use the information gathered to provide an appropriate service and safety measures to reduce the risk of harm and increase victim safety. This will involve working within a multi-agency framework and accessing services from other key statutory/non-statutory agencies, such as Criminal Justice Agencies, Health and Social Services. This also includes other services within Safer Wales.

Referral

Both clients and agencies can contact the WSU on the number below. However, if a victim is in imminent danger then you should ring 999.

Contact

Safer Wales, The Women's Safety Unit, 113–116 Bute Street, Butetown
Cardiff CF10 5EQ

Tel: 029 2022 2022

Fax: 029 2022 2023



Cardiff YMCA Housing Association

Cardiff

Single Homeless Hostel with support available – Charity No. 1015485

Summary of Aims & Objectives

To offer temporary accommodation to homeless single people and help them gain access to appropriate accommodation

Services

- Generic single homeless 18 years plus, male and female
- 24 hour hostel with Monday – Friday 9am – 5am support
- Wheelchair access – 12 single ground floor rooms with adapted bathing facilities
- Some rooms available for carers

Referral

Direct access, self-referral, referrals from agencies.

Contact

Housing Team Manager or Support Work Manager

Tel: 029 2046 5250

Fax: 029 2047 1826

E-mail: enquiries@cardiffymca.co.uk

www.cardiffymcaha.co.uk



CARDUF (Current, Abstinent & Recovering Drug Users Forum) Cardiff

Summary of Aims & Objectives

CARDUF is a group that aims to give people who have had problems with drugs the opportunity to voice their opinions. It also gives these individuals the chance to share their ideas for how to improve services or create new ones.

Services

The group meet on the first Thursday of every month at 12.30pm in Cardiff City Hall.

As part of the group you can:

- Influence how services are run and developed
 - Share your knowledge and experience
 - Meet like minded people
 - Improve services for people who are new to services or for people who will use them in the future
-

Referral

David Tomlin and Ben Davies

Contact

David Tomlin

Room 337, County Hall, Atlantic Wharf, Cardiff CF10 4UW

Tel: 029 2087 3624

Fax : 029 2087 3851 (Mark for attention of David Tomlin)

E-mail: dtomlin@cardiff.gov.uk

Ben Davies

Community Safety, Top Floor Wilcox House, Cardiff Bay

E-mail: bendavies@cardiff.gov.uk



Care & Repair Cardiff Cardiff

Charitable organisation

Summary of Aims & Objectives

Care & Repair Cardiff exists to help older people to repair, adapt and maintain their homes thereby enabling them to live as independently as possible with increased safety, security, warmth and comfort.

Services

The core Casework Service is the focal point of the Agency and forms the nucleus from which the Agency operates its business. The service helps people complete repairs, improvements and adaptations to their properties, through the provision of expert advice, support and practical assistance in the form of a co-ordinated, holistic, client centred, problem-led casework and technical service. The work undertaken by the Agency can range from very small items such as the repairing of a small water leak, the installation of handrails or new locks through to major jobs such as bathroom conversions or replacing a roof. The services provided by the Agency's Caseworkers are citizen-centred and as such, are tailored according to the client's needs. The Caseworkers will listen to what an older person wants and needs and will then put together a package with support to make it happen. This is flexible, so that if a client does not agree with anything suggested, or if their needs change, the services to them will change as well. The Agency's Caseworker services are fully funded by the Welsh Assembly Government and as such, are free for clients.

Referral

Casework clients are older people, primarily aged 75 and over, who own their own homes or are private tenants. The full formal service, however, can and does assist people aged between 60–74 in certain circumstances (predominantly where they are living alone, receiving income support or pension credit and/or have a limiting long-term illness). Clients accessing the service should be experiencing a housing problem involving some element of repairs, maintenance, adaptations and/or improvements works.

Contact

Richard Thomas

20 Splott Road, Splott, Cardiff CF24 2BZ

Tel: 029 2047 3337

Fax: 029 2047 3347

E-mail: careandrepair@ccha.org.uk



Carers' Centre (Princess Royal Trust Cardiff Carers Centre) Cardiff and Vale of Glamorgan

Voluntary Sector

Summary of Aims & Objectives

We provide information, support, advice and advocacy to anyone who is caring for a member of their family or friend – in any situation and of any age.

Services

- Client Group – Carers
 - Helpline 10am – 4pm Monday – Friday 029 2022 1421
 - Languages – English, Urdu, Bengali, Somali
 - Carers can also call in to the Centre during those hours
 - Loop system available
-

Referrals

Self-referral or other organisations. Any carer.

Contact

Carers Facilitator

Carers Centre, Victoria House, 250 Cowbridge Road East, Cardiff

Tel: 029 2022 1439



CASIP – Cardiff Adult Self Injury Project

Cardiff

User Led Project

Aims and Objectives

Cardiff Adult Self Injury Project – CASIP – is the first user led project for adults who self injure in Cardiff. Established in March 2009, CASIP aims to support adults (18+) who self injure. At CASIP we feel strongly that the focus should remain positive whilst giving members the opportunity to reflect on their own experiences. Our group hopes to work towards dispelling the myths around self-injury and challenge the unhelpful views often held by the media, the public and even some medical professionals (which includes the idea that self-injury is something that only affects adolescents).

Services

CASIP run a support group which meet on Wednesday evenings from 7pm – 9pm in Cardiff. The group is open to both men and women who have experience of self injury. We offer a variety of activities at the group including cookery, crafts, quiz nights and evenings out as well as self help sessions such as distraction techniques and coping strategies.

Referral

New group members need to be referred through a healthcare professional or organisation and then met informally by 2 CASIP core members before joining the group. A copy of our referral form can be downloaded from our website.

Contact

CASIP, Ty Canna, 40 Market Road, Canton, Cardiff CF5 1RZ

Tel: 075 3609 0430

E-mail: CASIP@hotmail.co.uk

www.casip.org.uk



Church Army

Cardiff and immediate surrounding areas

Voluntary Sector – Charity No. 226226 & SC040457

Summary of Aims & Objectives

- To provide safe and secure accommodation
- To provide in partnership relevant support in developing independent living skills
- To provide in partnership relevant support in accessing training or employment or re-entering education
- Exit support
- To use all models of good practice that are authentic for the young person reflecting Church Army's ethos of 'Sharing Faith through Words and Action' within a multi-faith framework

Services

- 13 bed spaces – 16–21 year old male and female
- Access by interview
- 24 hour staffing
- English and Welsh spoken
- One to one support but also using any outside agency relevant to young person's needs and choice
- Breakfast provided

Referral

Telephone referral via Cardiff County Council Homeless Department or Housing Options Project, or self-referral.

Contact

Susan Way

Church Army, DC @ Ty Bronna, Clos Ty Bronna, Fairwater, Cardiff CF5 3ER

Tel: 029 2055 6929

Fax: 029 2019 0190

E-mail: tybronna@churcharmy.org.uk

E-mail: s.way@churcharmy.org.uk

www.churcharmy.org.uk/carsc



Church Army – The Amber Project

Cardiff and Vale of Glamorgan

Voluntary Sector

Summary of Aims & Objectives

- To provide information and support to young people (14–25) who have experience of self-harm.
- To provide 'safe-space' to enable young people to explore the issues which underpin their need to self harm through group work and counselling.
- To encourage young people to value and look after themselves.
- Work with young people to help increase their levels of self-esteem and confidence.

Services

- Weekly informal group work and activity based workshops at 4 Winds, Clare Rd., Grangetown, Friday evenings 7pm – 9pm
- Counselling service based at 'Ty Danescourt', Plasterton Avenue Pontcanna (contact Caryl Stock for referral information)
- Regular series of Theatre Workshops
- Support Worker
- Booklet written for young people with experience of self-harm; 'Louder than Words' website
- Awareness raising and training programme

Referral

Self-referral or any agency working with young people.

Contact

Caryl Stock

The Amber Project, Room 1, Quaker Meeting House, 43 Charles St., Cardiff CF10 2GB

Tel: 07905 905437

Tel: 029 2034 4776

E-mail: amber.project@churcharmy.org.uk



Citizens Advice Bureau – Cardiff

Cardiff

Limited Company, member of the National Association of Citizens Advice Bureau

Aims & Objectives

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

We value diversity, promote equality and challenge discrimination.

During 2009/10 the service helped 2.1 million people with 7.1 million problems relating to issues including debt, benefits, employment, housing and immigration. Advisers help clients to fill in forms, write letters, negotiate with creditors, and can represent them at court or tribunal.

Services

Clients are seen through our drop-in service on a first come, first served basis.

All clients receive a short assessment to see how Cardiff CAB can best help them – this may be information, directing them to another agency, or making an appointment with a CAB adviser or specialist caseworker.

- Drop-in times: Mon – Fri, 9am – 1pm

Specialist Casework

We provide casework for people on a low income and eligible for Legal Help in the following areas:

- **Welfare Benefits:** Benefit/tax credit appeals, social fund reviews, overpayments, right to reside
- **Housing:** Possession proceedings for rent/mortgage arrears, homelessness issues
- **Debt:** Negotiate with creditors, rent/mortgage repossession, representation at court, bankruptcy and debt relief order

Horizons for Lone Parents

The 'Horizons' programme at Cardiff CAB is funded by Barclaycard and aims to improve the financial capability and inclusion of lone parents. Financial capability can help people to head off potential debt problems and make them feel more in control of their money.

What Horizons offers:

- Individual appointments for lone parents with money worries
- Group workshops for parents on budgeting and debt awareness
- Workshops on financial capability for front line workers



Better Advice, Better Health

We can help with:

- Checking you're getting all the benefits and tax credits you are entitled to, help you complete benefit & tax credit applications, appeal benefit decisions
- Advice on other problems such as housing issues, debts, employment, consumer issues etc.

Disability Benefits for Children

- Help is available for people who care for a child aged 0–18 and want some help to renew disability benefits
- We can also assist people to claim benefits like Disability Living Allowance or Carers Allowance or check that they are getting the right amount of benefit

Access

The bureau has wheelchair access and toilet facilities for people with disabilities.

Referral

People are able to access the service in the following ways:

- Attending the main bureau
- Telephone the advice line
- Attending sessions in the community [by arrangement with main bureau]

Contact

First Floor, Castle House, Castle Street, Cardiff CF10 1BS

Philippa John, Horizons for Lone Parents

Tel: 029 2034 7490

E-mail: philippa.john@cardiffcab.org

Debbie Shanahan, Better Advice, Better Health & Disability Benefits for Children

Tel: 029 2034 7485

E-mail: debbie.shanahan@cardiffcab.org

Adviceline Cymru

Tel: 08444 77 20 20

(Mon – Fri, 10am – 4pm. Calls cost 5p per/min from a BT landline)

or visit www.adviceguide.org.uk



Citizens Advice Bureau – Vale of Glamorgan

Vale of Glamorgan

Advice Services – Voluntary Sector/Registered Charity No. 1089294

Summary of Aims & Objectives

To provide free, confidential and impartial advice to everybody, regardless of race, gender, sexuality, age, disability or religion.

To assist people to deal with their problems and help them to decide what to do. If cases are complicated or ongoing, we write and confirm advice and make clear the actions that can be taken.

Services

Face to face advice services:

Barry

119 Broad Street, Barry, CF62 7TZ

Opening Times: Monday – Friday 9.30am – 4.30pm (Till 6pm Wed)

Outreach

Llantwit Major

Youth Centre, Station Road, Llantwit Major on Mondays & Fridays 9.30am – 11.30am

Penarth

West House Cottage, Stanwell Road, Penarth on Thursdays at 9.30am – 11.30am and 1pm – 3pm

St Athan

The Gathering Place (opposite East Camp) on Tuesdays at 9.30am – 11.30am

Gibbonsdown

Communities First office, Aberaeron Close, Gibbonsdown, Barry on Mondays at 9.30am – 11.30am

Tel: 0844 477 2020 (Mon – Fri, 10am – 4pm)

We are funded by the Legal Services Commission to provide full coverage of all Welfare Benefits issues and Debt issues to eligible clients, and by the local authority to advise on general issues. We receive funding from BIS to provide advice under the Financial Inclusion Fund heading.

We are also funded by the National Assembly to provide advice to clients in Clinical Settings (primary care, clinics, GP surgeries). We regularly attend the Amy Evans Centre and Hafan Dawel. The Assembly-funded service is called Better Advice Better Health (BABH).



Referral

BABH may be contacted by telephoning 01446 722812. Clinical Staff and Carers can make referrals for BABH or Welfare Benefits/Debt.

Contact

District Office

First Floor, 119 Broad Street, Barry, Vale of Glamorgan CF62 7TZ

Tel: 01446 722812

(Administration Line Only – No Advice)



Counselling South Wales

Cardiff and Vale of Glamorgan, Rhondda Cynon Taff

Non Profit making Organisation

Aims & Objectives

To offer affordable good quality one to one counselling to clients in Cardiff, the Vale and RCT. Working within the BACP Ethical Framework, adhering to a professional code of conduct. Offering an equal opportunities service which is client focused.

Services

Counselling service experienced in dealing with issues such as marriage and relationship issues, stress, anxiety, panic attacks and low self esteem. Anger management, phobias and OCD. Bereavement and loss. Physical, sexual and emotional abuse. Self harm, smoking cessation and other life changing experiences.

Sessions offered on Monday, Tuesday and Wednesday evenings. Session times 6.15pm and 7.30pm. Other evenings can be arranged by special appointment. Day sessions are also offered but are very popular so there is a waiting list for this service.

There is a charge for counselling, £15–£20 per session and concessions for unemployed, students and retired clients.

Referral

Referrals from G.P. practices, Community Mental Health Teams, other specialised counselling organisations, social work departments within Cardiff and the Vale.

Contact

Mrs Terry Hay, Director

Tel: 029 2064 1195

E-mail: counsellingsouthwales@sky.com



Crossroads Care Cardiff and Vale

Cardiff & Vale of Glamorgan

Voluntary Sector – Reg Charity No. 513673

Summary of Aims & Objectives

Crossroads provide support to carers and people that they care for.

Services

Crossroads “Give us a Break” Young Carers Project

We work with young carers and young adult carers aged from 7 – 25 years old. They may be providing care to a parent, grandparent, sibling or partner, for example, who may have a physical disability or illness, a mental health problem, learning disability, or substance misuse issues.

We can provide:

- Respite care in the form of a wide range of group activities
 - 1:1 support
 - Information
 - Support in accessing education, training and employment opportunities
 - Opportunities to develop skills and coping strategies
-

Referral

To refer a young carer to this project, or more information, please see below.

Contact

Shan Parfitt, Young Carers Project Manager

Tel: 029 2057 7300



Crossroads in the Vale (EMI) Ltd. Caring for Carers Vale of Glamorgan

Voluntary Sector – Reg. Charity No. 1061381

Summary of Aims & Objectives

The over-riding purpose of the organisation is to support the Carer of someone, who late in life has developed a mental illness such as dementia or severe depression, living in the Vale of Glamorgan. To meet this aim, the organisation recruits and trains Care Workers to provide respite care which may be in a domiciliary, social or day care setting. The service reduces stress in families/persons responsible for care, avoids the unnecessary admission to hospital or residential care, supplements and complements existing statutory services, and maintains a high standard of care.

Services

- Discussion with the Carer about their own needs and the needs of the person they care for
- On-going reassessment of Carer's needs and those of the person for whom they care
- Trained Care Workers who provide emotional and practical support in a domiciliary setting to the Carer and cared-for person, covering many parts of the 24 hour day, 365 days a year, as resources permit
- Free Individual Counselling Service provided by qualified counsellors
- Carers Support & Social Groups; advice, support and information

Care for the cared-for person is also available in:

- Day Centres in Penarth, Dinas Powys
- Weekly lunch and social clubs in Penarth and Barry
- Afternoon club in Penarth and Barry

Transport is provided to and from the group activities. Care Workers are responsible for the confused or depressed individual in a friendly social atmosphere, in order to increase their self esteem and quality of life. The service is run by paid trained staff.

Referral

Easy access – a telephone call to the office from Carers themselves, friends, relatives and Health & Social Services staff



Contact

Elizabeth Brown or Norma Purser

Room 24, West House, Stanwell Road, Penarth CF64 2YG

Tel: 029 2070 0057

E-mail: care@crossroads-vale.org.uk



Cruse Bereavement Care

Cardiff and Vale of Glamorgan

Voluntary Sector/Charity – Charity No. 208078

Summary of Aims & Objectives

Support for bereaved people of all ages.

Services

- One-to-one counselling and bereavement support
 - Friendship groups - two in Cardiff and one in Barry
 - Gateway Centre (fortnightly, by appointment only)
 - Counselling helpline
-

Referral

Referrals via enquiry line 029 2022 6166. Open Monday, Wednesday and Friday mornings from 10am – 12 midday. Answerphone at other times.

Contact

Tel: 029 2022 6166 (Enquiry Line)



CVMHDP (Cardiff & Vale Mental Health Development Project) Cardiff and Vale of Glamorgan

Local Mental Health Development Service – Charity No. 1081806

Aims & Objectives

Working to progress mental health services by service user, carer and voluntary sector involvement.

The core constituency of CVMHDP are the voluntary sector groups with an interest in mental health, and mental health service users and carers, living or operating in Cardiff and the Vale of Glamorgan.

As an umbrella development service, CVMHDP works with its stakeholders through networks and working groups.

Aims

- To support and facilitate networking
- To connect our constituency productively with service providers, planners and commissioners
- To provide and share relevant information
- To provide and promote relevant training
- To support the development of organisations, user and carer initiatives
- To sustain & build an effective organisation, ensuring stakeholder involvement in the running of our organisation

Services

Networks

Co-ordination of networks to provide a voice for voluntary sector groups with an interest in mental health, a place to debate, share information, promote good practice and explore options for partnership working:

- Cardiff and Vale Mental Health Forum – for voluntary sector groups with an interest in mental health
- Mental Health Forum Vale Members Sub Group
- SE Wales Regional meetings, Mental Health Action Wales
- Other Sub Groups and Working Groups as appropriate

Representation

Co-ordination of Forum representation on local strategic joint planning, Operational and Working Groups; and to national networks such as Mental Health Action Wales.

Consultation

Local and national – co-ordination of responses from the networks.

Training

Range of courses available.



CVMHDP (Cardiff & Vale Mental Health Development Project) Cardiff and Vale of Glamorgan

Practical Services

Meeting room facilities/resources – access to publications.

Information:

- Monthly Newsletters – Network News
- Monthly Mailouts, and emailings with updates on what's going on locally in mental health services – statutory and voluntary
- Regularly updated website
- Directory of Mental Health Services in Cardiff and the Vale of Glamorgan – available in hard copy and on website

Development support/funding advice (mental health specific)
for voluntary organisations

Mental Health Promotion

Through co-ordination, for example, of voluntary sector involvement in World Mental Health Day, mental health awareness training etc.

User and Carer Involvement Initiatives

User and Carer Involvement networks and initiatives are co-ordinated by Sefyll – the adult service user involvement development project and Nexus [formerly Older People's Mental Health Carer & User Involvement Project] – see separate entries for full details.

Referral

N/a

Contact

Linda Newton, Director

Carol Cooke, Office Manager

Caroline Evans, Information and Admin Officer

Unit 11, Williams Court, Trade Street, Cardiff CF10 5DQ

Tel: 029 2022 2000

E-mail: mail@cvmhdp.org.uk

www.cvmhdp.org.uk



CVMHDP – Nexus

(formerly Older People’s Mental Health Carer & User Involvement Project)
Cardiff and Vale of Glamorgan

Project managed by CVMHDP – Charity No. 1081806

Aims and Objectives

“Creating positive change in mental health services by involving and utilising the expertise of the people who use them and their carers”

Nexus is a project, managed by CVMHDP, set up to involve people who use older people’s mental health services (where possible) and their informal carers to have a say in the way that those services are run, planned and delivered.

Our objectives are:

- To support and facilitate opportunities for involvement
- To connect service users and carers productively with service providers, planners and commissioners
- To provide and share relevant information
- To provide and promote appropriate training
- To sustain and build an effective organisation

Services

Having a say – events, conferences and workshops are organised to bring service users, carers, and professionals together to share views and experiences in a friendly and relaxed atmosphere.

Information – is provided to share what’s going on in mental health locally and nationally through the bi-monthly carers newsletter Involvement News. This includes information about events, news and opportunities for involvement and regularly includes a section written by carers. Quarterly, a sister newsletter is available for service users called The Service Involver.

Recruitment – carers are trained to sit on interview panels alongside mental health professionals and choose who should be working within the Cardiff and Vale UHB

Carers Involvement Group – A bi-monthly carers meeting is held where any carer or recent carer can attend to bring up issues or concerns.

Connecting service users with providers, planners and commissioners – carers influence the way that services are developed by collecting the views of other carers and service users and sharing them at planning meetings with the Health Board, Social Services and the Voluntary Sector. Key to this is the Carers Involvement Group. [See above]



CVMHDP – Nexus (Cont.)

(formerly Older People's Mental Health Carer & User Involvement Project)
Cardiff and Vale of Glamorgan

Training – providing and promoting training for service users to learn new skills or refresh old ones. Our courses aim to give people the tools, techniques and confidence to influence the development and delivery of services.

Referral

No referral necessary. Just contact us for more information.

Contact

Tel: 029 2022 2000

E-mail: jane@cvmhdp.org.uk

E-mail: matt@cvmhdp.org.uk

E-mail: matthew@cvmhdp.org.uk

www.cvmhdp.org.uk



CVMHDP – Sefyll (formerly SUIDP)

Cardiff and Vale of Glamorgan

Project managed by CVMHDP – Charity No. 1081806

Aims and Objectives

“Creating positive change in mental health services by involving and utilising the expertise of the people who use them”

Sefyll is a project, managed by CVMHDP, set up to involve people who use adult mental health services to have a say in the way that those services are run, planned and developed.

Our objectives are:

- To support and facilitate networking
- To connect service users productively with service providers, planners and commissioners
- To provide and share relevant information
- To provide and promote appropriate training
- To sustain and build an effective organization

Services

Having a Say

Events, conferences and workshops are organised to bring service users together to share views and experiences in a friendly and relaxed atmosphere.

Information

Is provided to share what’s going on in mental health locally, through monthly mail outs about events, news and opportunities for involvement.

Recruitment

Service users are trained to sit on interview panels alongside mental health professionals and choose who should be working within the Cardiff and Vale UHB.

Connecting Service Users with Providers, Planners and Commissioners

Service users influence the way that services are developed by collecting the views of other service users and sharing them at planning meetings with the Health Board, Social Services and the Voluntary Sector.

Training

Providing and promoting training for service users to learn new skills or refresh old ones. Our courses aim to give people the tools, techniques and confidence to influence the development and delivery of services.



CVMHDP – Sefyll (formerly SUIDP) (Cont.) Cardiff and Vale of Glamorgan

Referral

No referral necessary. Just contact us for more information.

Contact

Tel: 029 2022 2000

E-mail: sefyll@cvmhdp.org.uk

www.cvmhdp.org.uk



DEWIS Centre for Independent Living

Vale of Glamorgan, Rhondda Cynon Taff, Merthyr & Powys

Voluntary Sector – Charity No. 1098229

Aims & Objectives

Supporting the independent lifestyle of disabled people in South Wales.

Services

- Direct Payments Support
 - ILF Support
 - Training
 - Advocacy
-

Referral

Social worker referral/self referral.

Contact

Unit 6, Maritime Offices, Woodland Terrace, Maesycloed,
Pontypridd CF37 1DZ

Tel: 01443 408418

Fax: 01443 408458

E-mail: info@dewiscil.org.uk

www.dewiscil.org.uk



The Dyn Project

Cardiff

Voluntary Sector – Charity No. 1071243

Summary of Aims & Objectives

The Dyn Project is a safety planning and advocacy service for gay, bisexual, transgender and heterosexual men who experience domestic abuse in the Cardiff area. We also operate a free confidential national helpline for men across Wales (0808 801 0321) and an information-based website (www.dynwales.org). The Dyn Project is managed by the crime reduction and community safety charity Safer Wales (www.saferwales.com).

Services

The Dyn Project can provide a range of services, depending on the situation, including:

- Immediate safety measures and risk management advice
- Access to an effective, direct and consistent range of support services
- Joint working with other agencies
- Information and advice on a range of legal options (criminal and civil) to maximise safety, including advice on the collection of evidence and prosecution, if appropriate
- A forum for men who have experienced domestic abuse to connect with others

Referral

Referrals can be made directly by an individual, or by any agency or group supporting an individual.

Contact

Tel: 029 2022 6622 (Dyn Project)

Tel: 029 2046 1564 (Safer Wales)

Tel: 0808 801 0321 (Free confidential Dyn Helpline)

Mon & Tues 10am – 4pm & Weds 10am – 1pm)

E-mail: info@dynwales.org

E-mail: support@dynwales.org

www.dynwales.org

www.saferwales.com



Foundation Housing/Tai Sylfaen

Cardiff and Vale of Glamorgan

Summary of Aims and Objectives

To provide a wide range of quality housing and support services to meet the needs of our existing and future tenants.

Services

There are projects catering for families in Cardiff and the Vale of Glamorgan, for young people in Cardiff and Carmarthen, and for the elderly in Newport.

Referral

Vale

Open access policy for families who are homeless or threatened with homelessness and require support. Application forms available from Vale Office.

Young Persons Project Cardiff

18–25 yr olds self referral or via agencies for those homeless or threatened with homelessness and who require support.

Carmarthen YPP

Referrals via Carmarthen Council's Homelessness Department.

Cardiff Housing Projects

Referrals via Cardiff Council's Homelessness Department.

Cardiff Support Projects

There are several different projects – please contact the Cardiff Office for details of current arrangements.

Contact

Housing Team

93 Cardiff Road, Taffs Well, Cardiff CF15 7PL

Tel: 029 2081 5606

Fax: 029 2081 5239

E-mail: diana.turner@fhts.org.uk

Cardiff Support Team

93 Cardiff Road, Taffs Well, Cardiff CF15 7PL

Tel: 029 2081 5606

Fax: 029 2081 5239



Foundation Housing/Tai Sylfaen (Cont.)

Cardiff and Vale of Glamorgan

Cardiff Young Persons Project

Young Persons Project, Flat 1, Princes Street, Roath, Cardiff CF24 3PS

Tel: 029 2042 9923

Fax: 029 2049 2174

Vale Project

93 Cardiff Road, Taffs Well, Cardiff CF15 7PL

Tel: 029 2081 5606

Fax: 029 2081 5239

E-mail: audrey.broome@fhts.org.uk

Carmarthen Young Persons Project

1st Floor Office Suite, Milford House, 87 Lammas St, Carmarthen SA31 3AJ

Tel: 01267 229583

Fax: 01267 229584

E-mail: mike.thomas@fhts.org.uk



Gofal

Cardiff and Vale of Glamorgan

Voluntary Sector – Charity No. 100889

Summary of Aims & Objectives

Gofal is a mental health charity providing a range of community based services for people who experience mental health problems which includes people with other support needs, e.g. drug and alcohol problems.

Services

- Tenant Support Schemes in Cardiff and the Vale providing support to tenants with mental health problems across a number of different tenures including Local Authority tenants, Housing Association tenants (Vale) and in some circumstances private tenants and owner occupiers
- Vale Housing Support & Advice Project – information, advice & support on housing issues for those experiencing mental ill health e.g. homelessness, risk of homelessness, short-term resettlement from hospital and referral into other services
- “Our Business” – This project is being run in partnership with Cadwyn, Taff, United Welsh and Cardiff Community Housing Associations. The project is a new initiative providing support, advice and encouragement to help individuals find their potential through training courses, voluntary work, vocational placements and for those who are interested, the opportunity to become involved in a social enterprise. The team can also offer support with access to paid employment e.g. CV writing, job applications and interviews

Referral

- Vale Housing Support & Advice Project – open referral, contact team for referral form (individuals, agencies, professionals)
- Cardiff & Vale Tenant Support Services – contact the team for referral arrangements
- Our Business Project – direct referrals from service users can be taken as well as referrals from their housing officers or support workers

Contact

Cardiff Office

1 Penylan Road, Cardiff CF24 3PG

Tel: 029 2045 3840

Vale Office

54 Holton Road, Barry CF63 4HE

Tel: 01446 742941

www.gofal.org.uk



Gwalia Care & Support (Fynnon Project) Cardiff and Vale of Glamorgan

Floating support- part of Gwalia Care and Support

Summary of Aims & Objectives

To access permanent/appropriate housing for people with substance misuse problems & to provide floating support to help maintain their tenancies.

Services

- Floating support/relapse prevention work
 - Fynnon works across tenure
-

Referral

Completed HAPS form, direct to project. Self-referrals welcomed.

Contact

Project Leader, Fynnon Project, 1st Floor Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB

Tel: 029 2077 6000

www.gwalia.com



Gwalia Care & Support (Move On)

Cardiff

Supported Housing Project, part of Gwalia Care and Support – Charity No. 27448R

Summary of Aims & Objectives

- The aim of Move-On is to assist people to develop skills to live independently in the community
- We provide support to tenants of Housing Associations in Cardiff offering assistance with resettlement and ongoing support

Services

- We provide floating support to people in their own homes for up to 2 hours per week
- We support people with a range of identified support needs such as learning difficulties, physical disabilities, mental health, substance misuse etc. Our client group is anyone from the age of 16.

Referral

Referrals can be made by any agency or self-referrals are accepted.

Contact

Project Leader, 1st Floor, Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB

Tel: 029 2077 6000

Fax: 029 2077 6036

www.gwalia.com



Hafal Wales

Voluntary Sector – Charity No. 1093747

Summary of Aims & Objectives

To support individuals and families coping with, and recovering from serious mental illness by providing information, advice and practical support.

Services

- Information and Advice
- Employment and Training services
- Housing (West Wales)
- Resource/Drop in Centres
- Carer services
- User led initiatives
- Conference & training

This office is the registered office for all Hafal services in Wales.

Disabled access by arrangement.

Hafal is also working in partnership with South Wales Police to deliver an Appropriate Adult Service to vulnerable adults at Cardiff Bay Custody Suite.

Referral

Open referral system.

Contact

Bill Walden-Jones, Chief Executive

Alun Thomas, Deputy Chief Executive

Tel: 01792 816600

Fax: 01792 813056

E-mail: hafal@hafal.org

www.mentalhealthwales.net



Hafal Cardiff Carers Advocacy & Family Support Service

Cardiff

Voluntary Sector

Summary of Aims & Objectives

To provide advocacy, information and support for families of people suffering with severe mental health problems.

Services

- Advocacy and support in the community setting for carer's
- Support to carers by offering home visits, respite sessions, information, advice etc.
- Open Monday – Friday, plus out of hours support by phone

Referral

Open referral from any source including CMHT's or carers themselves.

Contact

Junaid Iqbal, Cardiff Carers Advocate

Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life,
St. Fagans, Cardiff

Tel: 029 2056 5959 (Office)

Tel: 07967 306985 (Mobile)

E-mail: cardiffcarersadvocacy@hafal.org



Hafal Cardiff Carers Support Group Cardiff

Summary of Aims & Objectives

Mutual support and help to carers of people with serious mental health problems.

Services

Monthly meetings (see below) giving carers – and particularly new carers – opportunities to gain knowledge from other carers and exchange experiences, obtain information from Hafal and external sources.

Meetings held at Ty Canna Day Centre, Market Road, Canton, Cardiff.
Wheelchair accessibility.

Referral

Group meetings held at 7pm on second Tuesday of each month.
Informal Access: referral unnecessary.

Contact

Junaid Iqbal

Ysgubor Fawr, Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

Tel: 029 2056 5959

Fax: 029 2056 5959

E-mail: cardiff@hafal.org



Hafal Carer's Gardening Service Cardiff

Voluntary Sector

Summary of Aims & Objectives

The service offers free garden maintenance for mental health carers who have been referred via a carers assessment.

Referral

Open referral from any source including CMHT's. Carer's require a carer's assessment.

Contact

Lesley Parker, Gardening Instructor

Hafal National Resource Centre, Ysgubor Fawr, Museum of Welsh Life, St. Fagans,
Cardiff CF5 6DU

Tel: 029 2056 5959 (Office)

Tel: 07811 399125 (Mobile)

E-mail: cardiffcarersadvocacy@hafal.org

E-mail: cardiff@hafal.org



Hafal Family Support Service

Vale of Glamorgan

Voluntary Sector

Summary of Aims & Objectives

To provide advocacy, information and support for families of people suffering with severe mental health problems.

Services

- Advocacy – in the hospital and community setting
- Family Support to carers by offering home visits, information, advice etc.
- Open Monday – Friday plus out of hours support by phone.

Referral

Open referral from any source including CMHT's or carers themselves.

Contact

Rikki Withers

Ysgubor Fawr, Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

Tel: 07989 473375



Hafal National Resource Centre

All of Wales

Voluntary Sector Project offering employment opportunities & training to clients and support to families and carers'

Summary of Aims & Objectives

To offer work opportunities and training in horticulture, IT, office practice, crafts, catering, carpentry & retail skills.

Services

- Work related activities
- Confidence building & assertiveness skills
- Preparing for work skills
- Training available: I.T., Horticulture, Office Practice and Customer Skills
- **Pen 'diner'** is a community cafe based at the Jasmine enterprise centre in Ely Cardiff. Clients have the opportunity to learn catering, retail skills which will enable them to gain new skills to return to work

Referral

Open referral or through CMHT's, G.P.'s, Housing Associations, Drop-in's, Day Services etc.

Contact

Junaid Iqbal, Service Manager

Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

Horticulture – Fred Dymott / Lesley Parker, Gardening Instructors

Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

Pen 'diner' – Fran Poxan, Cafe Instructor

Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

Tel: 029 2056 5959 (Office)

Tel: 07710 727622 (Fred Dymott)

Tel: 07811 399125 (Lesley Parker)

Tel: 07812 107904 (Fran Poxan)

E-mail: cardiff@hafal.org

E-mail: cardiffcarersadvocacy@hafal.org



Hafal Seibiant (Respite) Service Cardiff

Voluntary Sector

Summary of Aims & Objectives

The project provides Carer's who are looking after a relative or a friend, a break from their caring role, whilst a professional support worker supports the Cared for person. The project offers support to the cared for person by introducing them to additional health, social care and well being activities which are chosen by the individual.

Referral

Open referral from any source including CMHT's. Carer's require a carer's assessment.

Contact

Kristin Richards, Seibiant Co-ordinator

Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life,
St. Fagans, Cardiff CF5 6DU

Tel: 029 2056 5959 (Office)

Tel: 07974 175189 (Mobile)

E-mail: cardiffcarersadvocacy@hafal.org

E-mail: cardiff@hafal.org



Hafan Cymru

Wales

Voluntary Sector organisation – Charity No. 26412R

Summary of Aims & Objectives

Hafan Cymru is a charitable organisation focused on Preventing Abuse and Promoting Independence for women, men and children escaping Domestic Violence and educating the youth of Wales about abuse and its consequences.

Our Floating Support project operating across Cardiff & Vale of Glamorgan offers help to women/men living in their own home and is targeted at vulnerable individuals of all ages.

Services

We have 50 floating support bed spaces in Cardiff and a further 22 in the Vale.

Referral

Support can be accessed by applying to Cardiff City Council Tenancy Support department in Cardiff or Supporting People Dept, in the Vale of Glamorgan

Contact

Kim Hughes, County Manager

Hafan Cymru, 48 Holton Road, Barry, Vale of Glamorgan CF63 4HD

Tel/Fax: 01446 747524

E-mail: enquiries@hafancymru.co.uk

www.hafancymru.co.uk



Hafod Care Association – Cardiff & the Vale

Cardiff and Vale of Glamorgan

Housing Association – Charity No. 28830R

Summary of Aims & Objectives

- Supporting occupants to feel safe and secure in their homes and within the community
- That occupants have opportunities to extend their skills, interests and friendships
- That occupants feel more able and better equipped to manage a home and live in the community as a result of receiving support.

Services

Low level ongoing support for tenants with mental health issues.

Referral

A referral form can be requested from the number below and completed by the referring agent. Self-referral and referral by phone are also accepted.

Contact

Tel: 029 2022 9290

Fax: 029 2067 5898

E-mail: janek@hafodcare.org.uk



Hafod Care Association Ltd. Cardiff, the Vale of Glamorgan & Rhondda Cynon Taff

Housing Association

Summary of Aims & Objectives

Hafod Care aims to provide comprehensive integrated services to individuals with serious and enduring mental health problems.

Services

- A range of supported housing solutions for people with enduring mental health problems
- Tenant Support Services
- Domiciliary Care Services

Referral

Referrals are made through local Community Mental Health Teams, G.P.'s, family members, probation services, NHS, Local Authorities, self referral, social services, prison or young offenders teams, housing departments, other HA's, internal transfers.

Contact

Helen Jones, Support Co-ordinator

St. Hilary Court, Copthorne Way, Culverhouse Cross, Cardiff CF5 6ES

Tel: 029 2067 5844

Fax: 029 2067 5898

E-mail: angelad@hafodcare.org.uk (Angela Davies)

E-mail: saraht@hafodcare.org.uk (Sarah Tugwell)

www.hafodcare.org.uk



Headway Cardiff

South East Wales

Charity No. 1063221

Summary of Aims & Objectives

To provide information, support and services to people with acquired brain injury and their families.

Services

The group provides:

- Headway House day centre open Monday 9.30am – 2pm, Tuesday and Friday 10am – 4pm, Wednesday 11am – 3pm. The day centre gives service users an opportunity to share experiences, develop new and existing skills, improve social interaction, gain confidence and self-esteem and make new friends through a range of activities.
- Support, access to publications and information
- Telephone help and information line
- Quarterly social event
- A counselling service for people affected by brain injury and their families
- Head Start – a young persons community based social reintegration 12 month programme
- Monthly carers group

Referral

Social Services, G.P.'s, Nursing Staff, Consultants, Therapists etc. and self-referral

Contact

Julie Smith, Administration & Development Manager

Lisa Lambly, Day Centre Manager

Headway Cardiff, Rookwood Hospital, Llandaff, Cardiff CF5 2YN

Tel: 029 2057 7707

E-mail: headwaycardiff@tiscali.co.uk



Hearing Voices Group – Cardiff

Cardiff & Wider Area

Self Help Group

Summary of Aims & Objectives

- Reduce stigma
- Listen to and support each other in a friendly environment
- Try to understand the experience of hearing voices
- Be open to people's ideas of what they believe in, and accept and respect all views within the group

Services

We provide books/leaflets from the Hearing Voices Network.

Meetings are held fortnightly on a Monday at Bethel Baptist Church Hall, Penline Road, Whitchurch, Cardiff

Referral

Self referral – we only ask that people are drug and alcohol free.

Contact

Tel: 07521 694 234

(Leave a message if on answerphone)

E-mail: cardiffhvg@yahoo.co.uk



Henna Foundation UK

Community Based Project

Summary of Aims & Objectives

The Henna Foundation (formally known as All Wales Saheli Assoc.) is a third sector registered charity, committed to strengthening families within the Muslim Community. The Foundation works nationally and internationally to advance the needs, concerns and aspirations of Muslim women, children and the families that they live within. Henna Foundation believes that Muslim Communities require culturally sensitive support, advice, assistance and awareness in dealing with the issues that they face. The Foundation's ground-breaking approach is to engaging with all members of the family. Henna Foundation is committed to strengthening families and building safer, strong communities within civil society. The Foundation recognises that the benefits of psychologically healthy families in every way is critical to social and community cohesion. We provide the Muslim Family with:

- Advice
- Support
- Advocacy
- Training
- Policy Research

Services

We operate an open door policy with the intent to support Asian and Muslim clients who have difficulty in accessing mainstream Services.

- Protecting Children
- Forced Marriages and Honour-Based Violence
- Parenting
- Family Conflicts
- Cultural Identity
- Domestic Violence
- Divorce
- Welfare Rights

Contact

2 St Martins Row, Albany Road, Cardiff

Tel: 029 2049 6920

E-mail : info@hennafoundation.org



Home Access

Vale of Glamorgan

Voluntary Sector – Charity No. 1057582

Summary of Aims & Objectives

- To advise and help people to find accommodation in the Vale who are homeless, and threatened with homelessness or otherwise
- To provide a bond deposit in the form of a bond certificate worth up to £275
- Continued support when needed to settle into property and throughout tenancy if needed
- Help with Housing Benefit, Community Care Grants, Income support, Job Seekers Allowance and DLA
- Help with simple debt problems and refer on and accompany people to specialists dealing with complex debt problems
- To continue to campaign and work towards better housing for people in the private and public sector in the Vale

Services

- Available to anyone from 18 plus
- Opening times 9am – 12 noon Monday – Friday
- Wheelchair access
- Clients can drop-in or telephone for an appointment (the latter is advised), or contact us and explain over the phone. A personal visit is advised, though

Referral

By telephone, drop-in, or by other agencies. Anyone can make a referral, i.e. Self, Shelter, Gofal, Citizens Advice Bureau, Social Services, Voluntary Agency, etc.

Contact

Claire Grafton or Jan Booker, Housing Support Workers

Home Access, Tabernacle Baptist Church, Plassey St., Penarth CF64 1EN

Tel: 029 2070 2690

Fax: 029 2070 2775



Huggard Cardiff

Voluntary Sector – Charity No. 703074

Summary of Aims & Objectives

Our main aim is to provide warmth, shelter, support, advice and companionship to homeless and vulnerable people.

Services

Huggard operate an Open Access Service Centre which is open from 8.45am – 8pm seven days a week providing access to:

- Advocacy Service
- Substance Misuse Service
- User Development Service
- Volunteering Opportunities and Services
- Daily activities such as gym, pool, swimming, training, work related activities etc.
- General Help and advice with homelessness issues
- Food, clothing, washing and laundry facilities etc.
- GP access, weekly visits from the Homelessness Nurse and monthly mobile Dentistry service
- Emergency Overnight Shelter providing 10–12 floorspaces
- Emergency Bed Unit providing 20 bedspaces (direct access)
- 11 High support community houses providing 38 bedspaces
- 3 Low support community houses providing 14 bedspaces
- Tenant Support Scheme

Referral

Self-referral, or referred by other agencies. To access emergency accommodation see the Emergency Bed Co-ordinator in Tresillian House.

Contact

Mr. Layton Jones

The Huggard Centre, Tresillian Terrace, Butetown, Cardiff CF10 5JZ

Tel: 029 2034 9980

Fax: 029 2023 0283

E-mail: laytonjones@huggard.org.uk

www.huggard.org.uk

Please note – The Huggard Centre and Tresillian House will be moving to Custom House on Custom House Street (bottom of St. Mary's street turn left at the lights) for a temporary period from December 2010.



Inroads Cardiff & Vale Street Drugs Project

Cardiff (See Separate Entry for Vale of Glamorgan)

Voluntary Sector – Registered Charity

Summary of Aims & Objectives

To offer a confidential service, providing advice, support, information and counselling, to those affected by substance use/misuse (including family and friends) in the Vale of Glamorgan and Cardiff.

Services

- Opening hours 9.30am – 5pm Monday to Friday
- Drop in Centre (Monday, Wednesday, Friday 12.00pm – 4.00pm)
- Appointments
- Referrals to other agencies
- Telephone support line
- Needle Exchange (Mon-Friday 9.30 – 5.00)
- Needle Exchange Outreach
- Young persons worker (including under 16's)
- Mobile Service
- Home visits
- Outreach service
- Youth Offending Team workers
- Auricular Acupuncture
- Relapse Prevention Group
- Women only drop-in (Thursday pm)

Referral

Anyone can make referrals ie Self, Family/Friend, G.P./Health Worker, Probation, Social Services, other Support Workers. Referrals can be made in person, by calling at the Agency, by letter, or phone call.

Contact

Steve Lyons, Co-ordinator
Inroads, 94 Neville Street, Cardiff CF11 6LS

Tel: 029 2040 7407

Fax: 029 2040 8900

E-mail: mail@inroads-dp.co.uk

www.inroadswales.org



Inroads Cardiff & Vale Street Drugs Project

Vale of Glamorgan (See Separate Entry for Cardiff)

Voluntary Sector – Registered Charity

Summary of Aims & Objectives

To offer a confidential service, providing advice, support, information and counselling, to those affected by substance use/misuse (including family and friends) in the Vale of Glamorgan and Cardiff.

Services

- Opening hours Monday – Friday 10am – 4pm, except Tuesday which is 10am – 1pm
- Drop in Centre Wednesday & Thursday 12 midday – 3pm
- Appointments
- Telephone support line
- Needle Exchange (Monday and Friday, 10am – 4pm)
- Young persons worker (including under 16's)
- Mobile Young Persons info service
- Home visits
- Outreach service
- Youth Offending Team worker
- Auricular Acupuncture (by Appointment)

Referral

Anyone can make referrals e.g. Self, Family/Friend, G.P./Health Worker, Probation, Social Services, other Support Workers. Referrals can be made in person, by calling at the Agency, by letter, or phone call.

Contact

Steve Lyons, Co-ordinator (Cardiff & Vale)

42 Holton Road, Barry CF63 4HD

Tel: 01446 404040

Fax: 01446 411015

E-mail: vale@inroads-dp.co.uk

www.inroadswales.org



Islamic Social Support Association – Wales

Cardiff and Vale of Glamorgan

Voluntary Sector

Summary of Aims & Objectives

Islamic Social Support Association Wales is a voluntary organisation providing a number of support services to the community in Wales. Primarily our focus is in Cardiff, Newport and Swansea. We strive to provide a friendly, accessible, confidential and non judgemental service.

Services

Advice & Information

- Befriending
- Advocacy
- Chaplaincy: Hospital
- Chaplaincy: Prison (Faith in the Future)
- Counselling
- Mediation
- Training & Workshops
- Spiritual Guidance

Currently, one of our key projects is 'ISSA Minds at Ease,' a culturally-sensitive support project for people with mental health difficulties.

Referral

We accept self-referrals and agency referrals (e.g. from health professionals, social workers, voluntary sector organisations).

Anyone looking for help or advice from an Islamic perspective can also make referrals.

Please contact us for a referral form.

Contact

Sadia Qamar, Project Administrator

62 Whitchurch Road, Cathays, Cardiff CF14 3LX

Tel : 029 2034 5294

Text: 07891 588 996

E-mail: info@issa-wales.org



Jigsaw Counselling Service

Cardiff and Vale of Glamorgan

Voluntary Sector with User Involvement (User-led)

Summary of Aims & Objectives

To provide a professional counselling service at low cost to users.

Services

Appointments only, Wednesday evening 5pm – 8pm.

Referral

Self-referral, G.P., C.M.H.T., other professionals/organisations.

Contact

Tel: 07811 630888 (Ask for Jigsaw)



Journeys Wales

Charity No. 1108411

Summary of Aims & Objectives

Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers. Journeys takes a holistic approach to overcoming depression through guided self-help, building the foundations for sustainable and long-term wellbeing.

Services

Journeys provides information, practical resources, services and training that promote the development of skills and strategies to help people find their own route to recovery. We also co-ordinate a network of self-help groups.

Referral

No referral necessary.

Contact

Tel: 029 2069 2891

E-mail: info@journeysonline.org.uk

www.journeysonline.org.uk



Linc-Cymru Housing Association Ltd

South Wales

Voluntary Sector/Not for Profit

Summary of Aims & Objectives

- To make a contribution to communities so that they are places where people choose to live
- To work with others to offer housing solutions and services that make a positive difference to people's lives

Services

- Sheltered Housing, Supported Housing, extraCare, Nursing Care & General Needs Housing
- Opening hours 8.30am – 5pm Monday – Friday

Referral

Open waiting list, also referral by other organisations.

Contact

Customer Contact Centre, 387 Newport Road, Cardiff CF24 1GG

Tel: 0800 072 0966 (Freephone via a Landline)

Tel: 0300 123 1134 (via a Mobile)



Llamau Ltd. – Women’s Services

Cardiff

Voluntary Organisation

Summary of Aims & Objectives

Women's Services is the women only arm of Llamau's supported housing. It offers advice, assistance and provides safe supported accommodation. Women's Services is aimed at females over 16 years old who are homeless or threatened with homelessness and do not have children living with them.

Services

- Supported temporary accommodation for vulnerable homeless or inappropriately housed single women aged 16 plus
- Support staff undertake thorough assessment of need and identify, with tenants, support needs, priorities and the most appropriate move-on options
- Areas of support include money management, addiction issues, mental health issues, abuse issues, education/training and employment issues, social and life skills
- Safe and secure supported accommodation with a maximum stay of 2 years, comprising 25 self-contained units across Cardiff and 2 24hr supported direct access projects
- There is also a refuge in the Merthyr Tydfil area for women & children fleeing domestic abuse or who are vulnerable and have complex needs

Referral

Women can access the service by either contacting us direct for an application pack or asking a support worker to do this for them. Anyone can make referrals.

Contact

Lisa Deek, Area Manager

Women's Services, Llamau Ltd., 23 Cathedral Road, Cardiff CF11 9HA

Tel: 029 2023 9585

Fax: 029 2038 8740

E-mail: enquiries@llamau.org.uk



Llanishen Good Neighbours Cardiff

Local community support

Summary of Aims & Objectives

To provide aid and assistance, other than financial, to persons who are in need, hardship or distress and are resident in the Llanishen, Thornhill, Lisvane, Heath, Lakeside, Roath Park and Cyncoed areas of Cardiff.

Services

- Transport
- Shopping
- Befriending/companionship
- General “neighbourly” tasks

Referral

Referrals are informal by telephoning the office.
We accept referrals from any source.

Contact

Duncan J. Pugh, Co-ordinator

Llanishen Good Neighbours, Number 4 Heol Hir, Cardiff CF14 5AE

Tel: 029 2075 0751

E-mail: llanishengoodneighbours@hotmail.com



MDF the BiPolar Organisation Cymru Bi-polar Link Project South, East and West Wales

Summary of Aims & Objectives

MDF The Bipolar Organisation Cymru works to develop partnerships with other organisations concerned with mental health to represent the needs of all those affected by Bipolar Disorder (Manic Depression) and to challenge the stigma of any serious mental health problem. The Organisation is a user-led mental health charity for people affected by Bi-polar Disorder and their family/carers.

The Bipolar Link Project, which is part of MDF, is based in the South, East and West Wales area. We work with individuals in the community, hospitals, psychiatric units and Community Mental Health Teams, etc.

Link Project Aims:

- To enable people affected by bipolar to take control of their lives
- To educate the public and caring professions about bipolar disorder and mental health issues
- To encourage and assist research into better methods of treatment
- To challenge the stigma, misinformation and ignorance surrounding mental illness
- To promote effective self-management techniques of depression and mania
- To promote the benefits of MDF membership

Link Project Objectives:

- To provide one-to-one mentoring services where individuals with Bi-polar Disorder can be linked up with a volunteer Mentor who has first hand experience of living with Bi-polar Disorder
- To provide volunteering opportunities and training
- To provide Self Management Training
- To provide Bipolar Disorder awareness sessions to professionals and organisations
- To provide a signposting service designed to help people set up a support network
- To signpost the individual to local Self Help Groups
- To liaise with the Organisation and other agencies to pursue better facilities and treatment for mental health problems
- To be financially self-supporting

Benefits of becoming a member of MDF the Bipolar Organisation include:

- Quarterly magazine - 'Pendulum'
- Regular Wales magazine - 'Pendil'
- Training, talks and presentations
- Books and specialist publications
- Free Self Management Training Courses



MDF the BiPolar Organisation Cymru Bi-polar Link Project (Cont.) South, East and West Wales

- Legal Advice Line
- Travel Insurance & Life Assurance Schemes
- Support Helpline

Referral

Individuals can self-refer, as well as being referred by organisations or professionals who may be working with them.

Contact

Angela James, Senior Area Project Worker

MDF the Bi-polar Organisation Cymru, 22-29 Mill Street, Newport
South Wales NP20 5HA

Tel: 01633 244 244

E-mail: angela@mdfwales.org.uk

www.mdfwales.org.uk



MDF The Bi-polar Organisation Cymru (Self Help Groups) Cardiff and Vale of Glamorgan

Registered Charity No. 293340

Summary of Aims & Objectives

Group Aims

- To enable people affected by Bipolar Disorder (Manic Depression) to take control of their lives
- To educate the public and professions about Bipolar Disorder and mental health issues
- To encourage and assist research into better methods of treatment
- To challenge the stigma surrounding mental illness
- To promote effective self management techniques of depression and mania
- To promote the benefits of MDF membership

Group Objectives

- To provide a regular meeting place (at least once a month), where people can gather in a supportive and non-threatening atmosphere
- To educate people about all aspects of the condition with particular reference to encouragement of self-management techniques
- To provide people with opportunities for social interaction
- To encourage informal networks of support and befriending
- To facilitate communication with the Organisation at both national and regional level, and to receive its specialist literature and magazines
- To liaise with the Organisation and other agencies to pursue better facilities and treatment for mental health problems
- To be financially self-supporting

Services

Current Groups:

Cardiff

This group meet on the 3rd Tuesday of each month at the Chapter Theatre, Market Road, Canton, Cardiff CF5 1QE. The group meet from 7 – 9pm.

Barry (Vale of Glamorgan)

This group meet on the 1st Wednesday of each month at The County Library, Barry, King Square CF63 4RW. This group meet from 4 – 6pm.



MDF The Bi-polar Organisation Cymru (Self Help Groups) (Cont.)

Cardiff and Vale of Glamorgan

Benefits of becoming a member of MDF the Bi-polar Organisation include:

- Training, talks and presentations
 - Free Self Management Training courses
 - Quarterly magazine – ‘Pendulum’
 - Regular Wales magazine – ‘Pendil’
 - Access to books and specialist publications
 - Legal advice line
 - Support helpline
-

Referral

All MDF Bi-polar self-help groups are open to anyone affected by Bi-polar Disorder – this includes carers, family and friends.

Contact

Keiron Thorpe, Regional Development Officer

MDF the Bi-polar Organisation Cymru, 22-29 Mill Street, Newport
South Wales NP20 5HA

Tel: 01633 244 244

E-mail: keiron@mdfwales.org.uk



Mental Health Foundation – Wales

Charity Registration 801130

Summary of Aims & Objectives

- To promote public education and research into mental disorder of all kinds, their prevention, causes, treatment and care, provided that the useful results of any such research are made public.
- To relieve persons suffering from mental disorder of all kinds and provide or assist in the provision of the treatment and care of such person.
- To preserve and protect the mental health of persons who, because of stress, poverty or other circumstances, are at risk of mental disorder.
- To relieve poverty among families of persons suffering from mental disorder.

Services

Within Wales we provide free self management training to adults with an enduring psychiatric diagnosis, including schizophrenia, bipolar disorder, serious personality disorders and long term clinical depressions, etc.

The overall aim of the project is to gather evidence to evaluate the long term benefits of self management for people with a mental health diagnosis.

Referral

We actively promote the courses that will run locally through poster and postcard campaigns, but people can telephone 01633 415434 or email us at walesmhf@mhf.org.uk or look on the Mental Health Foundation website Wales.

We accept only self referrals but are happy for health professionals, voluntary sector organisations or an advocate or carer to help people contact us.

Contact

Tel: 01633 415434

E-mail: walesmhf@mhf.org.uk

www.mentalhealth.org.uk



Mental Health Matters Wales

Bridgend and South Wales

Voluntary Sector – Charity No. 1123842

Registered Company No. 6468412

Summary of Aims & Objectives

To promote the mental and emotional health and well-being of the public through the provision of information, advocacy, training and support.

Services

Community Services:

Wellbeing Drop-in Centres

At present the Centres are situated in Bridgend, Maesteg and Bettws

- Tuesdays & Fridays 11.30am – 3.30pm Nolton Church Hall Merthyr Mawr Road, Bridgend
- Wednesdays 12pm – 4.00pm, Bettws Life Centre, Bettws Road, Bettws
- Thursdays 12am – 4pm, Central Church, Church Street, Maesteg

The wellbeing centres have a relaxed friendly atmosphere where people can come and talk to others who may have had similar experiences. There is no formal referral process for this, people can just 'drop in'. There will be opportunity to join in activities and go on outings.

We have a regular programme of visiting speakers and activities.

Opportunities are also available to make links to education and leisure facilities in the community. Information is available on a range of mental health topics and we will be able to signpost people to other organisations or agencies.

E-mail: community@mhmwales.org

Tenancy Support Service

Our Tenancy support service seeks to enable people to maintain their tenancy or to access appropriate housing. We may be able to provide support around budgeting, general housing issues like repairs that the landlord is responsible for, or more specific issues like eviction. There is a referral process for this service, and you can contact a community service worker for details of this.

E-mail: community@mhmwales.org

Advocacy Services:

Community Advocacy Service

We work with people in the community who are experiencing mental health problems to help them communicate their views and wishes when dealing with primary and secondary health and social care providers and other professional organisations.

E-mail: cas@mhmwales.org



Independent Mental Capacity Advocacy

This service provides independent advocates (IMCAs) for people who are deemed to lack capacity to make certain significant decisions: and who, at the time such decisions need to be made, have no-one other than paid staff to support or represent them, or to be consulted. This independent service is managed by Mental Health Matters Wales and serves South West and South East Wales.

Please Note: Referrals can only be accepted from relevant personnel employed by a Local Authority, NHS Trust or LHB.

E-mail: imca@imcawales.org

www.imcawales.org

Independent Mental Health Advocacy

This service provides advocates (IMHAs) to support qualifying patients to ensure they understand the Mental Health Act 1983 and their own rights and safeguards. This independent service is managed by Mental Health Matters Wales and serves the Blaenau Gwent area.

E-mail: imha@imhawales.org

Referral

Please contact the manager; or go to our website for I.M.C.A. & I.M.H.A. referral forms.

Information Service

This service provides information on mental health services and other related services that are available locally and nationally, we can also provide information on mental/emotional health issues.

Directories of emotional and mental health related services (adult and young person) for Bridgend County Borough are available on our website: www.mhmwales.org

E-mail: info@mhmwales.org

Training

Training is available on a range of mental health related topics.

For further information contact: Jan Kearn Tel: 01656 651450

E-mail: admin@mhmwales.org

Contact

Lisa Johns, Community Services Manager

Tel: 01656 767045

E-mail: lisa.johns@mhmwales.org



Mental Health Matters Wales (Cont.)

Bridgend and South Wales

Peter Wakeford, Advocacy Manager

Tel: 07825 984446

E-mail: peter.wakeford@mhmwales.org

John Kirkham

Tel: 07825 924447

E-mail: john.kirkham@mhmwales.org

June Vandamme, Information

Tel: 01656 651450

E-mail: june.vandamme@mhmwales.org

Sara Langford/Jason Price, Admin

Tel: 01656 651450

E-mail: admin@mhmwales.org

Jan Kearn, Director

Tel: 01656 651450

E-mail: jan.kearn@mhmwales.org

Richard Jones, Duty Director

Tel: 01656 651450

E-mail: richard.jones@mhmwales.org

63 Nolton Street Bridgend CF31 3AE

Tel: 01656 651450 / 767045

Fax: 01656 663397

E-mail: info@mhmwales.org

www.mhmwales.org



Mental Health User Group

Eastern Vale of Glamorgan

Self help group for adult service users

Summary of Aims & Objectives

We are a self help group for people who have, or have had mental health problems. We aim to support, advise and promote independence, and lobby for improved services.

Services

Our services include:

- Practical advice and help
- Representing the concerns of members in the implementation of service changes and developments
- A buddy system is in operation to visit newly discharged patients who maybe in crisis

Referral

We get referrals from all local G.P.'s, Councillors, Solicitors and relatives of existing members. We produce posters and leaflets to leave in other public buildings.

Contact

Robin Williams

24 Gwyn James Court, Sundew Close, Penarth CF64 2QL

Tel: 029 2071 1371



Mewn Cymru - Ethnic Minority Mental Health Awareness Project (EMHAP)

Cardiff and Vale of Glamorgan

Charity no: 1066735

Summary of Aims & Objectives

The aim of the project is to work towards helping women raise their levels of awareness on how to overcome mental health barriers, access mainstream services and empower them to build confidence, skills and cope better with mental health issues.

Services

- The project will explore the different mechanisms that can be used to raise awareness amongst the general population and engage with sufferers and their carers, and most importantly, work towards prevention and acceptance in the communities through mental health promotion and awareness raising sessions focussing on combating stigma and discrimination.
- Some of the initiatives to be explored include workshops on mental health education and promotion, capacity and confidence building, education and training and coping strategies by recognising individual strengths through arts and crafts, voice coaching, creative writing, healthy eating, positive living concepts such as walking, visits to heritage sites, outdoor leisure activities, complementary therapies and yoga among others.
- The aim of the workshops is to enable clients to sustain independent lives by increasing their confidence and self-esteem and supporting them to pursue interests which will improve their mental health and well-being whilst improving their knowledge and awareness on mental health issues.
- The project is funded by the Welsh Assembly government under the NVO grant scheme for three years ending March 2011.

Referral

People can access our services through referral by G.P., Social Worker, friends and family, Walk-In, referral by partner organisations/projects, BME community centres/groups etc.

Contact

Priti Minamareddy

Mewn Cymru, Basement Suite, Crichton House, Mount Stuart Square, Cardiff CF10 5EE

Tel: 029 2046 4445

E-mail: emhap@mewn-cymru.org.uk

www.mewn-cymru.org.uk



Mind Cymru Wales

Voluntary Sector – Charity No. 219830

Summary of Aims & Objectives

Mind Cymru is the Wales-based office of Mind (The National Association for Mental Health).

Mind's Mission

Our vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress fairly, positively, and with respect.

The needs and experiences of people with mental distress drive our work and we make sure their voice is heard by those who influence change.

Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We provide information and support, campaign to improve policy and attitudes and, in partnership with independent local Mind associations, develop local services.

We do all this to make it possible for people who experience mental distress to live full lives, and play their full part in society.

Values

- Informed – People with experience of mental distress drive all we do
- Diversity – We respect everyone's experience and ensure inclusion is at the heart of our work
- Partnership – We are committed to working with our networks and all who will help us achieve our mission
- Integrity – Our independence ensures our integrity – we are never compromised
- Determined – We will never give up challenging discrimination and campaigning for better mental health

Services

- Raising public awareness of mental health issues; campaigning, conferences
- Mind Link is a national network of mental health service users and survivors
- Diverse Minds is a network of black and minority ethnic service users
- User involvement
- Supports 20 Local Mind Associations in Wales, which provide direct services to their communities.

A full description of these services is available from Mind Cymru.



Mind Cymru (Cont.)

Wales

Further Information

The Mind infoline number: 0845 766 0163 Monday – Friday 9.15am – 5.15 p.m.

Referral

N/a

Contact

Rachel Bowen

3rd Floor, Quebec House, Castlebridge, Cowbridge Road East, Cardiff CF11 9AB

Tel: 029 2034 6588

Fax : 029 2034 6585

www.mind.org.uk



Mind in the Vale of Glamorgan

Vale of Glamorgan

Voluntary Organisation – Charity No. 1066411

Summary of Aims & Objectives

Mind in the Vale of Glamorgan aims to develop services which:

- Are based on the wishes, needs and rights of people who use the service
- Work to support and empower people with mental health problems
- Assist in developing 'good practice' in mental health services
- Raise public awareness of mental health services

Services

We provide three open access Mental Health Resource Centres which serve distinct geographical communities within the Vale of Glamorgan (East, Central and West Vale).

They are:

- Mind in the Vale (Mental Health Resource Centre) Barry Centre
- Mind in the Vale (Mental Health Resource Centre) Penarth Centre
- Mind in the Vale (Mental Health Resource Centre & Outreach) Western Vale Project

They provide:

- User-led social activities
- Information on a wide range of mental health and community resources
- Signposting to appropriate specialist and general support
- Access to well-being and complementary therapy groups/courses and training
- Activities & volunteering opportunities to help people fulfill vocational or educational potential

Mind in the Vale also run:

- Travellers in Mind Café Gallery (café and catering based work experience project and art gallery)
- Charity Shop – offering volunteering opportunities to Service Users. You can contact the shop at 92 Main Street, Barry, Vale of Glamorgan, CF63 2HN Telephone: 01446 737556 or 01446 730792.

Referral

All Mental Health Resource Centres are open referral. Referrals for vocational support and/or work experience (Travellers in Mind) via Main Office, Tel: 01446 730 792.



Mind in the Vale of Glamorgan (Cont.)

Vale of Glamorgan

Contact

29 Tynewydd Road, Barry CF62 8HB

Tel: 01446 730792

Fax: 01446 700524

E-mail: admin@mindinthevale.org.uk



Mind in the Vale of Glamorgan Barry Centre

Vale of Glamorgan

Voluntary Sector – Mental Health Resource Centre

Summary of Aims & Objectives

Mind in the Vale's Mental Health Resource Centres aim to provide:

- A social centre with activities shaped by the people who use it
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence they need to find fulfilling occupations
- Assistance in helping people get the help and support they need from other organisations

Services

In addition to providing information, advice and support in a friendly setting, the Tynewydd Centre also organises activities, courses and events using a variety of community venues and resources, and hosts a range of user-led self help and social groups.

- Other resources include a computer with internet access, and a garden.
Good value lunches are also provided
- Opening hours – Monday, Tuesday, Thursday, Friday 10am – 4pm Wednesday
Drop-In closed. User led groups in morning and afternoon
- Weekends – Saturday closed, Sunday opening hours will vary – please 'phone.

Referral

Open access.

Contact

Tynewydd Centre, 29 Tynewydd Road, Barry CF62 8HB

Tel: 01446 746191

E-mail: tynewydd@mindinthevale.org.uk



Mind in the Vale of Glamorgan Penarth Centre

Vale of Glamorgan

Voluntary Sector – Mental Health Resource Centre

Summary of Aims & Objectives

- Social activities shaped by the people who use the service
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence needed to assist their recovery
- Working in partnership and signposting people to other agencies

Services

In addition to providing information, advice and support in a friendly setting, the Penarth Centre also organises courses and hosts a range of user-led self-help and social groups. Resources include Computers with internet access and close links with a wide range of resources in the local community.

Opening Hours

Monday, Tuesday, Thursday, Friday 10am – 4pm

Wednesday 10am – 1.30pm. Saturday & Sunday closed

Referral

Open access.

Contact

56 Windsor Road, Penarth, CF64 1JJ

Tel: 029 2071 1534

E-mail: admin@mindinthevale.org.uk



Travellers in Mind Cafe Gallery & Catering Project

Vale of Glamorgan

Voluntary Organisation - voluntary work experience

Summary of Aims & Objectives

Travellers in Mind Café Gallery is a supported work experience project based in the café at Barry Railway Station, Broad Street, Barry. It aims to support people recovering from mental health problems to:

- Re-adjust to a working environment
- Gain confidence and self esteem
- Utilise existing skills
- Develop new skills including outside catering
- Assist with vocational opportunities

The café also functions as the Travellers Gallery with exhibitions in partnership with Vale of Glamorgan Artists (VOGA).

Services

The café provides volunteer work experience in a friendly and welcoming work environment with support to move on to vocational or educational goals. The café opens Monday – Friday from 7am – 1pm. It also provides the base for Catering in Mind which provides a catering service across Cardiff and the Vale using the projects refrigerated van. A sandwich run to local offices and a homemade cake baking service are also provided.

People have a chance to learn a range of skills including:

- Catering skills
- Handling money
- Customer service
- Health and hygiene
- Food preparation
- Baking
- Driving
- Business skills

Placements at the café will be tailored to people's vocational needs.

Referral

Contact the number below to find out more and to initiate the referral process. Self-referrals welcome.



Travellers in Mind Cafe Gallery & Catering Project (Cont.)

Vale of Glamorgan

Contact

Project location: Travellers Café Gallery, Barry Railway Station Café, Broad St, Barry.
Please send post to Mind in the Vale, 29 Tynwydd Road, Barry, Vale of Glamorgan CF62 8HB

Tel: 01446 730 792

E-mail: admin@mindinthevale.org.uk



Mind in the Vale of Glamorgan

Western Vale Project

Vale of Glamorgan

Voluntary Organisation – Mental Health Resource Centre

Summary of Aims & Objectives

- Social activities shaped by the people who use the service
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence needed to assist their recovery
- Working in partnership and signposting people to other agencies

Services

At the Western Vale Project you will find a range of drop-in sessions providing information, advice and support to people recovering from mental health problems in the rural West Vale of Glamorgan. In addition the Project also offers an outreach component, a variety of groups including user-led self help and social groups, and well-being groups (offering a holistic approach to mental health). We also offer a variety of courses, activities and outings.

New sessions and courses are being arranged in various West Vale locations all the time – contact for details or look at our website: www.mindinthevale.org.uk

Opening Hours

Monday	10am – 2pm Open access drop-in 2pm – 4pm 50-ish+ Group 6.30pm – 8.30pm Creativity Group / Book group alternative weeks
Tuesday	10am – 4pm Open access drop-in (Wellbeing Day – Look out for courses and activities)
Wednesday	10am – 12pm Women's Group
Thursday	10am – 12pm Outreach sessions 5pm – 9pm Young Persons' Group
Friday	10am – 2pm Open access drop-in 2pm – 3.30pm Social activities group

Referral

Open referral.



Mind in the Vale of Glamorgan
Western Vale Project
Vale of Glamorgan

Contact

29 Crawshay Drive, Llantwit Major.

Please send post to our Mind in the Vale main office, 29 Tynewydd Road, Barry,
Vale of Glamorgan CF62 8HB.

Tel: 01446 796 416

E-mail: admin@mindinthevale.org.uk



National Autistic Society

Cardiff and Vale of Glamorgan

Parents /Carers /Interested Professionals – Support Group

Summary of Aims & Objectives

Cardiff and the Vale NAS Branch is a parent/carer – led voluntary group who meet regularly to exchange information, advice and support in a sociable and friendly atmosphere.

We are committed to raising awareness and understanding of Autistic Spectrum Disorders in Cardiff and the Vale area.

We are committed to equal opportunities for all and the development of a working partnership with professionals and with other voluntary organisations.

Services

Regular group meetings are to be held with the opportunity for parents, carers and professionals to meet each other. We aim to hold our meetings at various venues across Cardiff and the Vale. We welcome anyone who has concerns and would like to know more about this condition. No diagnosis is necessary.

Referral

N/a

Contact

For more information on how to access the timetable of events throughout the year, please contact:

The Branch Officer

Tel: 078 2445 1207

www.cardiffandvaleautism.org.uk

Alternatively please contact NAS Cymru

Tel: 029 2062 9313

www.autism.org.uk



New Pathways

Cardiff and Vale of Glamorgan

Voluntary Sector – Charity No. 1029186

Summary of Aims & Objectives

To relieve the mental and physical distress of women, men, children or young people who have suffered rape, sexual abuse or trauma, or have been affected by sexual crime. We aim to promote education and research into the subject of Sexual Abuse and the effect it has on women, men, children and young people, whether medical, social and/or psychological.

We also aim to raise awareness of the issues surrounding sexual crime, alerting people to the dangers and educating people, so that myths and stereotypes surrounding the nature of Rape and Sexual Abuse can be dismissed. We are committed to providing empathy, care and respect to those whose pain may have been hidden for years, enabling them to find the strength and courage to regain control of their life and achieve their full potential.

Services

- Counselling for women and men who have suffered rape or sexual abuse
- Counselling for children and young people who have been affected by any kind of trauma, including in particular sexual abuse
- Our Outlook Project provides counselling and support to offenders who have been affected by rape, sexual abuse or trauma
- The operation and management of 4 Sexual Assault Referral Centres (SARCs) in Merthyr Tydfil, Risca (nr Newport), Swansea and Carmarthen
- Pre-court support and advice to adult victims of rape or sexual abuse
- Pre-court support and advice to children & young people who have been victims of rape or sexual abuse
- Our Hear to Listen Project which provides telephone counselling and support
- BSL counselling services for deaf and hard of hearing people
- Specialist support for professionals working in the field of rape and sexual abuse
- Specialist training for various voluntary and statutory organisations

Referral

- Self referral by telephone or letter
- By G.P.'s, Psychologists, voluntary or statutory agencies



Contact

Libby Jones, Manager

New Pathways, Willow House, 11 Church Street, Merthyr Tydfil CF47 0BS

Tel: 01685 379310

Fax: 01685 384640

E-mail: enquiries@newpathways.co.uk

www.newpathways.co.uk



NewLink Wales

Wales

Voluntary Sector – Charity No. 1085545

Summary of Aims & Objectives

NewLink Wales is unique and innovative in providing specialist services to frontline agencies and organisations working to support substance misusers. NewLink Wales' objectives are:

- To advance the education of the public in the causes and effects of substance misuse
- To help in the prevention and minimize the risks of substance misuse
- To relieve the harm, adverse health and living conditions of those affected by substance misuse through the provision of services to professionals, volunteers and statutory agencies working in the substance misuse field in Wales

Services

NewLink Wales provides the following services:

Training

NewLink Wales is recognized as a key provider of substance misuse training throughout Wales. Courses are mapped to the National Occupational Standards and some are accredited by the University of Wales, Newport. We are both a City & Guilds and an Institute of Leadership and Management approved centre for NVQs and Management Training. We are also registered to offer ILAs via Learn Direct. All our training staff have direct service experience within the substance misuse field, and are qualified trainers enhancing the quality assurance and delivery of our annual training programme. This ensures the understanding to design and deliver in-house courses to organisations.

The qualifications we offer include: NVQ Level 3 in Health and Social care, Level 3 and 4 Awards and Certificates in Working with Substance Misuse, NVQs Level 3, 4 & 5 in Management and Service User Qualifications.

Volunteering

Our Volunteer Service recruits, supports and places volunteers within registered placements working to support people dependent on alcohol or drugs. This provides a much needed skilled people resource supporting capacity building and service delivery. Over 150 volunteers to date have gained employment in the field via NewLink Wales' Volunteer Service and on-going training programme.

MILE

This programme is the first of its kind in Wales and is specifically designed for ex-users who want to move from being a client of services to being a volunteer in services and 'give something back'. The programme has been developed to harness the valuable experiences of ex-service users and to provide support to those who need a little extra



time or distance from their own personal history before becoming volunteers within placement agencies registered with NewLink Wales.

M.I.L.E is tailored to meet the developmental needs of individuals, offering group work, one-to-one sessions and monthly reviews and is accessed via the volunteer service of NewLink Wales. Volunteers can progress through the groups until they exit the programme onto NewLink Wales' volunteer training before being placed within an agency. The programme recognises the valuable skills, knowledge and experience that ex-users can offer to treatment services, associated agencies and service users. The experiences of ex-users are hugely important as they can help shape policy and practice and contribute to the development of future services.

NewSteps

NewSteps is NewLink Wales' most recent and innovative project working with service users in Wales. We have developed a new opportunity to introduce volunteering and learning to substance misusers/drinkers while they are still going through treatment services.

The NewSteps project is a learning support programme linking those still receiving treatment with suitable volunteering placements not in substance misuse but within the wider community. This will enable volunteers to move forward through learning and volunteering which will build confidence, skills and knowledge. Volunteers will have the opportunity to attend accredited training courses and achieve qualifications such as NVQ's or environmental awards.

The NewSteps volunteer will be offered continuous support during their volunteering experience through NewLink Wales. They will be placed with a volunteer buddy or befriender who will offer friendly encouragement and support them during their volunteering in a chosen placement.

BME Community Engagement

Our BME Community Services continue to develop. We now have a number of information desks in Cardiff & Newport, providing drug and alcohol information cards in various languages. We deliver Drug & Alcohol Workshops, including cultural drugs, in ethnic languages. Staff and volunteers support individuals, families and communities on issues related to substance misuse in a culturally appropriate, confidential and sensitive manner. The Axis Community Engagement Project in Cardiff is a Tier Two referral project acting as a bridge linking communities and treatment services.

The Newport Community Engagement Project has an Outreach Service among communities, and offers workshops & information raising awareness, setting up local steering groups, supporting local communities in dealing with issues of drugs and alcohol. All of these services are supported by our volunteers, many of whom are



NewLink Wales (Cont.)

Wales

from BME communities, wishing to support their own communities in dealing with such difficult and sensitive issues.

Organisations which take up membership with NewLink Wales are able to become placement agencies for volunteers and are entitled to discounts on training courses.

Referral

By telephoning our office.

Contact

Shirley Yendell, Chief Executive Officer

NewLink Wales, Meridian Court, North Road, Cardiff CF14 3BE

Tel: 029 2052 9002

E-mail: info@newlinkwales.org.uk

www.newlinkwales.org.uk

Axis Community Engagement Project

1st Floor, 8 Coopers Yard, Trade Street, Cardiff CF10 5DF

Tel: 029 2064 5666

Newport Community Engagement Project

8 Pentonville, Newport NP20 5HB

Tel: 01633 252110

E-mail: bmeservices@newlinkwales.org.uk

Enquiries

Debbie Woodroffe, Director of Training

Tel: 029 2052 9002

E-mail: training@newlinkwales.org.uk

Director of Volunteering

Tel: 029 2052 9002

E-mail: volunteering@newlinkwales.org.uk

Zunaira Hassan, Development Manager for BME Services

Tel: 029 2052 9002

E-mail: bmeservices@newlinkwales.org.uk



Newydd Housing Association

Vale of Glamorgan

Registered Housing Association servicing social housing needs

Summary of Aims & Objectives

Newydd Housing Association is a Registered Social Landlord providing affordable, sustainable homes with excellent customer service to tenants and customers. We don't just want our customers to be satisfied with what we do, we want them to be delighted with the service we provide.

Services

Newydd is one of the leading housing associations in Wales providing 2,500 affordable and high quality homes for sale and rent across a number of local authorities including Vale of Glamorgan, Cardiff, Rhondda Cynon Taff, Neath Port Talbot, Torfaen and Powys. We can also offer you other options including sheltered housing accommodation or possibly an opportunity to own a home through our shared ownership scheme.

Newydd homes are available to people that are able to live independently, or with very little support, however separate floating support services can be accessed via your local authority. Supported housing projects are also available to you through our work with our partner organisations; Lifeways, Gofal, Drive, Foundation Housing, Hafan Cymru and Gwalia Care and Support. Newydd ensures that your needs are catered for no matter your circumstances.

Referral

The Lettings Officer, 121 Broad Street, Barry, Vale of Glamorgan CF62 7AL

Tel: 01446 701501

Fax: 01446 701565

The Lettings Officer, Trem y Cwm, Masefield Way, Rhydyfelin, Pontypridd CF37 5HQ

Tel: 01443 408080

Fax: 01443 409903

The Estate Management Officer, St Davids House, New Church Street, Newtown, Powys SY16 1RB

Tel: 01686 621965

Fax: 01686 610019

Contact

E-mail: enquiries@newydd.co.uk

www.newydd.co.uk



Cardiff Nightline

Cardiff University, UWIC, Glamorgan University
and the Royal Welsh College of Music and Drama

Voluntary Organisation

Summary of Aims & Objectives

Nightline is a confidential listening and information service run by students of Cardiff University, Glamorgan University, UWIC and the Royal Welsh College of Music and Drama for students at these institutions. We do not take calls from anyone who is not a current student at one of these institutions.

Nightline provides a confidential listening, emotional support and information service. University is a time of many changes and challenges and being able to talk to a peer—someone who understands what you're going through at your university and can empathise—can and does make a difference. Students can talk to us about anything they like. We won't judge and we won't tell them what to do, but no matter what it's about, we'll listen. Nightline is confidential and anonymous; students don't have to tell us anything about themselves, not even their name.

Callers come to us about anything and everything but common topics for students to discuss include academic stress, depression, loneliness, eating disorders, arguments with flatmates, career path, sexual abuse, worries about a friend, bereavement, relationship breakdown, sexuality, abortion, alcohol and drug abuse, family problems, discrimination, suicidal thoughts, disability, housing concerns, bullying, self harm, debt... There is no problem too big or too small—if it's bothering a student, Nightline volunteers will be there to listen. Our volunteers don't have the answers—they're trained to actively listen, to help students come to their own solution or resolution. Nightline will listen for as long as students want to talk.

Services

- Open 8pm – 8am during standard term time
- Listening Service
- Information Service – anything from a pizza number to exam locations, and everything in between

Referral

Not necessary: any current student may ring.

Contact

Tel: 029 2087 0555 (8pm – 8am)

E-mail: cardiffnightline@hotmail.co.uk

www.cardiffnightline.com



NSPCC

Cardiff and Vale of Glamorgan

National Voluntary Sector Charity – Charity No. 216401

Summary of Aims & Objectives

See services below.

Services

- Children's Work: Provides a therapeutic environment for children and young people to work through their experiences of domestic violence, be it past or present
- 'Caring Dad's' programme; This course is for men who are experiencing difficulties in terms of their violent or abusive behaviour within the family who want to improve relationships with their children.
- Partner Support – Keeping partners of men on programme aware of what is happening and assist and support them in safety planning.
- Mothers Support Group: provides support to mothers in talking to their children about abuse they have witnessed.

South East Wales Therapeutic Services

Workers at the South East Wales Therapeutic Service (SEWTS) support young people who have had difficult life experiences, through neglect or physical, sexual, emotional or domestic abuse. At SEWTS we work with young people and provide a safe space for them to explore their worries and feelings to help them recover from their experiences.

We have joined two offices in Cardiff into a new, purpose built building off Ocean Way, which houses the domestic violence prevention service and the new South East Wales therapeutic service as well as the national staff.

Referral

Other agencies (Social Services, G.P.'s, etc.) by phone or letter. Self-referral by phone.

Contact

Helena Jones, Domestic Violence Prevention Service

Haydn Minton, South Wales Therapeutic Service

NSPCC Cymru/Wales, Diane Engelhardt House, Unit 2, Treglown Court, Dowlais Road, Cardiff CF24 5LQ

Tel: 029 2031 8836



Obsess Group – Cardiff

Cardiff

Membership open to all areas that do not provide facilities shown below
Self help and support group – Voluntary

Summary of Aims & Objectives

Self help and support group which is normally facilitated by a psychologist, where relevant information can be shared amongst members.

N.B. This is not a treatment group.

Services

- Client group – OCD sufferers
- Times of opening – 6pm – 7.30pm, usually on the first Tuesday of every month.

Referral

No self referral as such, but all potential 'users' of group need to discuss attendance with Dr. Ian Hughes, Consultant Clinical Psychologist.

Contact

Dr. Ian Hughes, Consultant Clinical Psychologist

Tel: 029 2033 5555

(Tuesday to Friday)



Ogwr D.A.S.H.

Ogwr (Bridgend Area)

Ogwr DASH is an independent charity based in Bridgend since 1983.

Summary of Aims & Objectives

Ogwr DASH exists to reduce harm to people affected by substance misuse.

The Project:

- Offers free and confidential advice and support to residents of the Bridgend area
- Offers a service that is professional, friendly and respectful
- We do not expect users to give up, unless they are ready to do so
- We help and support substance misusers to achieve goals agreed and identified by them

Services

- Assessment
- 1-1 structured counselling
- Needle exchange
- Acupuncture
- Advice and information
- Services for young people
- Services are also available to family and friends
- Offers Department of Transport approved Drink-Drive Courses
- Minicom, Sign Language (BSL) by appointment, wheelchair access

Opening Times:

- Monday 9.30am – 5pm (appointments only)
- Tues – Fri 9.30am – 6pm (closed 1pm – 2pm)

Referral

Self referrals or other organisations, by telephone or walk-in.

Contact

Tel: 01656 650686

Fax: 01656 653319

Minicom: 01656 653312



Pen yr Enfys – “Way Beyond Blue” Advice and Treatment Services (ATS) Cardiff and Vale of Glamorgan

Voluntary Sector – Charity No. 519530

Summary of Aims & Objectives

To provide positive opportunities for change to anyone whose life has been adversely affected by alcohol or other substances. To provide, where appropriate, advice and support and/or a structured stepped intervention framework as required.

Services

Advice, information pertaining to alcohol and substance use. Assessment/brief intervention. Comprehensive assessment. One to one support and advice; structured stepped intervention work. Counselling and psycho-social interventions. Detoxification (day programme) on site when appropriate. Auricular acupuncture.

- Opening times (Cardiff): Mon 11am – 6pm. Tues – Fri 10am – 6pm
- Opening times (Barry): Mon 12am – 4.30pm. Tues – Fri 9am – 4.30pm

Referral

Self-referral. Agency referral with client consent.

Contact

Steve Young, Manager (Advice & Treatment Services)

Jean Baker, Project Worker (Cardiff)

Kathy Belle (Barry & Vale Office)

53B Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

Tel: 029 2038 8003 (Cardiff)

Tel: 01446 743607 (Barry)

E-mail: fitzhamon@penyrenfys.org



Pen yr Enfys – Residential Services: Dyfrig House Cardiff

Voluntary Sector/Independent Sector – Charity No. 519530

Summary of Aims & Objectives

Dyfrig House is a 21 bed Direct Access Hostel and primary stage alcohol-free support service providing personal development and life-skills opportunities for people who have a problem with alcohol use.

Services

- We offer a varied intervention and resettlement programme with a client-centred approach
- One to one support
- Group work to include eg alcohol education, relapse prevention, anger management
- Practical life skills and development services to include budgeting, cooking, debt management, and social activities
- Dyfrig House is staffed 24 hours, 7 days a week and offers a service to up to 21 males and females who must be eligible to claim Housing Benefit
- Catchment area: Cardiff – will accept from outside area pending housing benefit and support agreement between authorities
- Minimum age 18
- Length of stay – up to two years, dependent upon ability to retain commitment to addressing their alcohol-related issues

Referral

Self-referral or Direct Access, Health Professionals, Probation, Social Workers, etc.

Contact

Gary Pearce, Residential Services Manager

Dyfrig House, 53A Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

Tel: 029 2023 2127

Fax: 029 2022 6660

E-mail: dyfrig@penyrenfys.org

www.dyfrighouse.f9.co.uk



Pen yr Enfys – Residential Services: Glan-Yr-Afon Cardiff

Voluntary Sector Reg. Charity No. 519530

Summary of Aims & Objectives

Glan-Yr-Afon is a second stage semi-supported move on hostel for men and women with alcohol-related problems.

Services

- We offer one to one support and can assist with cooking, budgeting, shopping and all necessary life-skills needed for independent living. Support available 9am – 5pm Monday – Friday, out-of-hours support from Dyfrig House which is situated opposite
- Residents must be eligible to claim Housing Benefit and registered with Cardiff City Council

Referral

Self referrals and referrals from other agencies but the applicant must be in the process of recovering from an alcohol problem and be alcohol free, they also need to be committed to making changes in their lifestyle.

Contact

Gary Pearce, Residential Services Manager

Glan-Yr-Afon, 53 Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

Tel: 029 2023 2127

Fax: 029 2022 6660

E-mail: residential.services@penyrenfys.org

www.penyrenfys.org



Pen yr Enfys – Residential Services: Intermediate Housing Projects Cardiff

Voluntary Sector Reg. Charity No. 519530

Summary of Aims & Objectives

The Intermediate Projects offer move on accommodation for men and women with alcohol-related problems

Services

We offer one to one support and can assist with cooking, budgeting, shopping and all necessary life-skills needed for independent living. Staffed an average of 3 days per week, weekdays only, out-of-hours support from Dyfrigg House.

Residents must be eligible to claim Housing Benefit and registered with Cardiff City Council.

Referral

Self referrals and referrals from other agencies, but the applicant must be in the process of recovering from an alcohol problem and be alcohol free, they also need to be committed to making changes to their lifestyle.

Contact

Gary Pearce, Residential Services Manager

Glan Yr Afon, 53 Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

Tel: 029 2023 2127

Fax: 029 2022 6660

E-mail: residential.services@penyrenfys.org



Penarth Youth Project – The Info Shop

Penarth and Surrounding Area

Local Voluntary Registered Charity – Charity No. 1092495

Summary of Aims & Objectives

Provides mentoring and youth services to young people in the Vale of Glamorgan.

Services

- Supporting young people in the Vale of Glamorgan aged 11–17 years
- To provide information and present young people with new challenges
- Referral scheme to train young people to become positive role models in their community

Referral

Self-referral via schools, parents/guardian, youth or community workers, friend, family, relative and other.

Contact

Penarth Youth Project, West House Cottage, Stanwell Road, Penarth,
Vale of Glamorgan CF64 2ZA

Tel: 029 2040 5305

E-mail: penarthyouthproject@hotmail.com



Race Equality First

Cardiff and Vale of Glamorgan

Voluntary Organisation – Charity No. 1001035

Summary of Aims & Objectives

Race Equality First is an independent charity and a race equality council. We work in Cardiff and the Vale of Glamorgan to promote race equality. We offer a range of services including free confidential advice & support to victims of racial discrimination/racial harassment. We also offer advice, training and information relating to equalities and diversity. Our membership includes representatives of community groups, voluntary and statutory organisations and individuals.

Services

- Discrimination Casework Service: Provision of free, independent, confidential advice and assistance to victims of racial harassment and an online Report Racial Harassment Project
- Consultancy and advice on issues such as race legislation, effective equal opportunities development
- Opening times: Monday – Friday 10am – 4pm
- Wheelchair access

Referral

Visiting office during office hours, telephoning office at any time (24hr answerphone). All referrals welcome and assessment made.

Contact

Race Equality First, The Friary Centre, The Friary, Cardiff CF10 3FA

Tel: 029 2022 4097

Fax: 029 2022 9339

E-mail: info@raceequalityfirst.org.uk

www.refweb.org.uk



Relate Relationship Counselling Service

South East Wales

Counselling & Psychosexual Therapy

Summary of Aims & Objectives

- To enhance the quality of couple, parental and family relationships
- To avoid unnecessary relationship and marriage breakdown
- To limit the damage which accompanies poor relationships
- To increase the prospect of subsequent relationships succeeding

Services

Couple counselling, individual relationship counselling. Psychosexual therapy. Accessible to all members of society. Open Monday – Friday. We offer mediation and counselling for young people. Outreach posts in Newport, Pontypridd, Rhose.

Referral

At the moment we have 6 counsellors, so we will see as many people as possible. We welcome and promote self-referral.

Contact

Jan Westlake

43 Charles Street Cardiff

Tel: 029 2049 9349

E-mail: jan.westlake@ntlworld.com

www.relate.org.uk



Riverside Advice Centre

Cardiff

Voluntary Sector – Charity No. 1080314

Summary of Aims & Objectives

To provide a comprehensive, quality, impartial, independent and free advice centre.

Services

- Specialist Welfare Rights advice service to people suffering from Mental Health Disorders
- Legal Services Commission Specialist Help Provider in Welfare Benefits, Housing and Debt
- Help with Appeals and Tribunals
- Hospital Visits
- Home Visits for the housebound
- Outreach sessions
- Open Door Drop In
- Women Only Advice Sessions
- Advice in English, Urdu, Hindi, Punjabi, interpretation in minority ethnic languages

For more information on times and locations of advice sessions, or to book an appointment, telephone 029 2034 1577.

Referral

Contact in the first instance to determine the most appropriate way forward. Subject to workload and availability, the service is open to all Cardiff residents.

Contact

Administration Workers, Riverside Advice, 41A Lower Cathedral Road, Riverside, Cardiff CF11 6LW

Tel: 029 2034 1577

Fax: 029 2022 5222

E-mail: all.info@riverside-advice.co.uk



RNID Cymru Wales

Charity/Voluntary Sector – Charity No. 207720

Summary of Aims & Objectives

We are a charity working to change the world for the UK's 9 million deaf and hard of hearing people. Our vision is a world where deafness or hearing loss do not limit or determine opportunity, and where people value their hearing.

Services

- Communication services
- Equipment, ETSS – Employment Training & Skills Services
- Community Projects
- Campaigning & Research
- Information & Resources
- Young Adult Transitions
- Volunteering Opportunities

Client Group: Deaf people, deafened and hard of hearing people, their families and friends.

Times of opening: Monday – Friday 9am – 5pm

Languages spoken: Welsh, English, BSL

Referral

Not applicable

Contact

Glenys Jones

RNID Cymru, Tudor House, 16 Cathedral Road, Cardiff CF11 9LJ

Tel: 029 2033 3034

Textphone: 029 2033 3036

Fax: 029 2033 3035

E-mail: rnidcymru@rnid.org.uk

www.rnid.org.uk



Salvation Army Centre, Cardiff Ty Gobaith Salvation Army Social Services Centre Cardiff

National Charitable Organisation – Charity No. 215174 and in Scotland SC037691

Summary of Aims & Objectives

Key Aims

1. To seek to empower the Resident and facilitate long-term solutions to their housing and support needs.
2. To identify the best available options for their rehousing.
3. To make best use of the housing resources available, as fairly as possible, and without discrimination to those on the resettlement programme.
4. To ensure that Residents referred to other organisations are suitable for those organisations.
5. To seek to support Residents, regarding skills and knowledge required in order for successful move on. Areas include:-
 - Welfare benefits – seeking to maximise the client's income
 - Training and employment/career choices.
 - Tenancy rights.
 - Cooking/domestic skills – if these are sought.
 - Social skills/networking.
 - Budgeting skills.
 - Coping skills/Basic skills.
6. To promote positive relationships that overcome isolation and encourage interaction with the wider community.

Objectives

1. Promote independence of our Residents
2. Ensure that Residents are consulted, informed and able to participate
3. Develop Partnership Working
4. Provision of Spiritual Programme
5. Assist in the prevention of homelessness
6. Maximise and develop services in order to meet identified strategic need
7. Improve communication and relationships externally and within the centre
8. To increase Staff knowledge and expertise

Services

Accommodation and Support

The Centre has 66 units of accommodation. 12 of these units are self-contained flats. When a person accesses one of these rooms they will be assessed and be expected to agree to a resettlement plan.



Salvation Army Centre, Cardiff Ty Gobaith Salvation Army Social Services Centre Cardiff

The Bridge Programme

15 rooms have been specially adapted for a residential treatment service for homeless people with dependent substance misuse.

The Programme was developed and agreed with Cardiff and Vale NHS Trust (now Cardiff and Vale University Health Board) and has been based on the Social Learning Theory Model, which focuses on the causes and consequence of substance misuse. Workers on the Unit will use motivational interviewing techniques to help residents think about their reasons for using substances and to make choices and take action on this basis.

The programme is split into three phases:

- Preparation
- Detox
- Therapeutic Aftercare

Each phase of the Programme will involve a timetable which will include group and one to one assessment and support.

Service User Group

The Centre has a diverse service user group with varying support needs. The age range for accommodation at the Centre is eighteen plus. Both male and females are accepted.

Referral

No waiting list policy is in place, we accept referrals from Temporary Accommodation (TA), Emergency Bed Co-ordinator (EBC) as well as voluntary sector agencies and self referral to the Bridge Programme.

Contact

Lee Ball, Centre Manager

Ty Gobaith, Salvation Army Social Services Centre, Bute Street, Cardiff

Tel: 029 2048 0187

Fax: 029 2048 0708

E-mail: lee.ball@salvationarmy.org.uk



Salvation Army Corps/Community Centre

Cardiff and Vale of Glamorgan

Charity No. 214779

Summary of Aims & Objectives

We are an international Christian organisation caring for the spiritual and social needs of the community.

Services

- Practical help and assistance
- Community shop – Monday – Thursday 9am – 2.30pm, furniture and clothing
- Food, furniture and clothing free of charge to people in genuine need on production of a letter of referral
- Wheelchair access/hearing loop

Referral

Self referral and from social services. All enquiries welcome.

Contact

Corps Officer, Salvation Army, Walker Road, Splott, Cardiff

Tel: 029 2046 1755

(Only available in opening hours, see above)



Samaritans

Cardiff and Vale of Glamorgan, and the Valleys

Voluntary Organisation – Charity No. 247419

Summary of Aims & Objectives

The Samaritans is a registered charity, founded in 1953, which provides confidential and emotional support to people in crisis. The Samaritans' "Vision" is that fewer people die by suicide. We work to achieve this by being available at any hour to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.

Services

Our telephones are manned 24 hours a day, 365 days a year. In addition we are open to callers, without appointment, 9am – 9pm daily, except for Monday, 3pm – 9pm and Saturday 12pm – 6pm.

Referral

Self referring or third party.

Contact

The Director, Samaritans, 75 Cowbridge Road East, Canton, Cardiff CF11 9AF

Tel: 029 2034 4022



SNAP Cymru Wales

All Wales Voluntary Sector Organisation

Summary of Aims & Objectives

- To advance the education of people with special educational needs/disability
- To provide information advice and support to enable children, young people and their parents or guardians to participate fully in society and to assist them in their understanding of relevant legislation and participation in life choices
- To facilitate the partnership between families and professionals in decisions relating to education and inclusion

Services

Parent Partnership Services

- Helpline: Mon – Fri 10am-4pm,
- Independent Parental Supporter (IPS)
- Disagreement Resolution
- Advocacy for children and young people re SEN/Disability
- Training for Parents, Carers, Young People and Professionals
- Welsh and other Ethnic Languages available
- Open 9.30 – 4.30 Monday – Friday

Referral

Parents & Carers can self-refer for the free Independent Parental Supporter Service; Social Workers, Schools & LEA's and other relevant agencies can refer for IPS and commission other services and training.

Contact

Frances Evans

10 Coopers Yard, Curran Road, Cardiff CF10 5NB

Tel: 029 2038 4868

Tel: 0845 1203730 (Helpline)

Minicom: 029 2039 0001

Fax: 029 2064 4477

E-mail: headoffice@snapcymru.org

www.snapcymru.org



South Wales Mental Health Advocacy

Cardiff, the Vale, Bridgend, Neath Port Talbot, Swansea,
Torfaen, Blaenau Gwent & Caerphilly

Voluntary Sector – Charity No. 1071121

Summary of Aims & Objectives

To provide a formal advocacy service to people who are in, and day patients of, psychiatric hospitals in Cardiff and the Vale.

Services

- We run advocacy services at set times/days in Whitchurch, Llandough (Llanfair Unit) and UHW hospitals
- We run the statutory Independent Mental Health Advocacy service for Cardiff and the Vale of Glamorgan. This service is available to anyone who is detained under the main sections of the Mental Health Act anywhere in the Cardiff and Vale area
- Unfortunately we cannot provide a service to people with dementia unless they are detained under the Mental Health Act, nor to relatives, friends and carers
- We can be contacted, outside of session times, by telephone
- Languages spoken – English/Polish
- We can produce leaflets in large print

Referral

Referrals by speaking to us at a ward session or telephoning our office. Anyone can refer to us; but we would ask that the referrer ensures that the person they are referring has given their consent.

Contact

Robert Merrill

PO Box 5176, Cardiff CF5 9DN

Tel: 029 2039 8593

Fax : 029 2039 8649

E-mail: rm@swmha.co.uk



SPLAG Wales (Support for Families of Lesbians and Gay Men)

Wales

Summary of Aims & Objectives

- To relieve emotional distress suffered by lesbian, gay and bi-sexual people and their families and friends – to do this by means of a confidential telephone helpline, support groups and the provision of information so that families and friends may be helped to understand, accept and support lesbians, gay men and bi-sexuals with love and pride
- To raise public awareness of issues of sexual orientation with a view to working towards the elimination of homophobia

Services

- Telephone helplines
- Support Groups
- Literature

Referral

Self-referral.

Contact

Tel: 0845 652 0322

Tel: 0845 652 0321

E-mail: janet.jeffries@btinternet.com

www.splagwales.org.uk



Taff Housing – Tenant Support Project Cardiff

Housing Association

Summary of Aims & Objectives

- To be the preferred provider of community based housing and support
- To deliver customer focused, high quality services which give value for money
- To be flexible, innovative, and responsive in customer service

Services

The Support Services department provides temporary, supported accommodation to young, homeless women, mothers and babies in three projects in Cardiff.

Accommodation may be offered to pregnant women, mothers with a baby up to the age of 2 years and young, single women who are aged between 16 and 25, homeless and with support needs. Each project specialises in offering a comprehensive support package tailored to meet the needs of the individual and to equip them to move on to independent living.

Applying for Accommodation

Ty Enfys and Ty Seren

Homeless women aged 16–25 with support needs may apply to these projects.

Applicants may self-refer or be referred by outside agencies and will be given an appointment for an assessment of their housing and support needs. Based on this assessment, accommodation will be offered to applicants according to need and whether the projects can provide the support that will most benefit them. For further information about applying for accommodation please telephone the projects.

Ty Enfys – Ninian Road, Cardiff CF23 5EP, Tel: 029 2049 4729

Ty Seren – Newport Road, Cardiff , Tel: 029 2049 7379

Ty Haul

Ty Haul is primarily a move-on facility for women from Ty Seren who no longer require the level of support offered at that project. Applications are made to the Project Manager at Ty Seren and an assessment carried out with the applicant and Ty Seren and Ty Haul staff to establish their suitability for the project. Although priority will be given to women resident at Ty Seren, applicants from other supported housing projects may also be considered.

Ty Haul - Cowbridge Road East, Canton, Cardiff , Tel: 029 2049 7379

Floating Support

Taff has had a floating support service since 1996 and was developed as the Association believes that everybody has a right to a home and recognises that some people may need support to settle successfully, feel comfortable and maintain their own homes. The service has developed over the years and in addition to supporting people who are either Taff Tenants or who are on the waiting list for a Taff property the



Association has been awarded contracts to support people in the Vale of Glamorgan, Newport Housing Trust and Cardiff County Council. In addition to providing generic support the project has developed specialist expertise in support for Older People, Young People and Forensic clients. The Service consists of four teams who support:

- Taff Housing Association Tenants/applicants
- Cardiff Council Tenants
- Forensic clients
- Older People (covers Cardiff and Newport)
- Vale of Glamorgan Council Tenants

What can the Tenant Support Project do?

A support worker can help in the following areas:

- Moving into a new home, including applying for grants and buying furniture
- Claiming benefits
- Managing money
- Paying bills and budgeting
- Tenancy advice – trying to sort out rent arrears
- Neighbour disputes etc
- Help with forms and other paperwork
- Advice and emotional support about things such as lack of confidence, depression and anxiety
- Mental health difficulties
- Alcohol and drug use
- Acquiring daily living skills
- Accessing other support agencies and talking to those agencies if needed

Contact

Alexander House, 307-315 Cowbridge Road East, Cardiff CF5 1JD

Tel: 029 2025 9100

Fax: 029 2025 9199

E-mail: info@taffhousing.co.uk for general enquiries

E-mail: allocations@taffhousing.co.uk

(Apply for housing or to find out about the application process)

www.taffhousing.co.uk



Terrence Higgins Trust Cymru South Wales

Independent Voluntary Sector

Summary of Aims & Objectives

- To reduce the spread of HIV and STIs and promote good sexual health
- To provide services which improve the health and quality of life of those affected
- To campaign for greater public understanding of the personal, social and medical impact of HIV and sexual ill health

Services

- National rate helpline – THT Direct 0845 12 21 200
(weekdays 10am – 10pm, weekends 12 noon – 6pm)
- Community Support
- Face-to-face counselling
- Support groups for:
 - HIV-positive African women, HIV-positive gay men, HIV positive children and their caregivers, Carers and bereaved, as well as a Patients Forum
- Trust fund that makes grants available to people with HIV in South Wales
- HIV awareness training to external agencies
- Awareness raising activities such as World AIDS Day
- Information and leaflets to professionals in related fields
- Outreach for Gay men (CHAPS Cymru) and Africans living in the UK
- Weekly social care clinics at GUM Depts
- FASTEST: 1-hour HIV testing on Tuesdays 6pm – 8pm
- Contact for Wales HIV Network – bringing services users and providers, planners etc. together throughout Wales
- Contact also for Southeast Wales LGB Forum

Referral

- Anyone, regardless of HIV status, can access our Helpline for support and HIV information in the first instance
- Self-referrals for community support and counselling are acceptable but we may need a reference from your social worker or health adviser before we can work under any long-term care package
- Trust Fund applications can be from support services or self-referral



Contact

Pete Clark, National Manager

Terrence Higgins Trust (THT) Cymru, Canton House, 435-451 Cowbridge Road East,
Canton, Cardiff CF5 1JH

Tel: 029 2066 6465

Fax: 029 2066 6465

E-mail: info.cymru@tht.org.uk

www.tht.org.uk



The Wallich – Community Central Services

Cardiff, Bridgend, Swansea, Carmarthenshire, Blaenau Gwent, Ceridigion, Powys, Newport, Monmouthshire

Registered Charity & Company Limited by Guarantee – Charity No:1004103

Summary of Aims & Objectives

Mission Statement

To deal with the causes, existence and consequences of homelessness and to inspire people to fulfil their potential and achieve their goals.

Vision Statement

To end the experience of homelessness.

Values Statement

In the Wallich, individually and collectively, we are committed to:

- Treating all people with dignity, tolerance and respect
- Providing a service that is responsive, reliable, approachable and innovative
- Building on what is already working and being trusting, empowering, positive and supportive

Services

The Wallich provides a wide range of services to meet the needs of diverse groups of people. We cater for homeless and potentially homeless people who often find that help is not readily available elsewhere. At present we operate around 40 projects across Wales and continually seek to expand our portfolio according to levels and types of need.

Service Summary

- Direct access hostels: immediate accommodation and help for homeless people without a referral from another agency
- Shoreline Housing: for long term street drinkers
- Tenancy Support: support for vulnerable people in their own tenancies
- Rough Sleepers Intervention Team: provision of humanitarian aid – hot food, sleeping bags and information – to rough sleepers providing a route off the streets
- Mediation: Mediation services to young people in danger of becoming homeless through dispute with their parents or carers
- Vesta Projects: Accommodation and support for homeless people with a drug addiction

Voluntary Sector Services

- Education Projects: Accommodation for people committed to training and learning
- Community Housing: Supported shared houses and residential flats for people with dual diagnosis (mental health problems AND substance misuse)
- Night Shelter: Short term accommodation (on a nightly basis) for rough sleepers



Referral

See following page for referrals and contact numbers for each project. Full information on each project is listed on website www.cvmhdp.org.uk – go to Online Directory Voluntary Sector Services.

Contact

Central Services at The Wallich, The Wallich Centre, Cathedral Road, Cardiff CF11 9JF

Tel: 029 2066 8464

Fax: 029 2066 8461

E-mail: community@thewallich.net

www.thewallich.com



The Wallich – Referral Information & Contact Numbers for Individual Projects Cardiff

Riverside Project

Referral

Initially through referral form and interview. Referral MUST be completed by agency worker. NO self referrals.

Contact

PO Box 98, Cardiff CF11 6XH

Tel: 029 2064 0265

Cardiff Roughsleepers Intervention Team

Referral

Referrals can be made through external agencies or be self referrals. Individuals can be met anywhere in Cardiff.

Contact

8 Clare Road, Riverside, Cardiff

Tel: 029 2039 9739

Tel: 07969 401012 (Mobile)

Community House Team

Referral

Access via telephone referral initially. Self-referrals NOT accepted. The team accept referrals from any agencies involved with the individuals. Based on information received the team will offer an assessment leading to possible selection for one of the houses/waiting list.

Contact

PO Box 91, Cardiff CF24 1YH

Tel: 029 2049 5419

Night Shelter

Referral

Referrals are normally made only by The Wallich Breakfast Run, Cardiff County Council's Hub Service, or Cardiff County Council's Tresillian House. However, other agencies can make referrals direct in an emergency.



Contact

The Wallich Night Shelter, 8 Clare Road, Cardiff CF11 6QL

Tel: 029 2039 9739

Shoreline Project**Referral**

Initially through referral form and interview. Allocation in consultation with residents already housed. Anyone can refer. We accept self referrals.

Contact

PO Box 98, Cardiff CF11 6XH

Tel: 029 2064 0265

Sir Julian Hodge Centre**Referral**

The hostel is direct access. People can call into the hostel, telephone, be referred by any voluntary or statutory agencies, or self-refer.

Contact

52 Broadway, Roath, Cardiff CF24 1NG

Tel: 029 2049 5219

E-mail: cardiff.hostel@thewallich.net



The Wallich – Referral Information & Contact Numbers for Individual Projects

Bridgend

Bridgend Roughsleepers Intervention Team

Referral

Referrals can be made through external agencies or be self referrals.
Individuals can be met anywhere in the Borough or at The Wallich Solutions Centre.

Contact

The Wallich Solutions Centre, 10 Park Street, Bridgend

Tel: 01656 674184

Tel: 07824 991446 (Outreach mobile 7am – 9am)

Bridgend Solutions Worker

Referral

Referrals can be made through external agencies or be self referrals.
Individuals can self-refer by calling in at The Wallich, Monday – Friday between
9.30am – 4pm (except Thursdays).

Contact

The Wallich, 10 Park Street, Bridgend

Tel: 01656 674184

Bridgend Tenancy Support and Bond Board

Referral

Referrals can be made through external agencies or be self referrals.
Individuals can be met at The Wallich, 10 Park Street, Bridgend.

Contact

The Wallich, 10 Park Street, Bridgend

Tel: 01656 674184

Fax: 01656 665496



United Welsh – Oak House Cardiff

Housing Association – Supported Housing

Summary of Aims & Objectives

Oak House assists, supports and enables clients to achieve their goals. The ultimate aim of the project is to resettle and reintegrate clients into permanent accommodation of their own.

Services

Oak House is a 20 bed dry hostel for homeless people with mental health, drug or alcohol problems or those escaping domestic abuse.

A comprehensive care and support plan is drawn up for each client utilising a keyworking system and promoting the empowerment of the client.

Referral

Self-referral, or referral by a professional body.

Contact

340 Newport Road, Cardiff CF24 1RT

Tel: 029 2044 4524

Fax: 029 2044 4525

E-mail: oakhouse@uwha.co.uk



United Welsh – Prep Project Cardiff

Housing Association

Summary of Aims & Objectives

Prep provides accommodation to men and women who are homeless or inappropriately housed and who have additional support needs, such as mental health problems, drug and alcohol problems, learning difficulties, physical disabilities and older people.

Referrals are only accepted from people aged over 18 and who have no dependent children living with them.

Prep is committed to providing a holistic and individual service, working towards empowerment and independence by way of mutually agreed support plans. All tenants are encouraged to do things for themselves, including budgeting, menu planning, shopping, cooking, cleaning, socialising and accessing community activities. Tenants can receive support from staff with benefit entitlements, etc. Where necessary, staff also advocate and mediate for tenants.

Services

Four of the projects are temporary, the maximum length of stay being 2 years. Prep will aim to identify and secure suitable permanent accommodation and provide practical support and assistance moving on (to obtain household items, connect amenities, etc.). Resettlement support can be provided for an agreed time once individuals have moved into permanent accommodation, to ensure maintenance of tenancy and the well being of the tenant.

Staff and clients work in conjunction with other professionals, including social work teams, district nurses, CPN's, further education/training agencies, housing agencies, and day centres.

Prep 184 – is a shared 4-bed house in Grangetown, Cardiff for people with medium to high support needs. The aim of Prep 184 is to provide a homely, relaxed atmosphere in which tenants can develop towards independent living. Tenants at Prep 184 often move on to more independent Prep projects to promote independence gradually.

Tenants share a bathroom, lounge, kitchen, dining area, utility room, garden and garage.

Staff are available here 7 days a week, 9:30am - 5pm, with a 24-hour emergency on call system for when staff are not on the premises. The Prep office is based here.

PREP 197, 40, and 53 – This consists of 9 self-contained furnished flats and 1 bedsit in Grangetown and Llandaff for tenants with medium support needs. Staff provide support in tenants' homes via a keywork system, although reactive support is also provided.

Tenants also have access to the emergency on-call system. The aim of Prep 40 is to prepare tenants to move on to independent accommodation.



PREP 21 – This consists of a 3 bed shared house in Rumney, Cardiff, for tenants with low support needs. This accommodation is permanent, although tenants may move on if they desire or no longer have support needs. Tenants share a lounge, kitchen, bathroom, garage/games room and there is a fourth bedroom used as an office or private room for visitors.

Tenancy Sustainment Team – The team provides ongoing support to Prep tenants who have moved on to independent accommodation. This is via a keywork system and aimed at assisting tenants to maintain their tenancies independently.

Referral

Referrals to Prep are accepted from individuals, agencies and other organisations.

Contact

If you require further information or to make a referral, please contact the Prep team.

Telephone: 029 2064 1490

E-mail: prep@uwha.co.uk



Vale Centre for Voluntary Services

Vale of Glamorgan

Voluntary Sector/local/County Voluntary Council – Charity No. 1062388

Summary of Aims & Objectives

The Vale Centre for Voluntary Services is an independent charity. It has a flourishing membership of voluntary and community organisations active in the Vale of Glamorgan. It helps to improve the quality of life of individuals and communities by supporting voluntary groups. It develops and co-ordinates voluntary action and challenges discrimination.

Services

- Support for voluntary (non-profit) organisations through development (e.g. setting up, legal structures), training, funding advice, practical services (e.g. printing, equipment loan) representation, networking and information (e.g. newsletter, fact sheets, Directory of Members)...
- Office hours 10am – 4pm
- English spoken by all staff, Welsh by some; all correspondence given equal consideration in either language
- Building and VCVS meeting room are fully wheelchair accessible

All info leaflets available in large format, “Vista” (magazine) available on CD and e-mail.

Referral

VCVS provides a service that is available, through membership, to all voluntary and community organisations based in or serving the Vale of Glamorgan. For small organisations (income less than £15,000), membership is free.

One of the services that it provides is the publication of a Members Directory that lists organisations by interest (e.g. Mental Health) and a copy of this is available on request.

Contact

Vale Centre for Voluntary Services, Barry Community Enterprise Centre,
Skomer Road, Barry CF62 9DA

Tel: 01446 741706

Fax: 01446 421442

E-mail: vcvs@valecvcs.org.uk

www.valecvcs.org.uk



Vale People First

Vale of Glamorgan

User led self advocacy organisation

Summary of Aims & Objectives

Vale People First is a self advocacy organisation for and led by people with a learning disability that live, work or have a connection within Vale of Glamorgan. We strive for respect, changes and opportunities to become full and valued members of society. We provide training for professionals and are funded to be the representative voice for learning disabled people in the Vale.

Services

Vale People First is involved in future service planning provision, self-advocacy and campaigning for equal rights and services. We run a young people's group for 16–25 year olds that speak up about young people's disability issues.

Referral

From any source.

Contact

Liz Davidson

The Hub, Barry YMCA, Court Road, Cadoxton CF63 4EE

Tel: 07866 564741



Vanguard Project (Somali Refugees Mental Health Development) Cardiff

Community Organisation, Registered Charity No. 6170799

Summary of Aims & Objectives

- To form a strong intermediary link between service providers and those in need.
- Empower the community including Carers by identifying needs and bridging the gaps
- To gather information on a variety of services and direct people to appropriate services

Services

- Signposting
- Building Trust
- Social Groups
- Interpreting
- Befriending
- Tenancy and support

Referral

Self-referral.

Contact

Alawi Guled

37 Stacey Road, Cardiff CF24 1DS

Tel: 029 2048 8951

Tel: 07966 102128 (Mobile)



Veterans & Mental Health Wales

These are organisations which can offer support/advice/information to Veterans. (See also Adult Mental Health Specialist Services – Community Veterans Mental Health Services on p52, and Traumatic Stress Services on p59)

- Royal British Legion
- Caerphilly CAB (Benefits Advice)
- SSAFA Forces Help – confidential helpline and Cardiff & Vale Branch contacts
- Combat Stress

We realise that this is not an exhaustive list. Contacts can be added to our website – call Cardiff & Vale Mental Health Development Project.

Tel: 029 2022 2000 E-mail: mail@cvmhdp.org.uk

Royal British Legion , South Wales Office

The Royal British Legion, Suite 2, Floor 2, St David's House, Wood Street, Cardiff CF10 1ES

Tel: 029 2023 0216

E-mail: sbowley@britishlegion.org.uk

Caerphilly County Citizens Advice Bureau Cardiff, Newport and Eastern Valleys

Funded by The Royal British Legion and the RAFBF to provide Benefit and Money advice to serving personnel, veterans and their dependents. Full benefit check, assistance with claiming benefits, debt advice and assisting people in dealing with their debts. Self referrals, referrals from agencies and family members.

Contact

Nicola Sharlot or Martin Walsh

Benefit and Money Advice Caseworkers, Caerphilly County CAB, Bargoed, Caerphilly CF81 8QU

Tel: 01443 835363 ext.219 or 238

E-mail walshm@caerphillycab.org.uk

E-mail: sharlotn@caerphillycab.org.uk

SSAFA (Soldiers, Sailors, Airmen and Families Association) Forces Help Confidential Support Line

SSAFA Forces Help's Confidential Support Line is completely independent of the military chain of command and is totally confidential. Our experienced civilian staff



Veterans & Mental Health (Cont.)

Wales

provide a supportive, listening and signposting service for Serving personnel and their families as well as former members of the Armed Forces. You can talk to us about anything including personal concerns and problems. Where possible, we will give you factual information or signpost you to appropriate ways forward, but we will not judge you.

The telephone support line is available 365 days a year and provides a service which is outside the chain of command. The line is open from 10.30am – 10.30pm.

Tel: 0800 731 4880 (Confidential Support Line - Freephone)

Cardiff & Vale Branch

Maindy Barracks, Cardiff CF14 3YE

Tel: 029 2038 3852

Some more information about SSAFA Forces Help

The services reflect the financial, practical and emotional issues people face today and they are freely available to virtually everybody with a Service connection. Some are more appropriate for those currently serving, some for those who have served and there are those which apply to everybody. But whatever your status, the enquiry will be treated as confidential and SSAFA Forces Help aim to ensure that you are always treated with dignity and respect.

You and your immediate dependents are eligible for our help if:

- You are currently serving
- You have served one paid day's service in any of the Armed Forces
- You have completed one year's service in the Reserve Forces, one day's service on operations or you have done National Service
- You served one paid day in the Mercantile Marine including the Korea, Falklands and Gulf operations
- You have completed one year's service in the Association's Nursing and Welfare Service
- As a UK Citizen, you have received one day's pay whilst stationed overseas as part of the Armed Forces and for a period ending no more than six months after your return to the UK



Combat Stress

Combat Stress delivers dedicated treatment and support to Ex-Service men and women with conditions such as Post Traumatic Stress Disorder (PTSD), depression and anxiety disorders. Our services are free of charge to the Veteran.

We would be delighted to hear from anyone who needs our help – or indeed from anyone who'd like to help us, perhaps by way of a donation or as a volunteer fundraiser.

Our services are free of charge.

Tel: 01372 587000

The Chief Executive, Combat Stress, Tyrwhitt House, Oaklawn Road, Leatherhead, Surrey KT22 0BX

Registered Charity: England & Wales No. 206002; Scotland No. SC 038828. Company Limited by Guarantee No. 256353.



Victim Support S. Wales – Cardiff Cardiff

Voluntary Sector – Charity No. 1095397

Summary of Aims & Objectives

Victim Support is a national charity for victims of crime. Staff and trained volunteers based in local branches provide support, information and practical help to people who have suffered crimes ranging from burglary to the murder of a relative. Our witness service based in the Magistrate's and Crown Courts helps witnesses and their families before, during and after a trial.

Services

- Emotional and practical support to victims of crime
- Open 8.30am – 4.30pm weekdays
- 24 hours answerphone
- Volunteers visit the homes of victims or support them in the office or a neutral venue
- Advice leaflets in different languages
- Braille advice folders
- Pre-trial visits
- Quiet place for witnesses to wait while going into court away from defendants and public
- Criminal Injuries Compensation Authority application assistance
- Help with home security

Referral

Self-referral, Police, G.P.'s, Social Services, Hospitals, C.A.B., any other agency.

Contact

Phillip Cole, Visiting Service

Tel: 029 2057 8408

E-mail: philip.cole@victimsupport.org.uk

Judith Jones

Witness Service, Crown Court

Tel: 029 2066 6046

E-mail: judith.jones@victimsupport.org.uk

Lorraine Roberts

Witness Service, Magistrate's Court

Tel: 029 2045 3055

E-mail: lorraine.roberts@victimsupport.org.uk



Victim Support S. Wales – Vale of Glamorgan

Vale of Glamorgan

Supporting Victims of Crime – Charity No. 1095397

Summary of Aims & Objectives

Supports victims and witnesses of crime.

Services

Emotional and practical support to victims of crime.

Referral

Self-referral, Police, professionals, any other agency.

Contact

Jane Wilkinson

Vale of Glamorgan Victim Support, Barry Magistrates Court, Thompson Street,
Barry, Vale of Glamorgan CF63 4SX

Tel: 01446 730704

E-mail: jane.wilkinson@victimsupport.org.uk



Voices from Care Cymru Wales

Voluntary Sector – Charity No: 1108430

Summary of Aims & Objectives

Voices From Care's aim is to improve outcomes for children and young people looked after and care leavers. We do this by providing the services listed below.

Services

- An Advice and Support Service directly to children and young people, including the provision of advocacy
- Training social workers, foster carers and other professionals
- Engaging in research and consultations
- Campaigning on issues
- Involving children and young people in the work of the organisation

Referral

Self-referral or referral by any agency (with service user's permission).

Contact

Voices From Care, 39 The Parade, Roath, Cardiff CF24 3AD

Tel: 029 2045 1431

Fax: 029 2048 9136

E-mail: info@vfcc.org.uk

www.voicesfromcarecymru.org.uk



Voluntary Action Cardiff

Cardiff

Registered Charity 1068623

Summary of Aims & Objectives

VAC's Mission

To promote social justice by supporting the development of a vibrant and flourishing voluntary and community sector in Cardiff. VAC is the County Voluntary Council (CVC) and umbrella organisation for voluntary and community organisations in Cardiff.

It offers services that help organisations to be 'In the Loop', 'In the Know', and to 'Build for Success'.

Services

- Development support for voluntary organisations
- Training – wide range of courses available
- Practical Services – printing and copying services, hire of meeting facilities
- Equipment hire
- Help desk support to answer enquiries
- Car Share Scheme
- Resources room with publications available to member organisations
- Information sheets
- Quarterly newsletters – Voluntary Action Matters, Cashpoint and Partnerships Picture
- Monthly Mailouts and e-briefings with updates on what's going on locally in the third sector
- Regularly updated website
- Grantnet and Funderfinder – access to funding search tools
- Strategic Partnerships – VAC provides an interface with local planning and decision making processes via it's networks
- Representation – on joint working groups
- Consultation – responses coordinated by VAC

Networks

- Cardiff Health and Social Care Network
- Cardiff Children, Young People and Families Network
- Cardiff Community Development Network
- Cardiff Voluntary Sector Training Forum
- Cardiff Environmental Network
- Cardiff Volunteer Co-ordinators Network (This network is co-ordinated by Cardiff Voluntary Services in partnership with VAC)



Voluntary Action Cardiff (Cont.)

Cardiff

Contact

Voluntary Action Cardiff, Ground Floor, Brunel House, 2 Fitzalan Road,
Cardiff CF24 0EB

Tel: 029 2048 5722

Fax: 029 2046 4196

E-mail: enquiries@vacardiff.org.uk

www.vacardiff.org.uk



Wales & West Housing Association

Wales

Housing Association

Summary of Aims & Objectives

WWHA exists to develop and support sustainable communities through the provision of quality homes and services.

Services

- Accommodation provided includes apartments, houses, Scheme Manager supported retirement housing for people aged 60 and over (or 55 with supporting medical evidence) and accommodation designed for people requiring housing with care and support.
- Information available in large print, Braille, audio tape or in other languages.

Referral

Referrals through local authorities and via application for housing.

Contact

Wales and West Housing Association, 3 Alexandra Gate, Ffordd Pengam, Tremorfa, Cardiff CF24 2UD

Wales and West Housing Association, Unit 2, Acorn Business Park, Aber Road, Flint, North Wales CH6 5YN

Tel: 0800 052 2526

Minicom: 0800 052 5205

E-mail: info@wwha.co.uk

www.wwha.net



Walkfree

Cardiff and Vale of Glamorgan

Summary of Aims & Objectives

A self help group for people with panic, anxiety and social phobia.

Services

Walkfree is a service for people suffering from panic attacks, anxiety and social phobia.

A number of meetings are held during the week in various venues:

- Canton – Ty Canna – Tuesday 7pm – 9pm
 - Newport Road – Longcross St., Roath, Cardiff – Wednesday 6.45pm – 8.45pm
 - Llanedeyrn – Powerhouse – Tuesday 11.15am – 1.15pm
-

Referral

Through G.P.'s, Psychologists, CPN's and Counsellors

Clients are required to telephone the number below and a referral form is completed with the administrator over the telephone and sent to the appropriate facilitator for their local group.

Contact

Psychology Department, Whitchurch Hospital, Whitchurch, Cardiff CF4 7XB

Tel: 029 2062 4448



Welsh Tenants Federation Wales

Not for profit limited company

Summary of Aims & Objectives

Core Values

- Every tenant has a right to a decent quality affordable home, this is portrayed in our mission statement, 'A decent quality affordable home, is a right not a privilege'.
- We uphold the principles of the human rights act 1988 in particular article 8, every tenant has a right to live in peace and quiet enjoyment of their home
- We believe that everyone has the right to express themselves in accordance with their cultural values and beliefs, providing this doesn't alienate or discriminate against others.
- We believe that everyone must have the freedom to make informed choices about their home, welfare and community and a right to play a key role in their community, having the ability to influence decisions about the services they receive

Services

- Free membership to tenants and residents across Wales
- ATAIN Events (Accessible Tenant Training And Information Networks) 20 events per year – 5 per region
- Free and accessible information including access to our library of information
- Free advice and support line with friendly and knowledgeable staff on hand to provide help and advice on all issues linked to your housing and your community
- Help completing small grant applications for Tenants and Residents groups provided free of charge
- Access to a hot-desk at the office
- Tenant Empowerment Grant Agent

Referral

The service, which is available to private and public tenants and to residents in Wales, can be accessed through our advice and support line, our website, or by contacting the office depending on which element of our services you require.



Welsh Tenants Federation (Cont.)

Wales

Contact

Sharon Dean, Office Manager

Welsh Tenants Federation, Milbourne Chambers, Glebeland Street,
Merthyr Tydfil CF47 8AF

Tel: 01685 723922

(This is also the advice and support line number)

Fax: 01685 722801

E-mail: enquiries@welshtenantsfed.org.uk

www.welshtenantsfed.org.uk



Women's Aid – Cardiff

Cardiff

Voluntary Sector

Summary of Aims & Objectives

Cardiff Women's Aid (CWA) offers advice and advocacy, information, emergency temporary accommodation (REFUGE), reactive and crisis intervention and counselling to women (and their children if they have any) who are fleeing domestic abuse. We have a range of services for children including counseling for young people. We offer pattern changing programmes for adults and work preventatively with children and young people.

Services

- The Crisis Intervention Centre is open 9am – 8pm Monday – Friday – no appointment is necessary up until 5pm, but appointments must be made for sessions between 5pm – 8 pm. Telephone advice can be given if preferred. The Crisis Intervention Centre offers advice, information and access to safe accommodation either within CWA, or with another Women's Aid Group or referral to Homeless Department for accommodation
- Emergency on call service outside office hours, weekends and bank holidays
- Four direct access refuges, one of which is staffed 24/7, one second stage refuge
- Floating Support
- Counselling Project
- Community Development Work
- Freedom Programme
- Children and Young People Services

Referral

Women can refer themselves, or can be referred by any agency or family member/friend.

Contact

Cardiff Women's Aid, 16 Moira Terrace, Adamsdown, Cardiff CF24 0EJ

Tel: 029 2046 0566

Fax : 029 2048 4097



Women's Workshop, Cardiff Training Centre Ltd Cardiff

Voluntary Sector Training Organisation – Charity No: 1071770

Summary of Aims & Objectives

We are a women only learning centre providing a meeting space and free learning opportunities for groups and individual women from across Cardiff and the Vale.

Services

- Safe, supportive, women only environment
- Small group work
- Range of courses – personal development, ESOL, craft, IT etc.
- School friendly hours
- Accessible building
- Occasional crèche facilities
- Personalised learning advice

Referral

Any woman can self-refer. We also take referrals from Support Workers, Social Workers, CPN's etc.

Contact

The Women's Workshop, Clarence House, Clarence Rd, Cardiff CF10 5FB

Tel: 029 2049 3351

Fax: 029 2048 2122

E-mail: info@womensworkshop.org.uk

www.womensworkshop.org.uk



4. Telephone Helplines & Information Services

The Helplines Association

9 Marshalsea Road, London SE1 1EP

Tel: 020 7089 6321

E-mail: info@helplines.org.uk

The Helplines Association produce a directory covering helplines in Wales, Scotland, Ireland and England. They run training courses for organisations on helpline skills, support and supervision skills. There is a charge for the Directory, which is also available online at www.helplines.org.uk



Telephone Helplines & Information Services by Category

Below are listed a selection of telephone lines, which is not exhaustive. Please contact the Mental Health Development Project for any further inclusions for the Project website.

Abuse

Action on Elder Abuse

Helpline for older people who are being ill-treated, abused or are in fear of any form of abuse.

Open 9am – 5pm Mon – Fri
Tel: 0808 808 8141

Adoption

Adoption UK

Helpline supporting families before during and after adoption and produces a monthly magazine. Also offers membership (£45 per year basic membership or £73 to include 'Children Who Wait' magazine.)

Office Number, Mon – Fri 9am – 5pm
Tel: 01295 752 240

Helpline open 10am – 4pm Mon – Fri
Tel: 0844 8487 900

Linden House, 55 The Green, South Bar Street, Banbury, OX16 9AB
www.adoptionuk.org.uk

After Adoption Wales

Advice and support for adopted adults, birth mothers and families having difficulties with adopted children or any kind of adoption issues.

ACTIONline: Tel: 0800 0568 578 9am – 8pm weekdays 9am – 5pm Saturday

TALKadoption (for young people under 25) : 0808 808 1234 9am – 5pm on weekdays only.
www.afteradoption.org.uk

Aids

Sexual Health Line

Provides free support and advice.
Freephone open 24 hours a day
Tel: 0800 567 123

Alcohol and Drugs

Alcoholics Anonymous

Tel: 0845 769 7555 (24hr helpline)
www.alcoholics-anonymous.org.uk

Council for Information on Tranquillisers and Anti-depressants (CITA)

Tel: 0151 474 9626 (Office)
Helpline open 10am-1pm
Tel: 0151 932 0102
www.citawithdrawal.org.uk

Drinkline

Provides confidential information and service to callers about alcohol related addictions.

Helpline open 24hrs
Tel: 0800 917 8282



Narcotics Anonymous

Provides confidential advice to help people who consider themselves an addict and organises help groups where people can share their experience with other users.

Tel: 0300 9991 212

www.ukna.org

Frank about drugs

Provides free advice, support and information to those worried about drug addiction.

Helpline open 24hrs

Tel: 0800 776 600

www.talktofrank.com

Overcount (Drugs Information Agency)

Professional drugs information service specialising in misuse and addiction to non prescribed over the counter drugs and medicines. Free confidential service to clients, friends, families and professionals, which includes specialised withdrawal programmes.

Open 7pm – 10pm Tuesday evenings

Tel: 05602 266335 (BT Standard Rate)

www.over-count.org.uk

Quitline

Helpline for smokers wanting to stop & people trying to remain ex-smokers.

Tel: 0800 002 200

www.quit.org.uk

Release

Release is the national centre of expertise on drugs and drugs law – providing free and confidential specialist advice to the public and professionals.

Open 11am – 1pm and 2pm – 4pm,

Mon – Fri

Tel: 0845 4500 215

www.release.org.uk

Re-Solv

Provides information and support to those worried about solvent abuse.

Information line Mon – Fri 9am – 5pm.

Tel: 01785 810762

Re-Solv Wales, First Floor, 21A Berriew Street, Welshpool, Powys SY21 7SQ
www.re-solv.org

Anxiety & Phobias

First Steps to Freedom

Offers support and advice on anxiety related mental health problems such as phobias, panic attacks, obsessive compulsive disorder, anorexia, bulimia, and tranquilliser withdrawal.

Office number, 9am – 5pm Mon – Fri

Tel: 01926 864 473

Helpline open 10am – 10pm everyday.

Tel: 0845 1202 916

www.first-steps.org



ANXIETY UK (formerly National Phobic Society)

Telephone helpline providing support and information on counselling and alternative treatments for people with anxiety disorders.

Tel: 084 4477 5774

Anxiety UK, c/o Zion Community Resource Centre, 339 Stretford Rd, Hulme, Manchester M15 4ZY
www.anxietyuk.org.uk

No Panic

For people with panic and phobias and OCD. Will also give info re local groups and specialist helplines if possible.

Open 10am – 10pm every day

Tel: 0808 8080 545

www.nopanic.org.uk

Triumph Over Phobia (Top UK)

Can provide general information and also information on local self help groups.

Tel: 0845 600 9601

E-mail: info@triumphoverphobia.org.uk
www.triumphoverphobia.com

Bereavement

Compassionate Friends

Self help group of bereaved parents and other family members offering support and friendship when a child has died at any age and any cause.

Tel: 08451 203 785 (Office number)

Helpline open 10am – 4pm, 7pm – 10pm

Tel: 08451 232 304

53 North St, Bristol, BS3 1EN
www.tcf.org.uk

Website for siblings:
www.tcfsiblingsupport.org.uk

Cruse Cymru Bereavement Line

Helpline open Mon – Fri 5pm – 9pm, weekends 3pm – 5pm

Tel: 029 2088 6913 (Info line)

Tel: 0844 477 9400 (Helpline)
 9am – 5pm

www.crusebereavementcare.org.uk

Lesbian and Gay Bereavement Project

Tues, Wed & Fri 7.30pm – 9.30pm

Tel: 020 7403 5969

Vaughan Williams Centre, Colindale Hospital, London NW9 5HG

Stillbirth and NeoNatal Death Society (SANDS)

Offers a helpline and UK wide network of local self help groups.

Head Office, 10am – 5pm Mon – Fri

Tel: 020 7436 7940

Helpline open 9.30am – 5.30pm Mon – Fri and 6pm – 10pm Tues & Thurs Evenings

Tel: 020 7436 5881

E-mail: helpline@uk-sands.org
www.uk-sands.org

Foundation for the Study of Infant Death (Cot Death)

Helpline for bereaved or concerned parents.

Tel: 020 7802 3200 (General Enquiries)

Helpline open 10am – 11pm Mon – Fri and 6pm – 11pm weekends

Tel: 0808 8026 868

www.fsid.org.uk



SoBS: Survivors of Bereavement by Suicide

SoBS exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

Available 9am – 9pm every day
Tel: 0844 561 6855 (National Helpline)
Tel: 0115 944 1117 (Admin.)

The Flamsteed Centre, Albert Street,
 Ilkeston, Derbyshire DE7 5GU
www.uk-sobs.org.uk

Black and Minority Ethnic Support

Muslim Community Helpline

This service provides spiritual counselling, referrals to consultants and all forms of help. The service is religiously and culturally sensitive to the needs of Muslim women of all sects. Men may also approach this helpline

Helpline open 10am – 4pm Mon – Fri
Tel: 0208 904 8193
Tel: 0208 908 6715
www.muslimcommunityhelpline.org.uk

Asian Family Counselling Service

Provides marital and individual counselling within the Asian community.

9am – 5pm Mon – Fri
Tel: 020 8571 3933
Tel: 020 8813 9714

Joint Council for the Welfare of Immigrants

General helpline for individuals and organisations without a franchise for information on immigration, nationality and Asylum law.

Helpline open Tues and Thurs 2pm – 5pm
Tel: 020 7251 8706

115 Old St, London, EC1V 9RT
www.jcwi.org.uk

Wah Sum Helpline

Wah Sum helpline is the first mental health helpline dedicated to serve the Chinese community nationwide in the UK. This is a confidential helpline run by trained bilingual workers and volunteers. Through this helpline we offer emotional support, information and advice to callers.

4pm – 6pm Monday – Friday
Tel: 0845 122 8660 (Helpline, Local rate)
www.cmha.org.uk

Carers

Carers UK

Provides advice on dealing with stresses and strains and financial problems that caring can bring. Advice also available for young carers.

Helpline open 10am – 12 noon,
 2pm – 4pm Wed & Thurs
Tel: 0808 808 7777

Carers can write for advice, if they wish, to;

River House, Ynys Bridge Court, Gwaelod y Garth, Cardiff CF15 9SS.

www.carersuk.org

Counsel and Care

Enquiries, 10am – 5pm Mon – Fri,
 10am – 1pm Weds – Tel: 020 7241 8555

Helpline open 10am – 4pm Mon – Fri,
 except Wednesday afternoon.



Tel: 0845 300 7585

www.counselandcare.org.uk

Children, Families & Young People

Childline Cymru

Free helpline for children up to the age of 18 to provide confidential counselling for any child or young person with any problem.

Tel: 0800 1111 (24hr Freephone)

Childline also provides counselling by letter at:

Childline, Freepost 1111, London N1 0BR
www.childline.org.uk

Contact-a-Family

Telephone service for parents and carers of children with disabilities or special needs, including learning difficulties, physical disabilities, medical conditions, rare syndromes and behavioural difficulties.

Helpline open Mon 10am – 4pm
& 5.30pm – 7.30pm

Tues – Fri 10am – 4pm

Tel: 0808 808 3555

Textphone: 0808 808 3556

www.cafamily.org.uk

Cry-sis

A helpline for families with babies who cry excessively, giving practical support and sympathetic understanding.

Helpline open 9am – 10pm

Tel: 08451 228 669

www.cry-sis.org.uk

Family Rights Group

Helpline for families whose children are involved with social services. Provides telephone and written advice.

Helpline open 10am – 3.30pm Mon – Fri

Tel: 0808 8010 366 (Freephone)

www.frg.org.uk

Gingerbread

National Advice Line offering support and information and a network of self help groups to lone parents.

Helpline open 2pm – 5pm Mon – Fri

Tel: 0808 8020 925

www.gingerbread.org.uk

Meic

Meic is the national information advice and advocacy helpline for children and young people in Wales. This service is open to those aged 0–25 years and provides information, signposting to other services and access to an independent professional advocate as and when needed to support them with their concern. Children and young people can access Meic 24hrs, 7 days a week.

Tel: 080880 23456 (Freephone, also free from mobiles - won't show up on the bill)

SMS Messages: 84001

(Again, completely free and anonymous)

www.meiccymru.org (instant messaging option for contact via webchat)

Parentline Plus

Helpline for parents offering listening, information and counselling on various parenting problems.

Tel: 020 7284 5500 (Office)



Helpline open 24hrs, 365 days a year.
Tel: 0800 800 2222 (Freephone)

E-mail:
parentsupport@parentlineplus.org.uk
www.parentlineplus.org.uk

Young Minds Parents

A telephone service for providing information and advice for parents, professionals or anyone else with a concern about the mental health of a child.

General Enquiries, 9.30am – 5.30pm
Tel: 0207 336 8445

Info Service 9.30am – 4pm Mon – Fri
Tel: 0800 802 5544

48-50 St John Street, London
 EC1M 4DG
www.youngminds.org.uk

Counselling / Psychotherapy / Talking Treatments

Childline Cymru

Free helpline for children up the age of 18 to provide confidential counselling for any child or young person with any problem.
Tel: 0800 1111 (24hr Freephone number)

Childline also provides counselling by letter at:
 Childline, Freepost 1111, London N1 0BR
www.childline.org.uk

Churches Counselling Service in Wales

We offer a free professional one-to-one counselling service to adults in venues around Wales. All counsellors are fully trained and experienced. CCSW are

members of BACP and adhere to their guidelines ethics. For further information and informal discussion ring
 0800 783 3540.

Tel: 0800 783 3540 (Referrals)
Tel: 01633 893005 (Admin.)

PO Box 712, Newport NP20 9AH

Dementia

Alzheimer's Society Helpline

A.S is a leading care and research charity for people with all forms of dementia, their families and carers.

Helpline open Mon – Fri 8.30am – 6.30pm
Tel: 0845 300 0336
www.alzheimers.org.uk

Solace

Provides ongoing telephone information and support to carers.

Helpline open 9am – 5pm weekdays
Tel: 029 2052 9848

Depression

Journeys

Provides information on depression and self-help groups run by Journeys.

Open 10am – 5pm Mon – Fri
Tel: 029 2069 2891
www.journeysonline.org.uk

MDF The Bipolar Organisation Cymru

Telephone helpline offering information, support and access to a network of self-help groups and self-management training programmes for people with



bi-polar disorder (manic depression), their relatives and friends.

9am – 5pm Mon – Thurs

9am – 4.30pm Fri

Tel: 0845 6340 080 (General Enquiries)

Tel: 01633 244 244 (Office)

www.mdfwales.org.uk

SAD Association

(Seasonal Affective Disorder)

Offers information about Seasonal Affective Disorder, a depression which is affected by lack of daylight during the winter months.

Tel: 01903 814 942

PO Box 989, Steyning, West Sussex
BN44 3HR

www.sada.org.uk

Disability

Changing Faces

Provides free and confidential help, support and information for anyone who has a disfigurement, their families and friends.

9am – 5pm Mon – Fri

Tel: 0845 4500 275

www.changingfaces.org.uk

Domestic Violence

Domestic Violence Helpline

Free to call from payphones & landlines (and from most mobiles, check with your service provider). Gives support to women experiencing domestic violence and makes referrals to different refuges.

Tel: 0808 2000 247 (24 hour helpline)

Respect Phonenumber

The Respect Phonenumber is a service for any perpetrator of domestic violence who is looking for information and advice to help them stop being abusive. We also receive calls from frontline workers who come into contact with perpetrators of domestic violence. We also subscribe to Language Line for people whose first language is not English.

The phonenumber is open Monday - Friday
10am-1pm and 2pm -5pm

Tel: 0845 122 8609

Textphone: 18001 0845 122 8609

E-mail: info@respectphonenumber.org.uk

www.respectphonenumber.org.uk

Everyman

Provides a helpline and counselling programme for men who wish to stop being violent.

Monday 10am – 2pm

Tuesday 10am – 3pm

Wednesday 10am – 5pm

Thursday 10am – 5pm

Tel: 020 7263 8884

www.everymanproject.co.uk

Eating Disorders

beat (formally the Eating Disorders Association)

Provides information, help and support for people affected by eating disorders. Offers a range of services including helplines, self help network and membership.

Adult Helpline – Mon – Fri

10.30am – 8.30pm, Sat 1pm – 4.30pm

Tel: 0845 634 1414



Youth Helpline – Mon – Fri 4pm – 8.30pm,
Sat 1pm – 4.30pm
Tel: 0845 634 7650
E-mail: info@b-eat.co.uk
www.b-eat.co.uk

Emotional Distress

Bristol Crisis Service for Women

Telephone counselling for any women in distress, with a particular focus on self injury. Offers listening, telephone counselling and information on local services. Also produces publications and runs training on self injury.

Helpline open: Fri: 9pm – 12.30 am,
Sat 9pm – 12.30am, Sun: 6pm – 9pm
Tel: 0117 925 1119
www.selfinjurysupport.org.uk

HOPELineUK

HOPELineUK is staffed by professionally qualified advisers who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

10am – 5pm and 7pm – 10pm Mon – Fri
2pm – 5pm Sat and Sun.

If the helpline is busy or outside these hours you can leave a message on the answer machine.
Tel: 0800 0684 141 (Helpline)
www.papyrus-uk.org

Lifeline

Christian run helpline offering information and a listening ear to the general public on a range of emotional and spiritual issues. Can refer people on to relevant organisations.

Helpline open 9am – Midnight Mon – Fri
Tel: 08456 52 52 52
E-mail: lifeline@premier.org.uk
www.premier.org.uk

Samaritans

Offers 24 hour confidential emotional support for anyone in crisis. Samaritans believe that offering people the opportunity to be listened to in confidence and accepted without prejudice, can alleviate despair and suicidal feelings.
Tel: 029 20 344022
(Cardiff & District Branch)
Tel: 08457 90 90 90 (National, 24hrs Local rate)
www.samaritans.org.uk

Supportline

Confidential emotional support to any individual. The helpline is primarily a preventative service aimed at reaching people before they get to a point of crisis. The helpline covers a wide range of issues including domestic violence, depression, abuse, bullying and stress. Information is also available on other support groups, agencies and counsellors throughout the UK.
Tel: 01708 765 222 (Admin)
Open: times vary – ring for details
Tel: 01708 765 200
E-mail: info@supportline.org.uk
www.supportline.org.uk

Epilepsy

Epilepsy

Offers information, advice and listening support to sufferers of epilepsy. Run by the British Epilepsy Association.



Tel: 0113 391 0300 (Admin)

Open Mon – Thurs 9am – 4.30pm

Fri 9am – 4pm

Tel: 0808 800 5050 (Freephone Helpline)

www.epilepsy.org.uk

National Society for Epilepsy

Helpline for people with epilepsy, their families, parents or carers and health professionals. Offers information, emotional support, informal counselling and referrals to other agencies.

Tel: 01494 601 300 (Admin)

Helpline open 10am – 4pm Mon – Fri

Tel: 01494 601 400

www.epilepsysociety.org.uk

Epilepsy Wales

Helpline offering advice and information for people with epilepsy, their families, carers, health and social care professionals.

PO Box 4168, Cardiff, CF14 0WZ

Helpline open Mon – Fri 9am – 4.30pm

Tel: 08457 413 774 (Local rate)

Tel: 0800 9016 228 (Freephone)

www.epilepsy-wales.co.uk

Gambling

Gamblers Anonymous

Gives free confidential advice to anyone affected, directly or indirectly, by gambling.

Tel: 08700 50 88 80

www.gamblersanonymous.org.uk

Gambling Anonymous

Telephone helpline, also runs self help

groups locally in Cardiff, Penarth & Swansea.

Tel: 0121 233 1335

Gamcare

Offers free confidential telephone advice and counselling to anyone who feels they may have a problem with gambling.

Helpline open 8am – 2am 7 days a week

Tel: 0845 600 0133

www.gamcare.org.uk

Health

Mens Health Helpline

Open Mon, 7pm – 9pm (Nurse available)

Tel: 020 8995 4448

NHS Direct

24 hour hotline providing a confidential service from a qualified nurse on any health queries.

Open 7 days a week 365 days a year.

Tel: 0845 46 47

www.nhsdirect.wales.nhs.uk

Sexual Health Information Line

Provides advice and information on sexual health, contraception etc. They have a database of appropriate agencies and clinics in your local area.

Tel: 0800 567 123 (Open 24hrs)

www.nhs.uk/livewell/sexualhealthtopics

Tenovus Cancer Information Helpline

Free helpline for patients and their families.

Tel: 029 2048 2000 or

Tel: 029 2076 8850 (Cardiff Office)



9 – 5pm Mon – Fri

Tel: 0808 808 1010

E-mail: tcic@velindre-tr-wales.nhs.uk

www.tenovus.com

Legal Advice

Liberty – Legal Advice Line

Liberty runs a telephone advice line for members of the public who have queries about public law and human rights. The line is staffed by volunteer solicitors and barristers.

21 Tabard St, London SE1 4EA

Open 6.30pm – 8.30pm Mon and Thurs,

12.30pm – 2.30pm Wed

Tel: 0845 123 2307

www.liberty-human-rights.org.uk

Mind Legal Advice Line

Provides advice on legal issues surrounding mental health.

Open 2pm – 4.30pm Mon, Wed & Fri

Tel: 0208 519 2122 (Ext.299 or Operator)

Infoline (National Helpline)

9am – 5pm Mon – Fri

Tel: 0845 7660 163

Mental Health – National Helplines and Information Lines

Assist (Assistance Support and Self Help in Surviving Trauma)

Telephone support and counselling for people experiencing post traumatic stress disorder (PTSD). Also provide face to face counselling and support, early intervention and clinical assessment for PTSD & anything trauma related.

Tel: 01788 551919 (Office)

(Answer service - leave message and they will get back to caller)

Tel: 01778 560800

E-mail: assist@traumatic-stress.freeserve.co.uk

www.assisttraumacare.org.uk

C.A.L.L

An all Welsh out of hours mental health telephone helpline service providing emotional support, information on local and national services. They can also provide literature on a range of subjects, symptoms and treatments. Calline also includes help for rural stress.

Tel: 0800 132 737 (Open 24hrs)

www.callhelpline.org.uk

Journeys

Provides information on depression and self-help groups run by Journeys.

Open 10am – 5pm Mon – Fri.

Tel: 029 2069 2891

www.journeysonline.org.uk

Hafal

Hafal is a Wales-based organisation, which helps people with severe mental illness through projects around Wales.

9am – 5pm weekdays

Tel: 01792 816 600 (Information Line)

www.hafal.org

Mind Information Line

The services include an information line about counselling groups, local support groups, option on treatments, how to access community care, and provides support for people disclosing sexual



abuse or who are suicidal. Any aspects of mental health issues.

15-19 Broadway, London E15 4BQ

Telephone information service open

9am – 5pm Mon – Fri

Tel: 08457 660 163

Legal info about Mental Health Act etc.

Open 9am – 5pm Mon – Fri

Tel: 0845 2259 393

www.mind.org.uk

NHS Direct

The NHS Direct service is here to provide you with help and support whenever you need health advice and information. We're here 24-hours a day, 365 days a year.

As well as the 0845 4647 telephone service, we offer a range of interactive online tools, known as health and symptom checkers, which you can use to assess your symptoms online and then receive personalised clinical advice on the best course of action, whenever you need it.

Tel: 0845 4647

www.nhsdirect.wales.nhs.uk

OCD Action

Advances the awareness and treatment of OCD (Obsessive Compulsive Disorder)

8.30am – 5pm Mon – Fri

Tel: 0845 3906 232

Suite 506-507 Davina House, 137-149

Goswell Rd, London EC1 V7ET

www.ocdaction.org.uk

Rethink

Advice service providing information on mental illness issues.

National Advice Service and information service, 9am – 2pm Mon – Fri.

Tel: 0207 840 3188 or 0845 456 0455

E-mail: advice@rethink.org

www.rethink.org

Samaritans

Offers 24 hour confidential emotional support for anyone in crisis. Samaritans believe that offering people the opportunity to be listened to in confidence and accepted without prejudice, can alleviate despair and suicidal feelings.

Tel: 029 2034 4022 (Cardiff & District)

Tel: 08457 90 90 90 (National, 24hrs Local rate)

www.samaritans.org.uk

Saneline

Provides a listening support service and an up to date information database to enable people to make their own choices.

Helpline open 6pm – 11pm every day

Tel: 08457 678 000

www.sane.org.uk

Young Minds Parents

Provides information and advice for anyone with concern about the mental health of a child. Young Minds is a national charity committed to improving the mental health of all children. Provides seminars and training, consultancy, leaflets and booklets for young people. It also publishes a Young Minds magazine.



48-50 St John Street, London EC1M 4DG

9.30am – 5.30pm

Tel: 0207 336 8445 (General Enquiries)

Info service available 9.30pm – 4pm

Mon – Fri

Tel: 0808 8025 544

www.youngminds.org.uk

Money

National Debt Line

Tel: 0808 8084000

www.nationaldebtline.co.uk

Consumer Credit Counselling Service

Free resource for families and individuals with debt problems.

The website includes CCCS Debt Remedy online debt counselling service. This service is completely free, you don't have to provide your name and all the advice you receive will be based on your situation.

Open 8am – 8pm Mon – Fri

Tel: 0800 1381111

www.cccs.co.uk

The Housing Debt Helpline Wales

The Housing Debt Helpline Wales offers support to individuals and families who are finding it difficult to meet their mortgage or rental payments.

8am – 8pm Monday – Friday

Tel: 0800 107 1340

www.housing-debt-helpline-wales.org

UK Insolvency Helpline

The UK Insolvency Helpline is a service for people with debt problems. The service operates teams of outreach workers covering the City of Cardiff and The Vale of Glamorgan.

The service is free, confidential and independent. The service has existed since 1986 and was set up in conjunction with the credit industry. The service provides self-help advice to its callers and also produces written self-help packs and fact sheets to back this up. The service can also assist callers with the setting up of Individual Voluntary Arrangements (IVA) Debt Management Plans and Bankruptcy for England, Wales & Scotland.

Advisers will answer phones 9am – 8pm Mon – Wed & 9am – 6.30pm Thurs & Fri, at all other times there is a 24hr message service.

Tel: 0800 074 6918

E-mail: info@insolvencyhelpline.co.uk

www.insolvencyhelpline.co.uk

National Administration Centre, The UK Insolvency Helpline, 788-790 Finchley Road, London NW11 7TJ

Neurological Conditions

CJD (Creutzfeldt Jacob Disease) Support

Provides practical and emotional support for families and professionals affected by all strains of CJD.

Tel: 01630 673 973 (Support Network Helpline)

www.cjdsupport.net



ME Association

ME – otherwise known as chronic fatigue syndrome. ME Association is a UK membership organisation empowering members to manage their illness through information and training; and funds social health and educational research.

Tel: 01280 818 968 (Admin)

Open 10am – 12 noon, 2pm – 4pm,
7pm – 9pm

Tel: 0844 5765 326

E-mail: meconnect@meassociation.org.uk
www.meassociation.org.uk

Parkinson's Disease Society

Helpline for people with Parkinson's Disease, friends, relatives, carers and professionals.

Open Mon – Fri 9am – 8pm

Tel: 0808 800 0303

www.parkinsons.org.uk

The Stroke Association

Helpline for information and support.

Open Office hours 9am – 5pm

Tel: 0845 3033 100

Tel: 029 2052 4400 (Regional Office)

www.stroke.org.uk

Green Meadow Spring Business Park,
Unit 8 Cae Gwyrdd, Tongwynlais, Cardiff
CF15 7AB

Post Natal Depression

National Meet a Mum Association

Offers support and friendship to all new mothers and their families through a nationwide network; also offers a helpline

for mothers experiencing Post Natal depression.

Lines open 7pm – 10pm Mon – Fri.

Tel: 0845 120 3746

www.mama.co.uk

Pre Menstrual Problems

National Association for Pre Menstrual Syndrome

Helpline staffed by practice nurses with experience of physical and mental health problems associated with PMS.

Open Wed, Thurs, Fri only. 24hr answer phone gives details of Helpline times and numbers.

Tel: 0844 8157 311

www.pms.org.uk

Pregnancy, Abortion and Miscarriage

British Pregnancy Advisory Service

Telephone action line to make appointments and receive advice on any aspect of pregnancy.

Tel: 08457 304 030 (Open 24hrs)

www.bpas.org

Anti-Natal Results Services (ARC)

Supports people when an abnormality is diagnosed in their pregnancy or who have experienced a termination in their pregnancy because of this.

73 Charlotte St, London W1T 4PN

Tel: 020 7631 0280 (Admin)

Open Mon – Fri 10am – 5.30pm

Tel: 020 7631 0285

E-mail address: info@arc-uk.org
www.arc-uk.org



Miscarriage Association

Telephone service, can put people in touch with local contacts and support groups on the topic of miscarriage during pregnancy.

Tel: 01924 200 795 (Admin)

Open Mon – Fri 9am – 4pm

Tel: 01924 200 799

www.miscarriageassociation.org.uk

We can also provide written information at the address: Miscarriage Association c/o Clayton Hospital, Northgate, Wakefield, West Yorkshire WF1 3JS

Rape and Sexual Abuse

Childline

Free helpline for children upto the age 18.

Tel: 0800 1111 (24hr)

www.childline.org.uk

NSPCC

Helpline for parents, children abusers, professionals or anyone wanting help and advice.

Tel: 0808 800 5000 (Helpline, 24hr)

New hard of hearing services:

ISDN videophone: 0208 4631 148

Webcam: nspcc.signvideo.tv

Text: 08000 560 566

E-mail: help@NSPCC.org.uk

www.nspcc.co.uk

Safeline

Voluntary organisation based in UK which has been established by people who were themselves sexually abused as children.

Helpline open 7pm – 10pm Mon, Wed, Fri, 7.30pm – 9.30pm Tues, Thurs

24hr answerphone

Tel: 0808 800 5005

E-mail: office@safelinewarwick.co.uk

www.safelinewarwick.co.uk

Safeline, 3 Trinity Mews, Priory Rd, Warwick, Warwickshire CV344NA

Sexuality and Gender

London Lesbian and Gay Switchboard

Offers advice and guidance

10am – 11pm every day including weekends

Tel: 0207 837 7324

www.llgs.org.uk

FFLAG

Information and support group for families and friends of lesbians and gays.

Families and Friends of Lesbians & Gays

Tel: 0845 6520 311

Tel: 0191 4552 868 (Joan)

The Gender Trust

Membership organisation giving information and support for transsexual people, their families and partners; also information and support for professionals – inc. employers, human resources, medical, advice services.

Community Base, 113 Queens Road, Brighton, BN1 3XG

Helpline open 7pm – 10pm Mon – Fri

Tel: 0845 231 0505

Tel: 01273 234024 (office)

E-mail: info@genderttrust.org.uk

www.genderttrust.org.uk



Women of the Beaumont Society

Offers support and advice for everyone concerned with transvestite and transexual matters, including partners and families.

Open 8pm – 11pm everyday except Wednesdays, answerphone outside those hours.

Tel: 01 223 441246

E-mail: wobsmatters@aol.com
www.gender.org.uk/wobsuk
www.beaumontsociety.org.uk

Helpline open: Fri 9pm – 12.30am,
 Sat 9pm – 12.30am, Sun 6pm – 9pm

Tel: 0117 925 1119

www.selfinjurysupport.org.uk

Transliving International

Helpline catering for all aspects of gender orientation.

Helpline open 9am – 8pm Mon – Fri

Tel: 01268 583761

www.transliving.co.uk

Self Harm**Basement Project**

Provides information about abuse and self harm to survivors, families & friends and workers.

P0 Box 5, Abergavenny NP7 5XW

To order books

Tel: 01873 856 524

www.basementproject.co.uk

Bristol Crisis Service for Women

Telephone counselling for any women in distress, with a particular focus on self injury. Offers listening, telephone counselling and information on local services. Also produces publications and runs training on self injury.



5. Indexes

- Voluntary Sector Agencies by Category
- Telephone Helpline & Information Services A – Z



Voluntary Sector Agencies by Category

Detailed below are the voluntary services listed by category or type of service. Please note that this is not an exhaustive list and is correct to the best of our knowledge. Information is taken from the service information listed by agencies in the directory. See entries for full details.

Accommodation (including support linked to accommodation)

Agencies listed as providing accommodation and/or support to people linked to their accommodation.

Atal y Fro – formerly Womens Aid,
Vale of Glamorgan
Barnardos Marlborough Road Partnership
Cadwyn Housing Assoc.
Cardiff Mind Ltd
Cardiff YMCA Housing Assoc.
Church Army
Foundation Housing / Tai Sylfaen
Gofal
Gwalia Care and Support – Move On
Hafod Care Assoc.
Huggard
Linc-Cymru
Llamau Ltd
Mental Health Matters
Newydd Housing Assoc.
Pen yr Enfys – Residential Services
Salvation Army
Taff Housing Assoc. Tenant Support
Project
United Welsh – Oak House
and Prep Projects
Wales and West Housing Assoc.
The Wallich
Womens Aid Cardiff

Advice / Information

A large number of agencies provide information and/or advice as part of their service, either about their organisation, or on mental health issues related to the service they provide.

4 Winds User Led Association
ABCD Cymru
Age Concern
AI Anon
Alcoholics Anonymous
Alzheimer's Society
Atal y Fro – formerly Women's Aid,
Vale of Glamorgan
Awetu
Alzheimer's Society
Barnardos Marlborough Road Partnership
BEAT – formerly Eating Disorders Assoc.
Cardiff and Vale Coalition of Disabled
People
Cardiff and Vale Crossroads
Cardiff and Vale Mental Health
Development Project
Cardiff Mind
Cardiff Nightline
Cardiff, Vales and Valleys Institute
for Blind People
Cardiff Women's Safety Unit
Care and Repair Cardiff
Carers Centre
Church Army – The Amber Project
Citizen's Advice Bureau, Cardiff
Citizen's Advice Bureau, Vale
Crossroads in the Vale
Dyn Project
Gofal
Hafal
Headway
Home Access



Huggard
 Inroads
 Islamic Social Services Assoc. – ISSA
 Journeys
 MDF – the Bi-Polar Organisation Cymru
 Mental Health Matters, Wales
 Mental Health User Group, Eastern Vale of Glamorgan
 Mind in the Vale of Glamorgan
 Mind Cymru
 National Autistic Society
 Newlink Wales
 New Pathways
 Obsess Group
 Ogwr Dash
 Penarth Youth Project
 Pen yr Enfys
 Race Equality First
 Riverside Advice Centre
 RNID- Royal National Institute for the Deaf and Hard of Hearing People
 Salvation Army
 SNAP Cymru
 SPLAG Wales
 Taff Housing Assoc.
 Terrence Higgins Trust
 United Welsh - Prep Projects
 VCVS – Vale Centre for Voluntary Services
 VAC – Voluntary Action Cardiff
 Victim Support- S. Wales
 Voices from Care
 Wales and West Housing Assoc.
 The Wallich
 Welsh Tenants Federation
 Women’s Aid Cardiff

Advocacy

Agencies that are listed as providing

advocacy services as all or part of their service.

ABCD Cymru
 Advocacy Matters
 Age Concern
 Carers Centre
 Cardiff and Vale Coalition of Disabled People
 Dyn Project
 Hafal Cardiff Carers Advocacy & Family Support Services
 Hafal Family Support Services – Vale of Glamorgan
 Huggard
 Islamic Social Services Association
 Mental Health Matters Wales
 SNAP Cymru
 SWMHA – South Wales Mental Health Advocacy
 Vale People First
 Voices from Care
 The Wallich
 Women’s Aid Cardiff

Bereavement

Age Concern Counselling Service
 Cardiff Concern Christian Counselling Service
 Counselling South Wales
 Cruse Bereavement Care

Black and Minority Ethnic Services

Agencies that are listed as aiming to provide services that are sensitive to the needs of black and minority ethnic people or who are able to access minority ethnic languages.



4 Winds User Led Association
 Awetu
 Barnardos Marlborough Road Partnership
 Cadwyn – Language Access
 Cardiff and Vale Crossroads
 Cardiff People First
 Carers Centre – Language Access
 Citizens Advice Bureau,
 Cardiff – Language access
 Henna Foundation
 Islamic Social Services Association
 Mewn Cymru
 Mind Cymru – Diverse Minds
 Newlink Wales
 Riverside Advice Service
 – Language Access
 SNAP Cymru – Language Access
 SWMHA – Language Access
 Vanguard Project

Campaigning / Awareness Raising

Services that include as one of their aims campaigning, raising mental health awareness, educating the public about the needs of those using their service.

ABCD
 Atal y Fro - Vale Womens Aid
 Alzheimer's Society
 ASFA – Alcohol Services for All
 Awetu
 Barnardos Marlborough Road partnership
 BEAT - formerly Eating Disorders Assoc.
 Cardiff Mind
 Cardiff People First
 Church Army- Amber Project
 Home Access
 Learning Disability Wales
 Mental Health Matters
 Mental Health User Group, Eastern
 Vale of Glamorgan

Mewn Cymru
 MDF – the Bipolar Organisation
 Mind Cymru
 Mind in the Vale of Glamorgan
 National Autistic Society
 Newlink Wales
 Obsess
 Race Equality First
 RNID- Royal National Institute for Deaf
 and Hard of Hearing People
 SPLAG Wales
 Terrence Higgins Trust Cymru
 Vale People First
 Voices from Care

Carers / Family / Friends

Agencies who are listed as providing services to carers as a whole or part of their service including respite services and carer support groups (See also Respite section).

Al Anon Family Groups / Alateen
 Alzheimer's Society
 British Red Cross
 Cardiff and Vale Crossroads
 Cardiff and Vale Mental Health
 Development Project
 Cardiff and Vale YMCA
 Carers Centre
 Crossroads in the Vale of Glamorgan
 Gofal
 Hafal Family Support Service,
 Vale of Glamorgan
 Hafal Cardiff Carers Advocacy
 and Family Support Service
 Hafal Carers Support Group, Cardiff
 Hafal Sebiant (Respite) Service
 Headway
 Inroads
 Journeys



Mewn Cymru
 National Autistic Society
 Ogwr Dash
 Snap Cymru
 Terrence Higgins Trust Cymru
 Voices from Care
 The Wallich

Counselling

Services where counselling is listed as a whole or part of the service.

Age Concern
 Awetu
 Barnardos Marlborough Road Partnership
 Cardiff Concern Christian Counselling
 Cardiff Mind
 Church Army – The Amber Project
 Counselling South Wales
 Crossroads in the Vale
 Cruse Bereavement Care
 Headway
 Inroads
 Islamic Social Services Assoc.
 Jigsaw
 New Pathways
 Ogwr DASH
 Pen yr Enfys
 Relate
 Terrence Higgins Trust Cymru
 Vale Counselling Service
 Women's Aid Cardiff

Children and Young People

Agencies that are listed as providing services wholly or in part for children and young people.

ABCD Cymru
 Al Ateen/Al anon
 Atal y Fro – formerly Vale Women's Aid
 Awetu

Barnardos Marlborough Road Partnership
 Cardiff and Vale Coalition
 of Disabled People
 Cardiff and Vale Crossroads
 Church Army – Amber Project
 Foundation Housing
 Headway
 Henna Foundation
 Inroads
 Learning Disability Wales
 Llamau
 Mind in the Vale of Glamorgan
 – Western Vale
 New Pathways
 NSPCC
 Ogwr DASH
 RNID – Royal National Institute for Deaf
 and Hard of Hearing People
 SNAP Cymru
 Terrence Higgins Trust Cymru
 Voices from Care
 VAC – Voluntary Action Cardiff
 Women's Aid Cardiff

Development (Local)

Agencies which provide a development, umbrella or infrastructure service for other agencies.

Cardiff & Vale Mental Health
 Development Project
 VCVS – Vale Centre for Voluntary Service
 VAC – Voluntary Action Cardiff

Direct Payments

Support to enable people to employ their own personal support.

Cardiff and Vale Coalition
 of Disabled People
 DEWIS Centre for Independent Living



Drop-in / Resource Centres / Day Services

Services including resource centres providing access to daily activities, and places where people can drop in without appointment.

4Winds User Led Assoc.
Awetu
Alzheimer's Society
British Red Cross
Cardiff Mind
Crossroads in the Vale
Headway
Huggard
Inroads
Mental Health Matters Wales
Mind in the Vale of Glamorgan
Pen yr Enfys

Education / Training

Services providing education and training opportunities to groups or individuals.

4Winds User Led Association

ABCD Cymru
Age Concern
Alzheimer's Society
BEAT – formerly Eating Disorders Assoc.
Cardiff and Vale Coalition
of Disabled People
Cardiff and Vale Mental Health
Development Project
Cardiff Mind
Cardiff , Vales and Valleys Institute
of Blind People
Church Army – Amber Project
Gofal
Hafal
Islamic Social Services Association
Journeys
Llamau

Mental Health Matters Wales
Mewn Cymru
Mind in the Vale of Glamorgan
New Pathways
Newlink Wales
NSPCC
Race Equality First
RNID – Royal National Institute
for Deaf and Hard of Hearing People
Salvation Army
SNAP Cymru
Terence Higgins Trust Cymru
VAC - Voluntary Action Cardiff
VCVS - Vale Centre for Voluntary Service
Voices from Care
The Wallich
Welsh Tenants Federation
Women's Workshop, Cardiff
Training Centre

Emergency Out of Hours Services

Agencies listed provide some sort of service that is out of hours and can be accessed in a crisis. This can include emergency services, including for example, beds for homeless people.

Atal y Fro –formerly Women's Aid
Vale of Glamorgan
Huggard
Pen yr Enfys
The Wallich – Night Shelter
Womens Aid, Cardiff
YMCA

24 Hours

Services listed as providing support 24hrs a day.

Atal y Fro – formerly Women's Aid,
Vale of Glamorgan



Cardiff YMCA
 Church Army
 Crossroads in the Vale
 Huggard
 MDF (24 hour legal advice line)
 Samaritans
 Pen yr Enfys
 The Wallich
 Womens Aid – Cardiff

Home Visits / Outreach

Services listed as providing advice and support in the home, or away from the service base. This includes respite for carers but does not include agencies providing supported accommodation (See accommodation section, including support linked to accommodation).

Age Concern
 Alzheimer's Society
 Atal y Fro – formerly Women's Aid, Vale of Glamorgan
 Awetu
 Citizens Advice Bureaux – Cardiff and Vale of Glamorgan
 Cardiff Mind
 Cardiff Vales & Valleys Institute of Blind People
 Crossroads in the Vale
 Hafal
 Inroads
 Riverside Advice Centre
 Terence Higgins Trust Cymru
 Victim Support Service

Learning Disability

Groups who have as a whole or part of their remit to support people with learning disabilities.

Advocacy Matters (Wales)
 Ategi
 Cardiff People First
 Cardiff and Vale Coalition
 of Disabled People
 Vale People First

Men

Services that are provided either wholly or in part for men.

Barnardos Marlborough Road Partnership
 Dyn Project
 NSPCC
 Terence Higgins Trust Cymru

Older People's Mental Health Services

Services for older people with dementia or late onset mental illness

Alzheimer's Society Cardiff and Vale
 Alzheimer's Society Wales
 British Red Cross
 Cardiff and Vale Coalition
 of Disabled People
 CVMHDP – Carer and Service User
 Involvement in Older People's
 Mental Health Services
 Crossroads in the Vale
 Crossroads in Wales

Resources

Agencies who have specified that they have access to resources in cash or in kind for individuals or agencies.

4 Winds User Led Assoc.
 Age Concern
 Alzheimer's Society
 Cardiff and Vale Mental Health
 Development Project
 Home Access



Journeys

MDF - The BiPolar Organisation Cymru
 RNID - Royal National Institute for Deaf
 and Hard of Hearing People
 Salvation Army Community Centre
 The Terence Higgins Trust Cymru
 VAC – Voluntary Action Cardiff
 VCVS – Vale Centre for Voluntary
 Services

Respite Services for Carers

Alzheimer's Society
 British Red Cross
 Cardiff & Vale Crossroads
 Crossroads in the Vale
 Hafal

Self Help

Self help groups who aim to empower
 members of the group through mutual
 support. There may be some professional
 support, but most self help groups
 run independently.

4Winds User Led Assoc.
 Al Anon Family groups / Alateen
 AA
 Barry Ace
 BEAT – formerly Eating Disorders Assoc.
 Crossroads in the Vale Carer
 Support Groups
 Cruse Bereavement Care
 Hearing Voices Group
 Inroads
 Journeys
 MDF – The Bi Polar Organisation Cymru
 Mind in the Vale of Glamorgan
 Mental Health User Group
 Eastern Vale of Glamorgan
 Obsess
 Ogwr DASH

SPLAG Wales

Terence Higgins Trust
 Walkfree

Social Activities

Agencies listing that they either provide or
 support people to access social activities.
 4Winds User Led Assoc.

Age Concern
 Alzheimer's Society
 Ategi
 Awetu
 Barry Ace
 Cardiff Mind
 Cardiff and Vale Crossroads
 Cardiff, Vales and Valleys Institute
 of Blind People
 Crossroads in the Vale
 Headway
 Huggard
 Mental Health Matters Wales
 Mewn Cymru
 Mind in the Vale of Glamorgan
 Pen yr Enfys
 Salvation Army Community Centre
 United Welsh Prep Projects

Substance Misuse

Agencies that are listed as providing,
 as part of their service, support to
 people who have problems with
 substance misuse.

Alcoholics Anonymous
 ASFA – Alcohol Services for All
 Al Anon Family Groups/Al Ateen
 Cadwyn Tenant Support Service
 Gofal
 Gwalia Care and Support
 – Fynnon Project, Move on Project
 Huggard



Inroads
 Newlink Wales
 Ogwr Dash
 Pen yr Enfys – The Fitzhamon Centre
 Pen yr Enfys – Residential Services
 Salvation Army
 Taff Housing Tenant Support Service
 United Welsh – Oak House
 and Prep Project
 The Wallich

Support

The majority of agencies in the directory provide personal support whether, for example, emotional support, befriending, or supporting people to fulfil their potential and live as independently as possible. The list below is not exhaustive. The list below is not exhaustive.

4Winds User Led Assoc.
 Age Concern
 Alzheimer's Society
 Atal y Fro – formerly Women's Aid,
 Vale of Glamorgan
 Ategi
 Awetu
 Barnardos Marlborough Road Partnership
 Cadwyn Housing Assoc. Tenant
 Support Service
 Cardiff and Vale Crossroads
 Cardiff, Vales and Valleys Institute
 of Blind People
 Cardiff Mind
 Cardiff YMCA
 Church Army
 Church Army – The Amber Project
 Crossroads in the Vale of Glamorgan
 Gofal
 Gwalia – Cardiff Move on/Fynnon Projects
 Hafal

Hafod Housing Assoc.
 Headway
 Home Access
 Huggard
 Inroads
 Islamic Social Services Association
 Journeys
 Llamau Ltd
 Llanishen Good Neighbours
 MDF – The Bi-polar Organisation Cymru
 Mental Health Matters Wales
 Mind in the Vale of Glamorgan
 NSPCC
 Pen yr Enfys
 Race Equality First
 RNID – Royal National Institute
 for Deaf and Hard of Hearing People
 Salvation Army
 SPLAG Wales
 Taff Housing Support Services
 Terence Higgins Trust Cymru
 United Welsh Prep Projects, Oak House
 Victim Support
 Voices from Care
 The Wallich

Telephone Services/Helplines

Agencies which include a specific telephone service – for information/ advice, telephone counselling or helplines. See also Section 4 for telephone helplines and information lines.

AA
 Al Anon
 Alzheimer's Society
 Atal y Fro – formerly Women's Aid,
 Vale of Glamorgan
 Cardiff Nightline
 Citizens Advice Bureaux
 Headway



Inroads
 Journeys
 MDF– The Bi-Polar Organisation Cymru
 NSPCC
 Samaritans
 SPLAG Wales
 Terence Higgins Trust Cymru
 Womens Aid, Cardiff

User / Carer Involvement Groups

Groups who as part of their remit, support people using services to have voice in the planning and delivery of services.

ABCD

ASFA - Alcohol Services for All
 CVMHDP – Carer and Service User Involvement in Older People’s Mental Health Services
 CVMHDP – Sefyll – formerly Service User Involvement Project
 Cardiff People First
 CARDUF (Current, Abstinent & Recovering Drug Users Forum)
 MDF – The Bi Polar Organisation Cymru
 Hafal Cardiff Carers Support Group
 Mental Health User Group, Eastern Vale of Glamorgan
 Mind Cymru (linked to User Groups)
 Vale People First

Valued Occupation (inc. Volunteering, Employment Opportunities)

Services supporting people to meet their full potential through provision or access to valued occupational opportunities, including employment.

4 Winds
 Barnardos Marlborough Road Project
 Cardiff Mind
 Church Army

Hafal
 Huggard
 Gofal
 Llamau
 Mental Health Matters Wales
 Mind in the Vale of Glamorgan
 Newlink Wales
 Pen yr Enfys
 RNID - Royal National Institute for Deaf and Hard of Hearing People
 Salvation Army
 The Wallich
 Women’s Workshop

Welfare Rights Advice

Age Concern
 Cardiff Mind
 Citizen’s Advice Bureau
 Home Access
 Riverside Advice Centre

Women

Services that are provided either wholly or in part for women.

4 Winds User led Association
 Atal y Fro – formerly Womens’ Aid, Vale
 Barry Ace
 Llamau Ltd. Womens Services
 Mewn Cymru
 Terrence Higgins Trust Cymru
 Womens Aid Cardiff
 Women’s Workshop





Telephone Helpline & Information Services A–Z

A

Action on Elder Abuse	0808 808 8141
Adoption UK	0844 8487 900
After Adoption Wales (for young people under 25)	0800 0568 578 0808 808 1234
Alcoholics Anonymous	0845 769 7555
Alzheimer's Society Helpline	0845 300 0336
Anti-Natal Results Services (ARC)	020 7631 0285
Anxiety UK	0844 477 5774
Asian Family Counselling Service	020 8571 3933 020 8813 9714
Assist (Assistance Support & Self Help in Surviving Trauma)	01778 560800

B

Basement Project	01873 856 524 (To order books)
Beat	0845 634 1414 (Adult Helpline) 0845 634 7650 (Youth Helpline)
Bristol Crisis Service for Women	0117 925 1119
British Pregnancy Advisory Service	08457 304 030

C

C.A.L.L.	0800 132 737
Carers UK	0808 808 7777
Changing Faces	0845 4500 275
Childline	0800 1111
Churches Counselling Service in Wales	0800 783 3540 (Referrals)
CJD (Creutzfeldt Jacob Disease) Support	01630 673 973



Compassionate Friends	08451 232 304
Consumer Credit Counselling Service	0800 1381111
Contact-a-Family	0808 808 3555

Council for Information on Tranquillisers and Anti-depressants (CITA)	0151 932 0102
Counsel and Care	0845 300 7585
Cruse Cymru Bereavement Line	029 2088 6913 (Info line) 0844 477 9400 (Helpline)
Cry-sis	08451 228 669

D

Domestic Violence Helpline	0808 2000 247
Drinkline	0800 917 8282

E

Epilepsy (British Epilepsy Association)	0808 800 5050
Epilepsy Wales	08457 413 774 0800 9016 228
Everyman	020 7263 8884

F

Family Rights Group	0808 8010 366
FFLAG	0845 6520 311 0191 4552 868 (Joan)
First Steps to Freedom	0845 1202 916
Foundation for the Study of Infant Death (Cot Death)	0808 8026 868
Frank about Drugs	0800 776 600



G

Gamblers Anonymous	08700 50 88 80
Gambling Anonymous	0121 233 1335
Gamcare	0845 600 0133
The Gender Trust	0845 231 0505
Gingerbread	0808 8020 925

H

Hafal	01792 816 600 (Info Line)
HOPELineUK	0800 0684 141
The Housing Debt Helpline Wales	0800 107 1340

J

Joint Council for the Welfare of Immigrants	020 7251 8706
Journeys	029 2069 2891

L

Lesbian and Gay Bereavement Project	020 7403 5969
Liberty – Legal Advice line	0845 123 2307
Lifeline	08456 52 52 52
London Lesbian and Gay Switchboard	0207 837 7324

M

MDF The Bipolar Organisation Cymru	0845 6340 080 (General Enquiries)
ME Association	0844 5765 326
Meic	080880 23456
Mens Health Helpline	020 8995 4448
Mind Information Line	08457 660 163
Mind Legal Advice Line	0208 519 2122 (Ext. 299 or Wait for Operator)



Miscarriage Association	01924 200 799
Muslim Community Helpline	0208 904 8193 0208 908 6715

N

Narcotics Anonymous	0300 9991 212
National Association for Pre Menstrual Syndrome	0844 8157 311
National Debt Line	0808 8084000
National Meet a Mum Association	0845 120 3746
National Society for Epilepsy	01494 601 400
NHS Direct	0845 4647
No Panic	0808 8080 545
NSPCC	0808 800 5000

O

OCD Action	0845 3906 232
Overcount (Drugs Information Agency)	05602 266335

P

Parentline Plus	0808 800 2222
Parkinson's Disease Society	0808 800 0303

Q

Quitline	0800 002 200
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R

Release	0845 4500 215
Re-Solv	01785 810762
Respect Phoneline	0845 122 8609



Rethink	0207 840 3188 0845 456 0455
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S

SAD Association (Seasonal Affective Disorder)	01903 814 942
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Safeline	0808 800 5005
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Samaritans	029 2034 4022 (Cardiff & Dist.) 08457 90 90 90 (National)
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Saneline	08457 678 000
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Sexual Health Information Line	0800 567 123
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SoBS: Survivors of Bereavement by Suicide	0844 561 6855
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Solace	029 2052 9848
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Stillbirth and NeoNatal Death Society (SANDS)	020 7436 5881
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The Stroke Association	0845 3033 100
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Supportline	01708 765 200
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T

Tenovus Cancer Information Helpline	0808 808 1010
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Transliving International	01268 583761
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Triumph Over Phobia (Top UK)	0845 600 9601
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U

UK Insolvency Helpline	0800 074 6918
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W

Wah Sum Helpline	0845 122 8660
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Women of the Beaumont Society	01223 441246
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Y

Young Minds Parents	0808 802 5544
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Cardiff & Vale Mental Health Project recommend HSW Print



hswprint

For all your print requirements contact Chris Hackett:

Mob: 07827 236761

E-mail: chrishackett@hswprint.co.uk

Cambrian Industrial Park, Tonypanyd, Rhondda CF40 2XX

tel: 01443 441100 fax: 01443 434455 web: www.hswprint.co.uk

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**Cardiff & Vale Mental Health
Development Project**

Unit 11, Williams Court, Trade Street
Cardiff CF10 5DQ

Tel: 029 2022 2000

E-mail: mail@cvmhdp.org.uk

**Access Directory & updates online at
www.cvmhdp.org.uk**