

Welsh Ambulance Service News November 2020

Part 2

Age Cymru Engagement Events – Have Your Say! - Please find attached information about some upcoming engagement events that Age Cymru are carrying out online during November. If you would like to be involved, please contact Rachel Dawson on 07943 186771 or email Rachel.dawson@agecymru.org.uk

Overcoming loneliness and Isolation: Digital Inclusion initiatives:

Covid-19: digital inclusion webinar programme - Digital Communities Wales have been working hard to develop online digital inclusion training courses, including webinars and digital drop-in sessions that might be vital to you and your service users going forward: [HERE](#)

Pembrokeshire Connect IT project:

Community Connectors in Pembrokeshire can offer a tablet loan to individuals registered with a GP practice in Pembrokeshire. This loan is for 2 months, and the tablet will have apps that are of interest to individuals so they can access online activities and services. They can also offer one to one support for individuals with no experience and can offer telephone support to get them online. Contact:

communityconnectors@pavs.org.uk

Tel: 01437 769422/07595192932

Carers:

Carers Rights Day 26/11/2020

Ceredigion:

In order to mark Carers Right's Day 2020, Ceredigion Carers Unit has had the pleasure of working with unpaid Carers and lots of organisations across Wales, including the Welsh Ambulance Services Trust to design a range of resources for unpaid Carers in Ceredigion. They have brought together a selection of information and online courses/taster sessions to help unpaid Carers feel more informed and empowered about their rights, entitlements and things that affect them in their caring role. Best of all, they are all FREE for unpaid Carers and can be accessed from the comfort of your own home. Many of these are also

available to view retrospectively as they have been recorded to enable carers to view them at their convenience. Click **here** to find out more:

<http://www.ceredigion.gov.uk/resident/social-care-wellbeing/support-for-carers/carers-rights-day-2020/>

Hot off the press! - See also below to watch one of the recorded workshops facilitated by the Welsh Ambulance Service, with some helpful hints and tips about how to be prepared for the 'what If's; as we approach winter.

Carers 'Me Time': This is a chance for unpaid carers to do something for their own enjoyment. These online sessions, funded by WG, are a place where carers can get involved in a range of activities and explore new opportunities that they may not be able to do normally - [link](#). See also Care for a Cuppa [sessions](#) with Carers Wales

Supporting carers who look after someone with dementia:

[Carers Trust Wales](#) have published [Caring for someone with dementia: A guide for family and friends](#), a comprehensive resource that brings together the practical information and emotional guidance that carers need to support their own well-being.

The public consultation on the new National Plan for Carers is now live:

I have attached the links below and we would be grateful if you could complete this yourselves and share amongst your various networks.

<https://gov.wales/carers-national-plan-wales>

<https://llyw.cymru/cynllun-cenedlaethol-i-ofalwyr>

Be prepared for Winter:

It's always wise to be prepared for a minor illness or injury. Our advice is always keep a well-stocked [medicine cabinet](#) and [first aid kit](#) at home.

Beat Flu this year:

Have you had your flu vaccine this year? Find out more [HERE](#)

For some people flu (also known as influenza) can be very serious. The flu vaccine is the best way to protect you and your family against flu. The

flu vaccine is free for everyone who is eligible to have it. To find out if you can have the flu vaccine or for further information on the [flu](#) visit [NHS 111 Wales](#).

Flu - Do you have a learning disability?

If yes, flu may be serious for you.

Easy read information on Flu Vaccines is now on NHS 111 Wales:

<https://111.wales.nhs.uk/easyreads/articlelist/Flu>

Video 'Being prepared for the What If?' How the Welsh Ambulance Service can help you think ahead:

Watch a recorded video of a workshop which took place on 24th November 2020, facilitated by the Welsh Ambulance Service in partnership with Ceredigion Carers Unit and the Ceredigion Carers Alliance, for Carers Rights 2020 here: <https://youtu.be/pysoNUZP2NU>

Symptom checkers:

Our online symptom checkers allows you to check your symptoms at your convenience and advises you what to do next. With over 30 symptom checkers to choose from including generally unwell, vomiting, rash and dental pain visit the symptom checker for more information.

Be Alcohol Aware this festive season, find out more [HERE](#)



The Welsh Government Warm Homes Nest Scheme

supports people in Wales with an eligible health condition a lower income, who are at a higher risk of illness from living in a cold home. The health-based criteria supports residents with a chronic respiratory, circulatory or mental health condition. Nest offers a range of free, impartial advice and, if eligible, a package of free home energy efficiency improvements such as a new boiler, central heating or insulation. This can lower your energy bills and benefit your health and wellbeing. To check if you're eligible, visit <https://nest.gov.wales/en/eligibility/> or call 0808 808 2244.

Live Fear Free: Contact advisors free of charge by phone, online chat, text or email [link](#)

What's in the Health Calendar:

Choose Well this Winter.

The Welsh Ambulance Service Patient Experience and Community Involvement Team would like to hear from you!

Have you used any services delivered by the Welsh Ambulance Service during the pandemic (i.e. called 999, used Patient Transport, called 111/0845 46 47 or accessed the NHS 111 Wales website)? You can also take part in our surveys... We have 1 surveys running at the moment:

NHS 111 Wales website - Experience Survey

The experience you have on the NHS 111 Wales website is important to us. To help us continue to improve the site, we would be grateful if you could complete this [survey](#) which only take a few minutes, so that we can understand this better. The survey is completely anonymous.

Contact us:

Patient Experience & Community Involvement Team

Telephone: 01792 311773

Email: Peci.team@wales.nhs.uk

Visit the Get Involved page on our website www.ambulance.nhs.uk

Twitter: [@WelshAmbPIH](https://twitter.com/WelshAmbPIH)