



NEWCIS is largest provider of carer services in Wales – delivering information, one to one support, advocacy, training and counselling to carers who provide unpaid support to family or friends.

This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Our Mission Statement

For all North Wales unpaid family carers and volunteers to be properly supported and valued in their caring and volunteering roles and provided with a voice, opportunity and choices, to lead a more fulfilling life.



NEWCIS has been providing a lifeline to carers in North Wales for more than 24 years.

Established in Wrexham in 1993, as the North East Wales Carers Information Service (NEWCIS), the organisation previously came under the management of Denbighshire Voluntary Services Council

Now based in Mold, NEWCIS became an independent charitable organisation in 2015. Led by chief executive Claire Sullivan and her senior management team, the board of NEWCIS has now taken over the strategic direction of the organisation.

NEWCIS works across the counties of Flintshire, Denbighshire, and a little in Wrexham assisted by around 100 dedicated volunteers who carry out a variety of tasks including fund-raising, administration and distributing the organisation's quarterly newsletter to more than 11,500 carers.

- Caring for a relative or friend can be lonely and extremely stressful many carers become isolated
- 3 in 5 people will become a carer at some point in their lives, women have a fifty fifty chance of providing care by the time they are 59, men by the time they are 74 this can have an impact on their health and wellbeing.
- **1 in 8 adults (around 6.5 million people) are carers.**
- By 2037, it's anticipated that the number of carers will increase to 9 million
- Every day another 6,000 people take on a caring responsibility - that equals over 2 million people each year.
- 58% of carers are women and 42% are men
- Over 1 million people care for more than one person
- **Carers save the economy £119 billion per year, an average of £18,473 per carer**
- Over 3 million people juggle care with work, however the significant demands of caring mean that 1 in 5 carers are forced to give up work altogether.
- The main carer's benefit is £64.60p for a minimum of 35 hours, equivalent to £1.84 per hour - far short of the national minimum wage of £7.83per hour
- **People providing high levels of care are twice as likely to be permanently sick or disabled**
- 625,000 people suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring.
- Over 1.3 million people provide over 50 hours of care per week

How do we Help?

- One to One support
- Information via our newsletter
 - Carer Needs Assessments
 - Training
 - Counselling
 - Dementia support
 - Grants for carers in Crisis
 - Grants for Lasting Power Of Attorney
 - Social groups and events
- Lobbying and consultation with local, regional and national Governing bodies
 - Bereavement support
 - Male carer groups
 - Bereavement support
 - Carer volunteers
 - Work Placements
 - Working with employers
 - Benefit advice through CAB
 - Advocacy Service with ASNEW
 - Young Adult Carer support ages 17 to 25
 - Respite hours via Bridging the Gap service
 - Respite breaks in partnership with extra care housing for Carers, there cared for or together
 - Fundraising
 - Carer holidays



What do we achieve?



- In the last six months October to March 2018 –
- We have taken over 2,480 calls from carers
- Worked with 1,950 carers on a one to one basis
- Provided 185 grants to carers
- Assisted 208 carers with counselling
- Delivered training to 225 carers with 16 different courses
- Delivered 19,500 newsletter
- Respite care hours to 183 carers
- Carer holidays to 38 carers

Our evaluations of the service show that we help carers maintain their own health and wellbeing, maintain their caring role, prevent hospital and residential care admissions and reduce the number of GP appointments that carers previously attended before having intervention with NEWCIS.

- **NEWCIS support people like this very-valued 27 year old volunteer**
- *“I first became involved with NEWCIS more than five years ago when my mother developed a tumour in her brain. Due to her illness and the difficult treatment she had to go through in an attempt to cure her condition, she lost a lot of her mobility and self-sufficiency. So her two oldest sons, myself and my younger brother tried our best to take care of her on our own with equipment that we were provided with by the health service.*
- *“To add to our stress levels I was starting my first year at university and my brother was on a difficult college course. We also had to look after our younger brother who has Asperger’s Syndrome and requires a great deal of support.*
- *“NEWCIS organised a counsellor to enable me to talk things through. They arranged for an emergency pendant for my mother to use if she was ever in need of help while we were at school, college and university. They also arranged for a cleaner to help keep the house clean when we couldn’t manage by ourselves.*
- *“Perhaps the most basic thing they did for all three of us was simply be there for us to talk to. After a year of fighting, my mother lost her battle with the tumour and passed away. NEWCIS was there every step of the way as I took sole charge of my youngest brother as well as supporting my middle brother as best I could. Thanks in no small part to their support I was able to graduate with a degree in sociology with brothers there.”*



Supporting Employers

NEWCIS will support employees who have a caring role and give guidance and support to their employer on how they can help often by small adjustments to help a carer to remain in employment.

Work placements can be provided for employers either with them from our carers and volunteers or to enable their employees to gain experience of working within their local communities and seeing first hand the needs of the people within it.

Some employers do staff volunteer projects and come and help the centres or the carers.

Some employers fundraise as part of their corporate responsibility and choose NEWCIS as their charity of year or for a specific event.



Thank you
for listening today,
if you wish to have any more
information from us or would like to
visit the Carers Centre in Mold or Rhyl,
you would be very welcome.



Address

28-44 New Street
Mold
Flintshire
CH7 1NZ

Phone

01352 752525

Email

flintshire@newcis.org.uk



Address

Marsh Road
Unit C3 Morfa Clwyd Business Centre
Rhyl, Denbighshire
LL18 2AF

Phone

01745 331 181

Email

denbighshire@newcis.org.uk

Thank You for listening