



Cwm Taf Morgannwg  
Bwrdd Partneriaeth Rhanbarthol | Regional Partnership Board

## UNPAID CARERS PRIORITY AREAS:

# Information, Advice and Guidance

Ensuring unpaid carers have access to the information they need.

We want to ensure unpaid carers are aware of the services available to them, so they can access the support they need.

Through this work, we hope to:

- Help carers and the people they care for to get in touch with services and get appointments in a timely manner.
- Improve understanding of a caring role, so support is available for carers pre-diagnosis, in the environment that suits best.
- Improve coordination of services supporting carers, with the needs of carers at the centre.
- Improve recognition of carers as key members of the caring team.
- Modernise the respite offered across the region, providing more flexibility.
- Improve the educational outcomes for young people who have a caring role.
- Increase opportunities for carers and those they care for to do activities.



### WHAT IS IMPORTANT TO UNPAID CARERS?

Unpaid carers would like to receive easy-to-access information about support and advice available to them.

They would also like to understand how they can use their voice to influence positive changes, including helping people to recognise when they are unpaid carers and the value they bring to society.

### WHAT WE WILL DO TOGETHER:

- Extend the availability of in-hospital support for carers.
- Make sure the needs of carers are identified as part of hospital discharge planning.

Continued overleaf.



### PEOPLE SAID

"I was caring for Mum for ten years before it occurred to me, I was a carer."



Cwm Taf Morgannwg  
Bwrdd Partneriaeth Rhanbarthol | Regional Partnership Board

# Information, Advice and Guidance (Continued)

"It is a full time job being a carer... there is constant frustration [as commissioners] because we are not able to do enough to support carers."



## WHAT WE WILL DO TOGETHER (CONTINUED):

- Improve the awareness of wider professionals to increase the identification of people who may have a caring role.
- Utilise new short breaks money to meet the needs of carers across the region.
- Increase the awareness of the rights of carers including carers assessments.
- Engage with carers to plan services that would directly support loneliness and isolation (working in conjunction with Public Service Boards)
- Improve information, advice and advocacy – good quality support is needed by carers to support their caring role, especially in school and work environments.
- Ensure Carers Assessments are used more widely and offered to carers when needed.



## WHAT DIFFERENCE WILL THIS MAKE?

- Carers are identified sooner and are able to access appropriate support.
- Additional short break opportunities are available to carers across the region.
- Carers and the cared for will realise the intended benefits of the services they receive.



### PEOPLE SAID

Carers often don't self identify as a carer, they see themselves as a wife, husband or child. We need to be better at identifying them and supporting them."