

Carers Wales: Here for you

Do you look after someone?

Hundreds of thousands of unpaid carers provide unpaid care in Wales.

They give care and support to friends, family members or neighbours who may be ill, older, have a disability or require mental health support. Whether caring around the clock, or for a few hours each week, caring can have a huge effect on a carer's life. Looking after someone can be tough, but you're not on your own.

Carers Wales is here:

- to listen
- to give you expert information and advice that's tailored to your situation
- to champion your rights
- and support you in finding new ways to manage at home, at work, or wherever you are.

Making life better for Carers

Carers Wales is part of Carers UK - the UK's only national membership charity for unpaid carers. Founded nearly 60 years ago, our mission is to make life better for carers.

Without support, looking after someone can have a huge impact on the person caring, affecting their work, health, finances and relationships.

Carers need people who really understand caring. Carers Wales is here to help.

Here is a snapshot of our work.



We campaign for better rights and support

We know that carers are the experts in their own lives, so we work in partnership with carers to get their voices heard and influence the policies and services which directly impact them. This includes engaging with Welsh Government Ministers and officials, Members of the Senedd, the NHS, councils and organisations involved in social care as well as conducting research to help raise public awareness of the challenges facing carers.



We campaign relentlessly to make carers lives better.

We provide help and support

2

Information, advice and assistance

We are dedicated to helping carers get the support they need and deserve. Our team is here to help with information, advice and wellbeing support in a variety of ways throughout the caring journey. We offer bilingual **information resources**, and all our services, guides, training and resources are free for unpaid carers. **We're committed to supporting carers.**

Listening Support Service Wales

Sometimes a listening ear from someone who understands the challenges of caring can make all the difference. The **Listening Support Service** Wales gives carers an opportunity to talk with a trained volunteer who really understands what they are going through. We understand and we will listen.

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Online wellbeing support

Taking time out, learning a new skill, meeting with other carers and getting support in a safe and understanding place are all aspects of our range of online wellbeing support resources. We run regular virtual **Me Time** sessions, offering a range of activities to support carers with their wellbeing. These include emotional and psychological support sessions as well as relaxing and fun sessions. Our online wellbeing hub has information and resources – including practice videos, available at any time.

We connect and support people.

We help carers in the workplace

1 in 7 employees in Wales juggle work and care and this can be a huge challenge for many carers. We are passionate about promoting the rights of carers in work and encouraging employers to develop and implement policies and practices that support carers.

Employers for Carers and Carer Confident

We want working carers to be supported to enter and remain in the workplace and to have the opportunity to thrive in their role. **Employers for Carers** (EFC) is a subscription membership that offers guidance to employers to implement carer confident practices. We offer a Carer Confident benchmarking scheme which helps organisations to enhance their support for carers.

We engage employers and support working carers to mutual benefit.



Jointly is our mobile and online app, available in Welsh and English, designed to help carers share and co-ordinate care by setting up a 'circle of care' around the person they care for.

“ Looking after someone can be so complicated. ”

Jointly helps me stay on top of things and share information easily with everyone involved in my son's care.

For more information on Jointly please visit:

carersuk.org/search/jointly-app



We offer training and events

We believe that supporting carers to build skills, knowledge and confidence is an important part of helping carers to become more empowered.

We regularly run training and events for carers and professionals. These include return to the workplace training, human rights training and self-advocacy training and carer representative training to help you speak out for yourself, the person(s) you care for, and carers as a whole.

We run focus groups and feedback sessions where carers shape our work and the work we do with other organisations and decision-makers. We also run focus groups and training for professionals to help them become more carer aware and work with carers more effectively.

We share knowledge and skills to help improve the lives of carers



4

We work with carers on what matters to them



Get involved

Free membership

Carers Wales is part of Carers UK. Support the movement for carers by joining Carers UK for free and you'll gain access to our online forum, receive members newsletters from Carers Wales and Carers UK and hear opportunities to add your voice to the work we do.

Carers UK Helpline

Our telephone Helpline is available on 0808 808 7777 from Monday to Friday, 9am – 6pm or you can contact us by email (advice@carersuk.org)

Volunteer

We offer various opportunities to volunteer with Carers Wales, from feeding into new resources and sharing insights to inform our policy work, to raising awareness of carers across Wales.

Carers Wales is here for you – thank you for all you do.

Find us online at www.carerswales.org, or contact us at info@carerswales.org or on **029 2081 1370**.

You can also follow us on Facebook and Twitter. Carers Wales, Unit 5, Ynys Bridge Court, Cardiff, CF15 9SS