



West Glamorgan Regional Carers Strategy

Changing Support for Carers in Swansea and Neath Port Talbot



Our plan for the next 5 years

This document was written by **West Glamorgan Regional Partnership Board**. It is an easy read version of ‘**West Glamorgan Regional Carers Strategy**’.

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How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on **page 36**.



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Introduction



A carer is someone who looks after a disabled child or an adult who needs help.



Some carers are paid. Some are not paid.



Carers who are paid to look after someone might work for a Care organisation.



Carers who are not paid are usually family or friends looking after someone they know who needs support. They are called unpaid carers.



Some unpaid carers can get **financial support** to look after someone.

Financial support – money given to someone to help them manage.



Carers do a very difficult and important job. We want to make sure they get all the support they need.



This document is about our **Strategy** to change the way we support carers in **West Glamorgan**.

Strategy – A plan of what we will do and how we will do it.



Why we want to give Carers more support



We understand how important unpaid carers are.



Looking after family or friends at home saves a lot of money. It often means people don't need to go into hospital or a care home.



Carers need help and support to stay well through their caring journey. The journey can get difficult for carers when things change around them.



Welsh Government have 3 **priorities** for carers.

Priorities – the most important things to work on first.

They are:



1. All carers must be able to have breaks from looking after someone.



2. Carers need to be recognised and supported.



3. Carers should have the information they need, when they need it.



We have to also look after the needs of carers at the end of their caring journey. It is important to give carers the right information and support to make their caring journey easy.

Our Values

We have written this **strategy** because we believe:

- Carers should be treated with kindness, dignity and respect.
- Carers must be able to speak up for themselves and the person they care for.
- Carers know all about the people they look after.
- Carers should be involved in discussions about what they need.
- Carers must have all the information they need to help them make decisions and feel supported.
- Decisions about carers and the people they look after are fair and support the carers rights.
- Carers and services that support them can learn by listening and working together.

Who are carers?



All sorts of different people are carers. They might be Black, Asian or from other **Minority Ethnic** groups.

Minority Ethnic groups – people who share a different race, religion, skin colour or culture.



They might be Lesbian, Gay, Bisexual or Transgender (**LGBTQ+**).

LGBTQ+ Includes people who are Lesbian, Gay, Bisexual and Transexual. Also people who do not want to be called male or female.

Carers can be any age. They might be:



- Children
- Young people
- Adults
- Older adults

Carers might have different relationships with the people they care for. They might be looking after:



- A parent or grandparent



- A brother or sister



- A child or grandchild

- Their husband, wife or partner



- A friend or neighbour.

A carer might have other things going on in their lives. They might:



- Look after more than one person

- Go to work



- Be retired

- Go to school or college



- Live somewhere else

- Have an illness or disability themselves.



Carers need different support depending on who they are and what else is going on in their life.



We understand that carers need more support. They have told us what else they need.

What Carers have told us



We started working on this **strategy** in 2019.



We spoke to carers who told us what was important to them.

They told us that they want:



- To be listened to.



- People to understand what being a carer is like.

- To feel valued and respected for being a carer.



- To have the right support at the right time.



- To be healthy and happy.



- To have time to do the things that are important to them.



- To have choices about:
 - Whether they want to be a carer or not.
 - How much care they want to give to the person they look after.
 - Their future.
 - The future for the person they look after.

Carers also said it is important:



- To have information about services, activities and **financial support** all in one place.



- That information is shared with all the services that support carers.



- To have support groups and services that help carers.



- To have support for carers who need to travel to get to the person they care for.



- To make sure Children get the amount of care they need.

Our vision

Over the next 5 years we want:



- To know the people who are carers in our communities.



- To value carers and support them to look after others.



- Carers to be able to take breaks to do things they enjoy.



- Carers to feel supported for as long as they are caring for someone else. And when they finish caring for someone.

What we are going to do



The first thing we will do is set up a group bringing carers and care organisations together. This will be called a **Carers Liaison Forum**.

Carers Liaison Forum - A group that brings carers together to talk about what carers need. And to help change services to make things better.



It will help us to make sure we keep working together on the things that matter to carers.

We are also going to work on the things that matter to carers and to us. They are:

1. Having a break from caring. This means:



- Carers being able to have a break when they need to.



- Support to plan for someone to take over caring if the carer has a break.



- Workshops and activities to support carers to stay well and happy.



- Support for carers who work or go to school or college.

We will support Carers to have a break when they need it by:



- Making it easier for carers to take breaks.



- Making sure the right people are involved in groups that support carers.



- Making sure the **Carers Liaison Forum** work with other groups who support carers.



- Making clear plans for people to get the right support if their carer has a break.



- Looking at ways to support carer's well-being.

2. Having support from other carers. This means:



- Giving carers the chance to meet each other.



- Regular groups led by carers.

We will help Carers to support each other by:



- Starting a **Carers Liaison Forum** to bring carers and care organisations together.



- Support more people to join the **Carers Liaison Forum** and have their say.



- Starting groups for carers who also work in organisations like the **NHS** and **Local Councils**.



- Helping other organisations and businesses to start carer groups for their staff.



- Letting people know about all their local carers support groups.

3. Getting the right Information and advice. This means:



- Making sure carers know about their rights.



- Organisations like the NHS and Social Services having places where carers can get the information and advice they need.



- Making sure information is easy to find and easy to understand.



- Carers are told about any **financial support** they might be able to get.



- Carers are told about **Assessments** and how they can help.

Assessments – Looking at what you do to care for someone and finding out if you need help and support.



- Information is given to carers in the way they prefer. For example, Easy Read or in a different language.

We will support carers to get the right information and advice by:



- Making sure carers know where they can get information and advice.



- Making sure carers can get the information they need, the way they need it. For example, in Welsh and other languages or Easy Read.



- Putting information about services who give support and advice to carers in one place on the internet.

4. Being recognised as a carer. This means:



- Knowing who the carers are in our communities.



- Services need to work together to find out who the carers are in their communities.



- Making sure staff who support carers know who the carers are in their communities.

We will support people to be recognised as carers by:



- Collecting information about the carers in West Glamorgan.



- Making sure carers get information about where to get advice and support near where they live.



- Supporting **Care Aware** training. To help communities to understand how to support carers.

5. Being treated with dignity and respect. This means:



- Carers should be listened to. They know all about the people they care for.



- Carers should be known and supported in their communities.



- Carers should be treated with dignity and respect across all organisations.

We will support carers to be treated with dignity and respect by:



- Making a Carers **Charter** to help organisations support carers well.

Charter – A document that tells organisations about carers rights and what they must do to support them.



- Offering information to help communities understand carers rights.



- Helping carers tell other people what it's like to be a carer. Understanding what it is like can help people to support carers.

6. Understanding carers rights and getting the right support. This means:



- Carers must have a say about new services or changes to services.



- Services for carers keep getting the money they need to keep supporting people.



- Carers should have more choice about the services they use.



- Listening to carers can help us make the right decisions about changing services.

We will help carers get the right support services by:



- Asking carers how they feel about services.



- Making sure services get the money they need to support carers.



- Offering **Direct Payments** to carers to give them more choice.

Direct Payments – Money given to carers to pay for the services. You can use it to buy your own support and services.



- Asking carers to tell us what is working well for them and what isn't. This will help us to understand what we need to work on.



- Offering carers support for their mental health and well-being when they need it.



Checking how things are going



For the next 5 years we will be meeting regularly to look at how things are going.

We will know if carers in are getting better support if:



- Carers are telling us we are doing things right.



- We know about more people who are carers in West Glamorgan.



- More carers are coming to the **Carers Liaison Forum** meetings.



- We are sending information to more carers.



- More people are telling us that they are carers.



- Lots of people come to the Carer Aware training courses.



- More people ask for a **Carers Emergency Card**. This helps carers to let people know who they are if the person they look after has an emergency.



- More carers are having **direct payments** to choose the services they want to use.



- More carers are having **financial support**.



- More carers are using services to get the help they need.



- There are more support groups and activities where carers help each other.



- More carers are taking breaks.



- More people are using services to help them while their carer has a break.



- Carers are telling us they feel better than they did a year ago.



- More carers are using counselling and other services to help their mental health.



- Fewer carers need medication or hospital services for mental health emergencies.



Support for carers in West Glamorgan

There are different types of support available for carers in West Glamorgan. They are:

Advocacy

Helping carers to have their say with letters, emails, phone calls, making decisions and in meetings.

Financial support

Helping carers to understand what support they can get with money.

Breaks and Respite

Care for someone who needs help while their main carer has a break.

Carers Emergency Card

A card to show you are a carer if the person you look after has an emergency.

Carers Hospital Support

For carers to share information and support about the person they look after with hospitals.

Counselling

Sessions with a Counsellor to talk about your feelings and any difficulties you are having as a carer.

Helping Services

Finding out what particular help you might need as a carer. For example gardening or housework.

Holistic Therapies

Sessions to help carers keep well and relax. For example, a massage.

Networking and Peer Support

Activities in the community where carers meet up with each other. For example, Coffee morning.

Sitting service

Someone to take over caring for a person if the main carer has a short break.

Telephone Helpline

Support and advice given over the telephone.

Direct payments

Money given to carers so they can choose the services they want to use and when they want it.

Organisations that offer support for carers

Swansea Carers Centre

Information, advice and support for carers in Swansea.

Address: 104 Mansel Street,
Swansea
SA1 5UE

Telephone: 01792 653344

Website: www.swanseacarerscentre.org.uk

Swansea Parent Carer Forum

Work with families who have disabled children to improve services.

Address: 61 Pennard Drive
Southgate
Swansea
SA3 2DN

Website: www.swanseapcf.org/

Hafal Swansea

Day time support and information for carers who look after people with serious mental health problems.

Address: Alexandra House,
Alexandra Road,
Swansea
SA1 5ED

Website: www.hafal.org

YMCA Swansea

Support and information for young carers in Swansea from age 8 to 18.

Address: 1 The Kingsway
Swansea
SA1 5JQ

Telephone: 01792 652 032

Website: www.ymca.org.uk/location/ymca-swansea

Neath Port Talbot Carers Service

Information and support for carers in Neath Port Talbot.

Address: Cimla Health and Social Care Centre,
Neath,
SA11 3SU

Telephone: 01639 642277

Website: www.nptcarers.co.uk

Neath Port Talbot Youth Service

Support for child and young people up to age 25 who care for someone at home.

Address: Tir Morfa Centre
Marine Drive
Sandfields
Port Talbot
SA12 7NN

Telephone: 01639 763030

Website: www.npt.gov.uk

Hard words

Assessments

Looking at what you do to care for someone and finding out if you need help and support.

Carers Liaison Forum

A group that brings carers together to talk about what carers need. And to help change services to make things better.

Charter

A document that tells organisations about carers rights and what they must do to support them.

Direct Payments

Money given to carers to pay for the services. You can use it to buy your own support and services.

Financial support

Money given to someone to help them manage.

LGBTQ+

Includes people who are Lesbian, Gay, Bisexual and Transexual.

Minority Ethnic groups

People who share a different race, religion, skin colour or culture.

Priorities

The most important things to work on first.

Strategy

A plan of what we will do and how we will do it.