



**West Wales Regional Partnership Board
Carers Development Group**

Annual Report 2024/25



**Bwrdd Partneriaeth
Rhanbarthol
Gorllewin Cymru**

**West Wales
Regional Partnership
Board**

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Introduction

This report was prepared by the West Wales Carers Development Group (WWCDG) and provides an overview of activity which has been delivered during the period 1st April 2024-31st March 2025 aligned to the regional Carers Strategy. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (WWRPB) which includes representatives of Hywel Dda University Health Board, the three local authorities of Carmarthenshire, Ceredigion, and Pembrokeshire, as well as representation from the Council for Voluntary Services.

Regional Carers Strategy

The West Wales Regional Partnership Board published the West Wales Carers Strategy 2020-2025: Improving Lives for Carers in November 2020. The Strategy established four key priority areas which take a longer-term view and set the vision for the future. These priorities were reviewed in 2023, and the Carers Development Group added “confident” to priority 4. The four priority areas provide a clear vision for how agencies should work together to plan, develop and deliver services that will improve outcomes for unpaid carers and their families.



The priorities are based on the principal of equality and fair access for all and have a clear synergy with the national Carers Strategy. The four regional priorities are:

- Improve the early identification and self-identification of carers including Young Carers and Young Adult Carers.
- Ensure a range of services is available to support the well-being of carers of all ages, in their life alongside caring.
- Support carers to access and maintain education, training, and employment opportunities.
- Support carers to become digitally included and confident.

A Carer can be anyone, of any age who provides unpaid care and support to a relative, friend or neighbour who is disabled, physically or mentally ill, or affected by substance misuse. Unpaid Carers are the single largest provider of care to people with support needs in our communities, and they save the NHS and Social Services millions of pounds a year.

Key Achievements 2024/25



75% increase in the number of new adult carers referred to Carers Information Services



32% increase in the number of carers supported by Carers Discharge Support Services



294% increase in the number of visits to the regional carers' website



27.3% increase in the number of young carers supported by Carers Information Services

Some of the key achievements are shown above. The remainder of the report will provide an overview of the activities and outcomes achieved during the year against each of the regional priorities.

Priority One

Improve the early identification and self-identification of unpaid carers of all ages



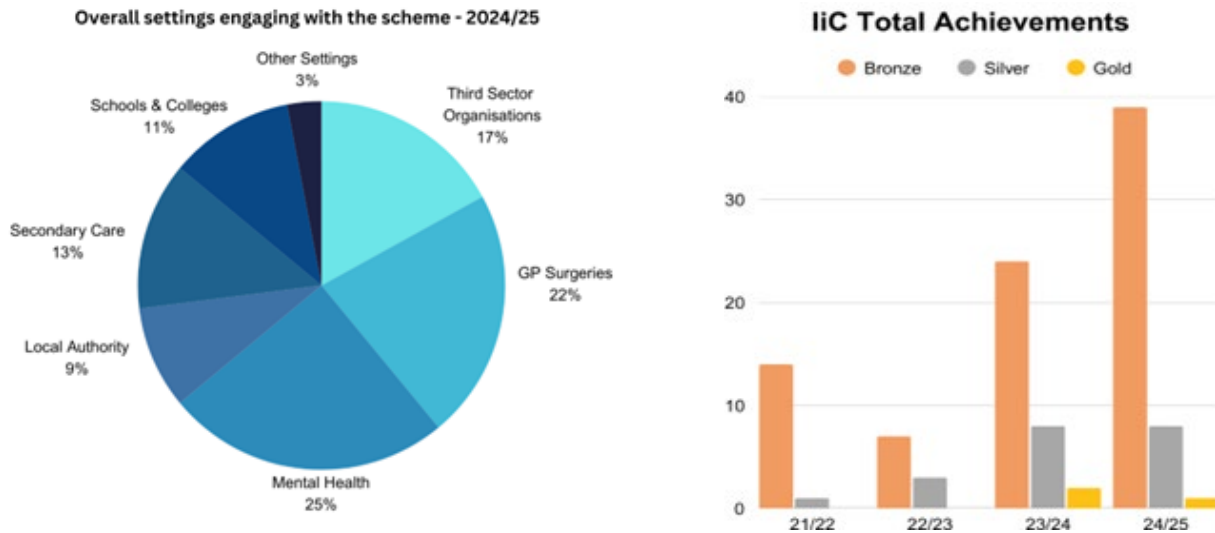
The WWCDG has a broad range of actions to support the early identification and self-identification of unpaid carers of all ages. They are outlined below.

Investors in Carers

The Regional Investors in Carers (IiC) scheme is co-ordinated by Hywel Dda University Health Board on behalf of the WWCDG. The scheme promotes a whole-system approach and responsibility for the early identification of unpaid carers and ensures that staff have the knowledge to be able to proactively signpost carers for additional early help and support. The Investors in Carers Scheme enables settings to progress through three levels, bronze, silver, and gold. The scheme has continued to expand and is being adopted by a broad range of settings where carers will visit, e.g. hospitals, GP practices, schools, colleges, community teams, libraries, voluntary sector organisations etc. This is creating consistency across the region to embed carer awareness, but most importantly it is an “everybody’s business” approach to making every contact count.

Those involved in the scheme say that they have increased confidence to be able identify unpaid carers at an earlier opportunity and approach the unpaid carer to have a conversation. The project is therefore playing a significant role in the increased identification of unpaid carers, and critically, their referral to services who can provide direct support to address their issues or concerns, as well as their own health and wellbeing. During the year the IiC team has reviewed and refreshed the IiC standards and has streamlined the process of submissions for all settings. A core element of the IiC scheme is enabling unpaid carers to self-identify and register as an unpaid carer with their GP surgery. Over the last year, a total of 666 unpaid carers were referred to local carer support services by GP practices.

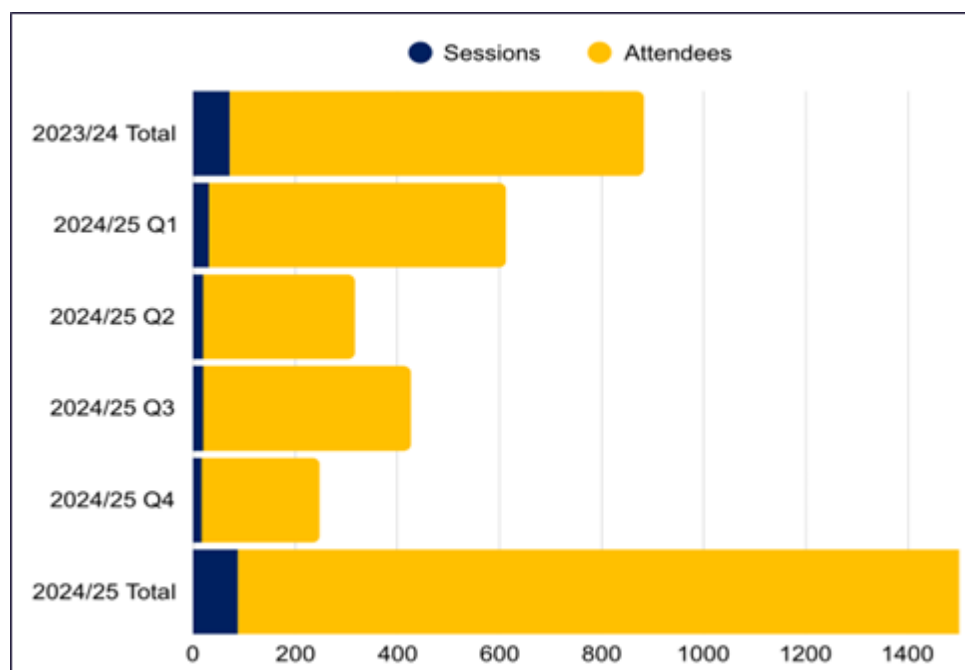
A total of 171 settings are engaged with the IiC scheme and the infographics below illustrates the types of settings involved with the IiC scheme and the total number of award achievements over the past few years and shows a significant increase in bronze awards during 2024/25.



The Health Board’s Adult Eating Disorders team gained their silver level this year. They reported that:

“What started out as something intimidating, helped us as a team to develop and deliver the most rewarding work to a sometimes-forgotten group of people. We have found that the sessions and feedback from our unpaid carers humbling, and we have gained not only a sense of fulfilment but a further level of understanding and practice to help our clients and their families.”

Carer Awareness training is integral to the liC scheme and below is a snapshot of training sessions delivered in the last year:



Training sessions are delivered and tailored according to the need of each setting. During Carers Week 2024, a session was delivered that included input from voluntary sector organisations who were able to 'show case' their support for unpaid carers. This helps attendees to understand the range of services available to support unpaid carers. Some feedback from those attending included:



Awareness raising activities

During Carers Week in June and Carers Rights day in November, there were awareness raising activities held across the three counties. The Health Board had information stands in each of the main hospitals. The stands were visited by patients, unpaid carers and staff and provided a chance for a one-to-one introductory chat, including signposting to relevant carers information. In total 341 individuals stopped for a conversation. Key information and feedback shared at these events include, but are not limited to, care packages, barriers faced by carers, need for a variety of available support services, and difficulties in accessing district nurses. Feedback gained from these events continue to shape our services for unpaid carers.

Across the region the Local Authorities and Carers Information Services also organised events. For example, in Carmarthenshire there were workshops and wellbeing activities such as willow weaving for unpaid carers as well as drop-in coffee and a chat events in a local library. In Ceredigion, there was an information stand at the Aberystwyth Show and an event at the National Wool Museum. In Pembrokeshire, there was a coffee morning and representatives from the Health Board, PAVs and the Local Authority attended the Keep Well Roadshow. All these events helped promote the importance of identifying unpaid carers and the available services for unpaid carers in hospitals and in the community.

Another example of awareness raising work in Pembrokeshire is the offer of Carers Recognition Cards. During the year 844 cards were issued to unpaid adult carers and 54 cards were issued to young carers.



In Carmarthenshire, Housing with Care Fund monies were made available to unpaid carers, viewing them as equal care partners and ensuring they could access funding to purchase goods to improve the health, safety and suitability of the caring environment. This approach supported Carmarthenshire County Council's strategic intention to raise the profile of unpaid care and to improve identification of unpaid carers and appropriate caring environments. 104 unpaid carers accessed and benefitted from the fund.

Services jointly commissioned by the Health Board and Local Authority:

Adferiad Recovery - Carmarthenshire Carers Information and Outreach Service

Gofalwyr Ceredigion Carers - Ceredigion Information, Outreach and Young Carers Service

Action for Children – Pembrokeshire Young Carers Service

Carers Trust Crossroads West Wales - Carers Support Pembrokeshire and Carmarthenshire Young Carers services

Key performance indicators	2023/24	2024/25
Number of new adult carer referrals	1189	2080
Number of adult carers who were supported	2218	2170
Number of new young carers referrals	261	341
Number of young carers who were supported	1586	2019

There has been a significant increase in the number of adult and young carers referrals to the services, as well as an increase in the number of young carers being supported. A change in service provider during the year resulted in a slight decrease in the number of adult carers who have been supported but activity now continues to increase.

The services have received positive feedback from unpaid carers of all ages, including:



Carers Hospital Discharge Support Services

The Health Board and its local authority partners have taken a whole system approach to support and engage unpaid carers in the discharge planning of patients and ensure active provision of Information, Advice and Assistance (IAA) and the Carers Hospital Discharge Support Service is funded through the Regional Integration Fund (RIF), overseen by the Regional Partnership Board (RPB).

The Health Board commissioned the voluntary sector to employ Carer Officers who have a specific role in supporting hospital and community staff in the early identification of unpaid carers, enabling improved involvement in the discharge planning process and active provision of information and support.

The Carers Hospital Discharge Support Service is part of a wider continuum of support for unpaid carers and plays a key role to aid the timely discharge of patients from hospital by supporting and involving the unpaid carer in the discharge process for the person they care for. The service also delivers staff training to enable staff to recognise and identify unpaid carers at the earliest opportunity and ensure that they know how to make unpaid carer referrals to the Carers Officers in each main and community hospitals. Compared to 2023/24, there has been a 15% increase during 2024/25 in the number of referrals made to the Carer Officers and a 32% increase in the number of unpaid carers supported by the Service. The table below provides an overview of the outputs from the service this financial year.

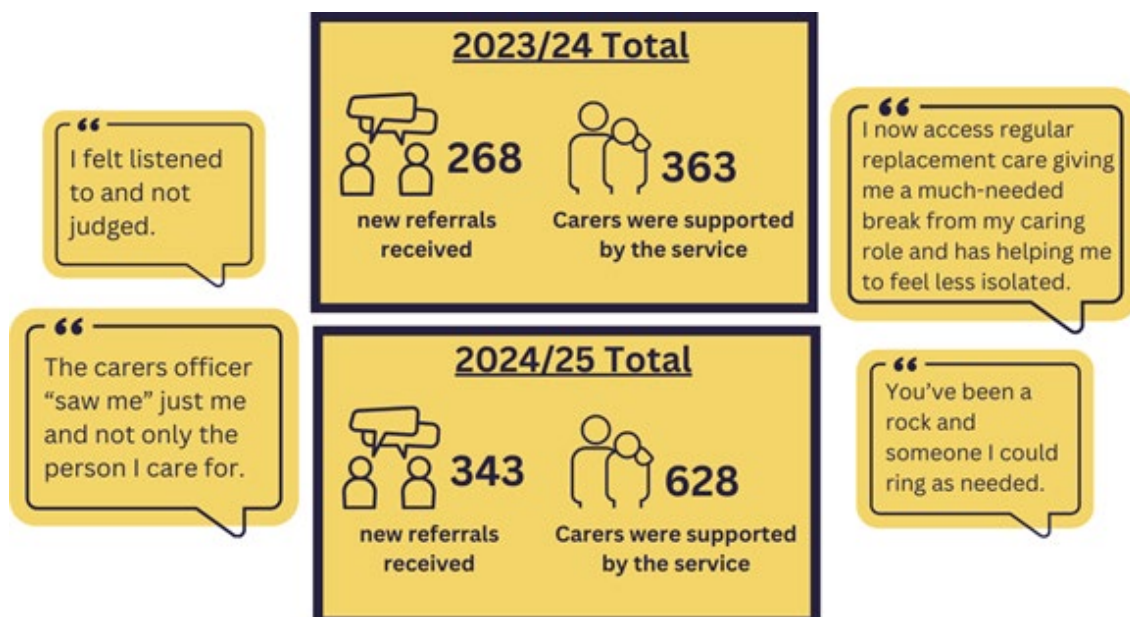
<p>Carmarthenshire Provider - Carers Trust Crossroads West Wales</p> <p>CARERS TRUST Crossroads West Wales</p> <p>Ceredigion Provider - Gofalwyr Ceredigion Carers</p> <p>credul connecting carers supporting patients</p> <p>Pembrokeshire Provider - Adferiad</p> <p>Adferiad</p>		2023/24	2024/25
	Number of new referrals	488	560
	Numbers of unpaid carers being supported	718	950
	Number of staff training sessions	38	40
	Number of staff attending training	197	100
	Number of drop in sessions	224	207
	Number attending the drop in sessions	1130	1560
	Number of information packs given	1185	837

The Carers Officers have continued to adapt their approach to working with staff to raising awareness and knowledge of the needs of unpaid carers. Whilst the numbers attending training have reduced, the number of people attending drop in sessions has increased.

Similarly, the number of information packs issued has reduced but many unpaid carers prefer to receive the information digitally or access the resources via the Carers Support West Wales website.

Carers Community Outreach Discharge Support Service

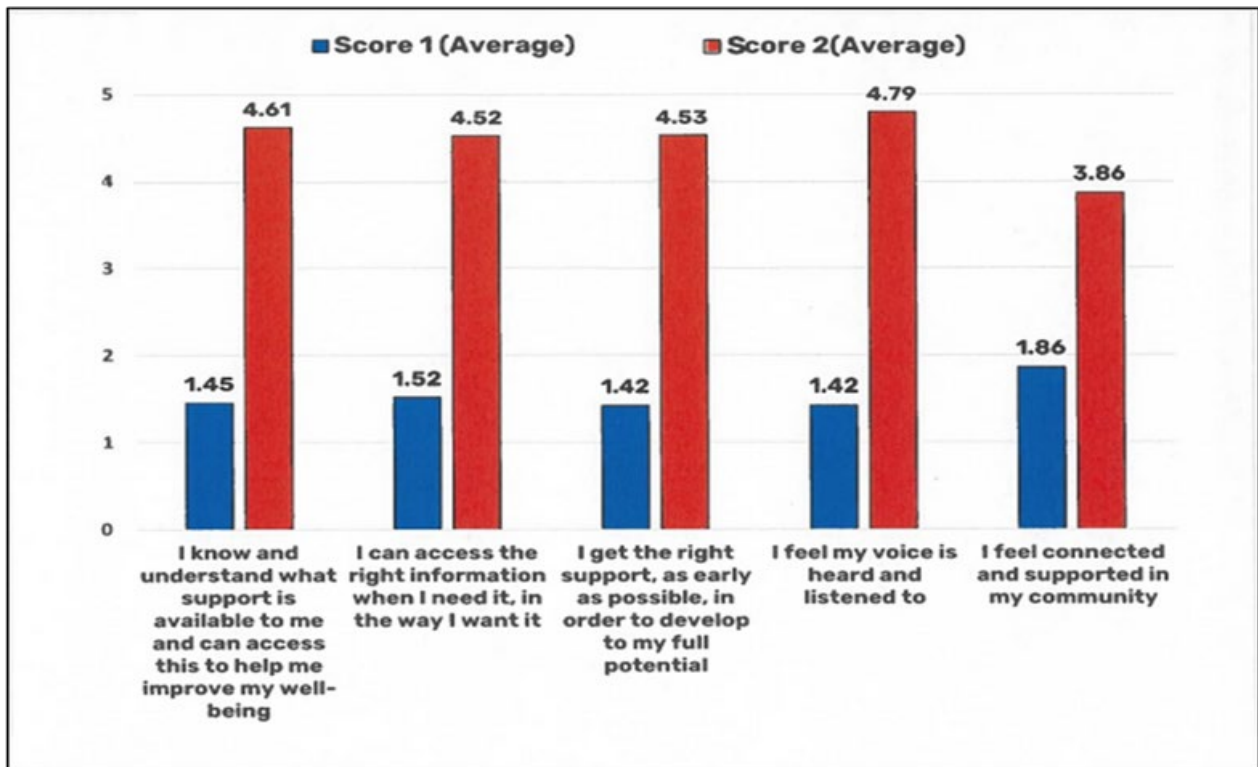
The Carers Community Outreach Discharge Support Service (Outreach Discharge Support) is also part of a wider continuum of support for unpaid carers in the community and plays a key role to aid the admission to and timely discharge of patients from hospital by supporting and involving the unpaid carer to ensure that their needs are met. The service works collaboratively and alongside the Carers Hospital Discharge Support Services. The Outreach Discharge Support service ensures that when unpaid carers are identified in a hospital setting there is a link back into support within the community to ensure that on-going holistic needs can be addressed that enable the unpaid carer to continue with their unpaid caring role.



Part of the monitoring of this service includes recording the outcomes and impact for unpaid carers. During their 'what matters to me' conversation unpaid carers are asked to rate their views and experiences against five key wellbeing areas:

- Knowing and understanding what support is available to me and accessing this to help me improve my wellbeing.
- Accessing the right information when I need it, in the way I want it;
- Getting the right support, as early as possible to develop my full potential.
- Feeling that my voice is heard and listened to; and
- Feeling connected and supported in my community.

The service reported a significant improvement in unpaid carers' wellbeing in all five areas with the greatest improvement being in the category of feeling heard and listened to. Below is an example of carer reported outcomes based on responses from 31 unpaid carers during October – December of 2024. The blue column indicates the average wellbeing score before receiving support, whilst the red column indicates the average wellbeing score after received support from the service.



Case studies are also used to gain a more detailed insight into the challenges and issues faced by unpaid carers as well as to illustrate the impact of receiving support from Carers Officers. An example of a case study and the impact for the unpaid carer is provided below.

In the Spotlight: Carers Community Outreach Discharge Support Service (CCODSS)



Overview of the situation

Carys cares for her mother who has a history of Transient Ischaemic Attack (TIA's) and has been in hospital three times this year. Carys also cared for her dad with dementia and her husband who sustained lower back injury in an accident and became bedbound and needed support for a few weeks, Carys ended up with caring for three people.

What worked well

The Carer Officer was able to set up meetings with a social worker and several hospital staff to have a 'What matters to me' conversation. This allowed Carys to voice her concerns about her mum's treatment and explore issues of concern in advance of her mum coming home. It also allowed Carys to talk about the impact of caring for her father as his dementia causes him to get confused.

As a result of the conversation a care package and direct payments have been put in place for when her mum is discharged. Whilst these helped with the caring responsibilities, the conversation also focused on Carys' wellbeing.

Carys was referred to receive some counselling for herself, so she was able to off load some of her anxieties and identify how to stay emotionally well.

What 'good' looks like:

Carys said: Having contacted the Carers Officer who took the time to chat to me I felt I had someone to help and someone I could go to with queries and questions. It was a huge relief and that night I slept better; it felt like a weight was lifted. When the Carers Officer attended the hospital meeting with me it made a difference having the support I needed. I know I can leave a text, email or phone message and she will contact me back.

Outcomes for the service:

This case study helps us understand the value of this service for unpaid carers and we can use this to illustrate the benefits to key stakeholders, staff, and unpaid carers alike.

Carers Breaks

Providing a variety of opportunities for unpaid carers to have a meaningful break from their caring role is a priority in West Wales, aligned to priority 2 of the regional Carers Strategy. This builds on the Rethinking Respite work previously undertaken by Swansea University (and commissioned by the West Wales Carers Development Group). Carers breaks activity across the region is being funded through Local Authority core budgets alongside Welsh Government Short Breaks funding and Regional Integration Fund (RIF) funding.

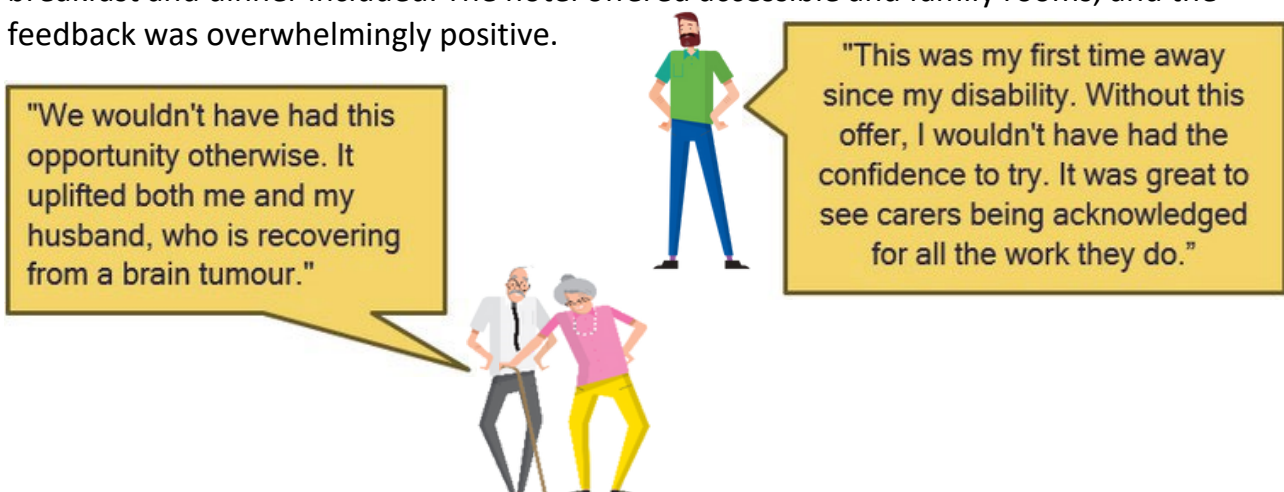
In 2024-25, 3965 individuals have accessed a short break opportunity. Evaluation undertaken by RIF, showed that 97.3% of those accessing short breaks reported that they have maintained or improved their emotional health and wellbeing, this demonstrates the huge impact of breaks on carers and their ability to continue in their caring role. Provided below are some examples of short breaks being offered across the region.

Carmarthenshire

To increase the impact of carer break funding Carmarthenshire County Council (CCC) worked with the voluntary sector to enable carers to exercise greater voice and control over how carer funding is utilised, co-producing the short break opportunities.

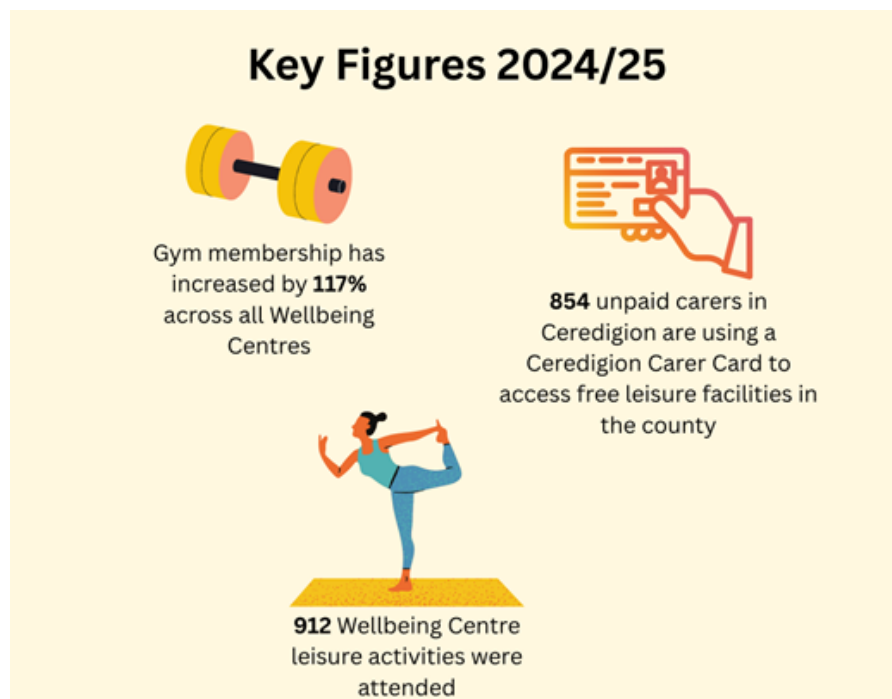
The Passport to Leisure scheme has empowered 78 unpaid carers to access CCC leisure services, resulting in over 700 visit sessions in 2024/25. Some unpaid carers explored new activities, while others made significant, long-term lifestyle changes. 100% of participants reported improved wellbeing, reduced isolation, and complete satisfaction with the offer. Carmarthen was the most popular location, followed by Llanelli, Ammanford, Llandovery, and St Clears.

Fifty unpaid carers enjoyed an overnight stay at the Caban Hotel in Pendine, with breakfast and dinner included. The hotel offered accessible and family rooms, and the feedback was overwhelmingly positive.



Ceredigion

Ceredigion have also funded several schemes which are accessible to unpaid carers and offer a range of break opportunities. This includes free access to wellbeing centres and swimming pools with an option for an 'exercise buddy' to support those who are nervous. This Companion Card pilot scheme is delivered in partnership with Ceredigion's Wellbeing Centres and was piloted over the summer months with a total of 27 carers initially taking part. This offer has proven beneficial by offering unpaid carers valuable time for themselves, enhancing their emotional wellbeing, and fostering greater strength and confidence in fulfilling their caregiving responsibilities. The infographic below highlights some key outcomes from the introduction of this initiative.



Ceredigion have also supported digital access through E-Readers and Kindles, enabling carers to read books they may not have previously had the opportunity to enjoy. This offer allows carers to engage in reading between caregiving duties, listen to audiobooks, and promotes self-care.

Ceredigion appointed a dedicated Carers Breaks Connector who has been actively engaging with local businesses within Ceredigion. The aim is to expand the carers card offer having a wide range and variety of carer card breaks available to those within Ceredigion.

Pembrokeshire

The Pembrokeshire Passport to Leisure Scheme continues to provide short break opportunities for unpaid carers with 425 individuals benefitting from early help and support this year.

In December 2024 Pembrokeshire County Council established a pilot in conjunction with a partner organisation with the aim of expanding the short break opportunities available based on engagement with the sector. A short breaks coordinator supported unpaid carers to access funding, such as through Time Together or via micro grants included in the project remit, which supported unpaid carers to access short break opportunities that included visiting local attractions. All the unpaid carers reported that they had either maintained or improved their wellbeing.

The Virtual Reality Short Breaks project supports unpaid carers who might struggle to get out and reach physical wellbeing opportunities and offers virtual breaks at home using Virtual Reality headsets. Working with health and social care colleagues further developments are taking place which will enable unpaid carers to have the opportunity to undertake training, such as moving and handling, using virtual reality technology. This will ensure unpaid carers are providing care and support in the safest way and will help to maintain their own health and well-being.

In the Spotlight: Unpaid Carers Post Christmas Lunch – Ceredigion County Council



Overview of the situation

The primary aim of the post-Christmas lunch was to offer unpaid carers a well-deserved opportunity to unwind, socialise, and take a meaningful break from their caring responsibilities. We also recognised that for some unpaid carers, a break is only truly achievable if they can bring their cared-for person along. With this in mind, we ensured that carers had the option to attend either independently or with a companion of their choice. This initiative brought together key partners: Unpaid Carers; Ceredigion County Council – Carers Information Service; Gofalwyr Ceredigion Carers

What worked well

- A total of 152 unpaid carers participated across two venues, demonstrating strong demand.
- The events were held during a period when unpaid carers often feel heightened pressure and exhaustion after the festive season.
- A Christmas-style meal and welcoming environment allowed unpaid carers to connect with others in similar roles, which reduced feelings of isolation.
- Participants appreciated the choice of venues, allowing for flexibility around geography and personal schedules.

What 'good' looks like:

- 100% of attendees feedback that the event had a positive impact on their wellbeing.
- 100% would recommend these events to a friend or fellow carer.

Carers told us these events allowed them to “feel like themselves” again. Many spoke of the emotional lift from having a meal cooked for them and being in a space where they didn’t need to explain themselves or their daily responsibilities. This emotional reprieve potentially helped bolster self-esteem and a mental break from the responsibilities of being an unpaid carer.

Outcomes for the service:

Beyond the immediate benefit of rest and connection, the lunches have helped to:

- Raise awareness with local businesses about the role and value of unpaid carers.
- Celebrate the contribution carers make to their families and communities.
- Foster community through shared experience and mutual support.

Knowing Your Rights

Recognising the significant financial hardship facing unpaid carers, the West Wales Carers Development Group launched its Income Maximisation programme in 2022/23. This service model aims to deliver both emergency response solutions and preventative information and advice, through a holistic service model. This programme complements existing local arrangements, such as welfare benefit and information services, to add another layer which is bespoke to carers, ensuring unpaid carers needs are met through provision of specialist services.

Now in its third year, this programme continues to deliver significant benefits to unpaid carers, supporting them to maximise their incomes through bespoke information and advice, and helping them to navigate the numerous benefits and entitlements systems and pathways.

The service seeks to ensure that:

- Unpaid carers have access to the right information, when its needed, in the way they want it and can use this to manage and improve their wellbeing
- Unpaid carers can access a range of services, to support the well-being of carers of all ages, in their life alongside caring

Unpaid carers have had the opportunity to access a range of preventative and early intervention services which helps to avoid escalation and crisis situations. These services, including income maximisation support are promoted through a range of campaigns including:

- Promotion and marketing of Carers Rights Day activities across the 3 Counties, including provision of marketing materials for events.
- Promotion of Carers Support West Wales across the Region, both face to face and on social media. <https://www.facebook.com/carerssupportww>
- Promotional videos created and shared on the website and social media during Carers Week 2024 with a focus on income maximisation for unpaid carers. All videos can be found on YouTube and have also been placed on the home page of Carers Support West Wales. <https://www.youtube.com/@CarersSupportWW/videos>
- Presented at the WWRPB Citizen and Third Sector Engagement Board on the key role unpaid carers played in the co-production of the website.

Individuals have found the benefits system process incredibly complex and hard to understand, particularly at a time when life circumstances change so rapidly. Knowing where to turn to help at a point of crisis is critical and the help, guidance and support offered to unpaid carers has a result has a direct effect on physical health as well as

mental and emotional health too.

In the Spotlight: Money Matters



Overview of the situation

'Katie' came through to Money Matters late on a Friday afternoon in a desperate situation. She had four children at home, a broken-down car and empty cupboard with no funds or resources to fill them. Due to a breakdown in her stepsons homelife, 'Katie' and her partner had to take emergency custody of him with no additional financial support. Two out of the four children had disabilities and 'Katie' was taking time off from her job as a mental health nurse in the NHS to support her stepson during this time. The family were in a desperate situation and with the weekend approaching and services closing, 'Katie' was panicking about how she would feed the household.

What worked well

Due to the severity of the situation and the risk of the family being left with no resources over the weekend, our service had to act speedily and reached out to the local foodbank for immediate support. As 'Katie' had no access to her car, and local transport living in a rural part of Wales was scarce, our team went above the call of duty. They arranged for a large food parcel to be collected by 4.30pm along with several hot meals and personally delivered it to the family by 5.30pm. They also supported the family with a £200 supermarket voucher that could be used online to have a food shop delivered to get them through this tough time. The family were also supported to make applications to the Housing with Care fund for bedroom furniture to accommodate the additional child along with signposting on to other services and completing a full welfare benefit check.

What 'good' looks like:

Success to the Money matters project looks like a carer who has felt heard, seen and supported to access all the support they are entitled to in order to best fulfil their caring role and most importantly, their individual overall well-being. 'Katie' has been given bespoke, person-centred support to not only help her in the interim, but to give her confidence, knowledge, skills and resources long term to improve her financial well-being, which will ultimately improve her household's and personal well-being. 'Katie' has been given tools to take ownership of her finances and 'Katie' is now aware of where to access support should she ever be in crisis again.

Outcomes for the service:

'Katie' has received efficient and professional support in a time of crisis and serious need. Without Money Matters swift actions this family of six could have gone without access to food over the weekend. 'Katie' has also been given guidance on how to maintain her financial well-being and maximise her income going forward. 'Katie' feels supported and heard by the services in her community. 'Katie' said: 'I cannot thank you enough for all your support, I don't know what I would have done without it, and for just listening to me. Thank you so much.'

Priority Three

Support unpaid carers to access and maintain education, training and employment opportunities



The WWCDG has delivered a range of actions to identify and support our staff who are unpaid carers.

Employers for Carers

Statutory partners across West Wales participate in the Carers Wales Employers for Carers scheme through an umbrella membership hosted by the West Wales Carers Development Group. A regional steering group has been established and members meet quarterly to share best practice and review how the membership resources can be utilised and encourage other small and medium sized organisation to benefit from the scheme.

In the Spotlight: Support for carers in the workplace at Hywel Dda University Health Board



Health Board employees can record a supplementary role in their Electronic Staff Record to self-identify their role as an unpaid carer. As of 31st March 2025, 274 staff had registered their supplementary role as “A Working Carer”, an increase by 113 or 70.19% since the last reporting year.

Hywel Dda University Health Board also facilitate a carers peer support group for Health Board staff who have a caring role. This continues to be run monthly on MS Teams and during the year the support group sessions were attended by 78 Health Board staff (some attended more than one session). Some of these sessions included presentations from guest speakers and the topics are chosen to respond to areas of interest expressed by members, as well as an opportunity to facilitate involvement in policy or strategy development. A Teams channel has also been created for members to share information and ask questions, recordings of past meetings with guest speakers are also accessible here. In November 2024 the head of Psychological Therapies carried out a workshop on the mental health support needs of staff who are carers. 22 network members joined this session in which they were asked about the services/resources that supported mental health, where these were found, what barriers in accessing these and what other types of support would be useful.



Understanding the experiences of unpaid carers in employment helps to shape the support which can be provided, and the case study below captures the experience of one Health Board employee.

Ruth joined the Health Board in August 2000 and was caring for her 70-year-old mum. Over the years her mobility and sight had deteriorated, despite being independent lady. In 2020 her mum suffered a few strokes, and her mobility declined and needed assistance in all aspects of daily living tasks. Ruth stepped in to do meal preparation and personal care. Ruth enjoyed her job and still had financial commitments but was sometimes functioning on only three hours sleep. Ruth looked at her rights as an unpaid carer and came across the Carers Peer Support group. The group were able to share their experiences which felt less isolating and helped with understanding other types of support like the carer's passport and Power of Attorney. In December 2024 Ruth's mum passed away and whilst it has been a difficult few years Ruth was immensely grateful for an understanding manager, the peer support group and to the organisation for implementing the values and beliefs allowing her to be supported in her situation and remain in work.

Priority Four

Support Carers to become digitally included



The Carers Support West Wales (CSWW) website is in its third year and a steering group undertakes a regular review of the content to ensure that the one-stop shop website for unpaid carers is up-to-date and continues to be promoted and used by unpaid carers of all ages.

Between 1st April 2024 and 31st March 25, there were a total of 187,687 visits to the CSWW website, which is a 294% increase from the recorded visits in 2023-24. This reflects the level of ongoing promotion and demonstrates the website is becoming more established and recognised across the region as a source of information.

A survey was also carried out about the effectiveness of the website and 321 people took part. 100% of people surveyed were satisfied with the information provided and 100% rated their experience as good or excellent and 100% found what there were looking for on the website

One unpaid carer wrote:

“Having information in one place, online, is essential for many carers. We don't always have the time to make phone calls or attend a meeting during office hours, so online information which can be found in the middle of a sleepless night or whilst scrolling through social media is really valuable. I also appreciate how Carers Support West Wales provides constant updates of events, which can't be covered by a printed newsletter as new things come up all the time.”

The link to the platform is here:

[Carers Support West Wales | Cymorth Gofalwyr Gorllewin Cymru.](#)

The Pembrokeshire Community Team provided funding for the further development of Virtual Reality work building on the short breaks work described earlier in the report. This includes a new App for unpaid carers to access support training in manual handling and will be launched on 30th April 2025. This is a major development in supporting unpaid carers to safely lift and support the person they are caring for. Both Ceredigion and Pembrokeshire have successful tablet loan schemes which unpaid carers can access which supports their digital enablement.

Conclusion

This Annual Report has provided an overview of the wide range of activity which has been ongoing in West Wales to improve outcomes for unpaid carers during 2024-25. Whilst the focus of the report has been on the work lead via the West Wales Carers Development Group and statutory partners, it is acknowledged that there are many other organisations and groups within West Wales who also provide valuable support and services to unpaid carers.

There has been a significant volume of engagement and co-production work undertaken during the year to involve unpaid carers both at a regional and local level. This work will culminate in the launch of a new West Wales Unpaid Carers Strategy 2025-2030 which will be published in summer 2025. The refreshed strategy not only continues the work and commitment of the previous strategy but also continues to highlight the importance of the visibility of unpaid carers, the work they carry out and valuing the important role they play in our communities.

We are facing unprecedented challenges in health and social care and with an ageing population, a cost-of-living crisis, and the need to deliver services differently as we respond to continued pressures on statutory services. Going into the final year of the current West Wales Carers Strategy, the West Wales Carers Development Group is committed to working together to deliver support for unpaid carers in our communities in new and innovative ways, and to ensure that the needs of unpaid carers are considered at every stage of caring.