

What you told us.....

Carers felt that support which would improve a carer's experience include:

- Tailored Support for Carers
- Digital Skills Training
- Replacement Care
- Financial Assistance
- Employment Support Programs
- Carer Identification and Recognition
- Person-Centred Planning
- Extended Out-of-Work Services
- Flexible Return to Work
- Community-Based Workshops

Carers were asked what would make the greatest difference to carers to be digitally enabled and included, the key comments were:

- Comprehensive Digital Support:
- Accessibility
- Financial Assistance
- Technical Assistance
- Increased Awareness
- Respite Care
- Remote Support
- Device Access
- Home Visits

What do you think of unpaid carer services in West Wales?

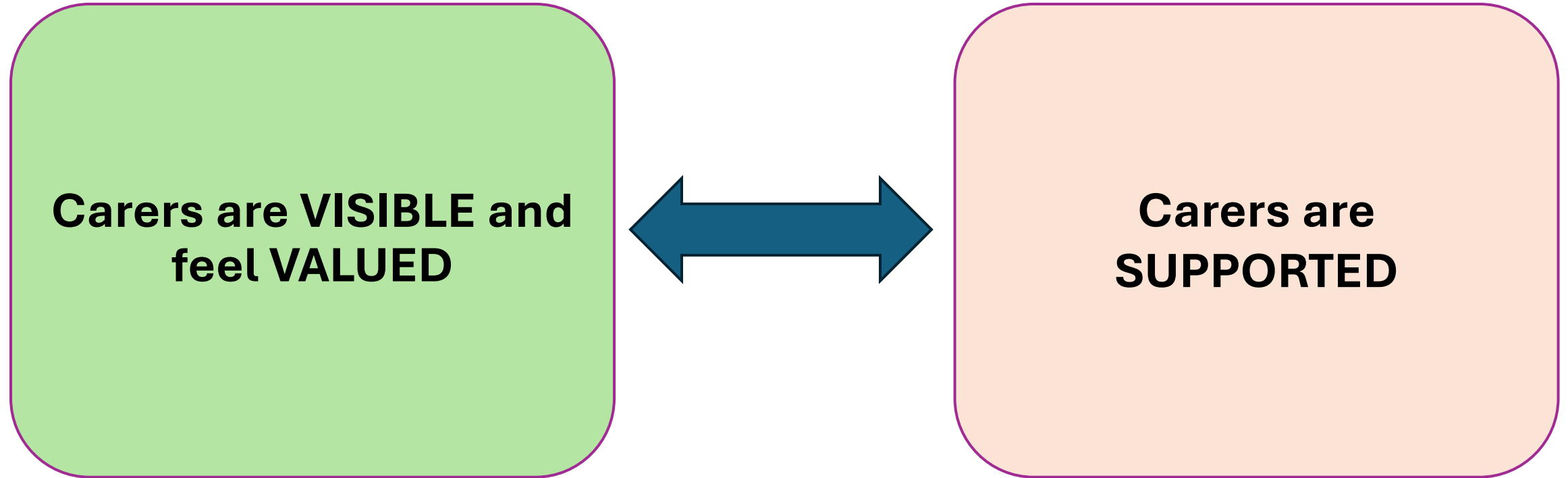
What would good look like to you by 2030 for unpaid carer services?

- Not knowing what support is available and how to navigate the system
- MOT check-ups in community
- Alignment between services
- Signposting, only as good as the person signposting – needs consistency
- Help with form filling
- Respite – access to it and options to do it with or without the person you care for
- Safe space to take the person you care for
- Not knowing where to go for help
- Language of choice important
- Physical place to go to ask for support
- Not wanting to go online
- More availability of services
- Investors in Carers scheme feedback
- Community events
- Young carers need support, access to opportunities like their peers and a trusted adult throughout their lives as a carer
- Financial support
- Carer registration

What more can be done to help identify carers? Carers said:

- Information that is visible and accessible
- Increased outreach
- Community engagement
- Information dissemination

Priorities identified:



In this document the term Carer applies to anyone who regularly looks after or helps out a friend, family member or neighbour and is not paid for their help or support

The Carers Strategy does not relate to individuals who are paid to offer support or care as part of their job role

Carers are **VISIBLE** and feel **VALUED**

What we need to do

How will this be achieved

What do we expect to see

Celebrate and promote the value of carers

- Participate in national, regional and local carer campaigns
- Participate in local community events
- Promote carers ID Card schemes
- Increase awareness of the Carers Support West Wales website

Increase organisational awareness

- Deliver schemes such as 'Investors in Carers' to encourage the early recognition of carers of all ages and increase awareness of support available
- Encourage local employers to identify and support staff who have caring responsibilities

Provide carer awareness training

- Implement carer aware training for professionals and volunteers, delivering in a variety of ways including: e-learning, webinars and in-person sessions

Carers know where to get help and information that's important to them

Staff and volunteers feel confident to have a conversation with a carer and signpost to information, advice and support that matters to them

Statutory organisations have carer policies that strengthen commitments to support working carers to balance work and caring responsibilities

Carers receive information and advice that is consistent across the region

Increased engagement with the Investors in Carers scheme

Carers are SUPPORTED

What we need to do

How will this be achieved

What do we expect to see

Ensure the right information is available at the right time

- Information is available in a range of formats including, the Carers Support West Wales website, leaflets, posters and face to face advice
- Health and social care professionals such as nurses, pharmacists, GPs, social care staff and voluntary sector will be supported to help signpost to appropriate services to support carers

Implement a 'No Wrong Door' approach

- Local authorities, the Health Board, voluntary sector and carers will work together to develop and improve services to meet local and regional needs
- With consent, we will make sharing of information easier between partners and services so that carers do not have to keep explaining their caring circumstances

Offer a range of services to respond to carers needs

- Carers are offered a 'what matters to me' conversation in a language of their choice
- Carers can access support to gain skills, seek employment, or retain existing employment
- A diverse range of short break opportunities will be made available (subject to eligibility assessment and available funding)
- Information about Advocacy and cost of living advice services will be promoted
- Peer support groups and carer networks in the region will be available to provide support to carers

Carers can communicate and access information in formats which are accessible to them

Carers feel confident and supported when navigating various systems of support and services

Carers are able express what they need to maintain their caring role and are aware of how to develop an emergency action plan

Carers are able to access training that supports their own health and wellbeing

An increase in the number of peer support groups and carer networks available across the region

Measurable benefit	BASELINE	Recommended measurement method
5% increase each year in the number of adult carers supported by Carers Information Services.		Service activity data
5% increase each year in the number of young carers supported by Carers Information Services.		
5% increase each year in the number of young adult carers supported by Carers Information Services.		
15% increase each year in settings across West Wales who engage in the Investors in Carers scheme.		Outcomes measure
Percentage of adult carers each year who report that the support they accessed has promoted wellbeing and/or achievement of personal outcomes.*		Outcomes measures
Percentage of young adult carers each year who report that the support they accessed has promoted wellbeing and/or achievement of personal outcomes.*		
Percentage of young carers each year who report that the support they accessed has promoted wellbeing and/or achievement of personal outcomes.*		
15% increase each year in the number of carers supported by Carers Discharge Support Services.		Outcomes measure
Percentage of young and young adult carers who feel they are receiving support that meets their needs as a carer.*		Annual carers survey
15% increase each year in the number of visits to the regional carers' website.		Website activity data
10% increase in Investors in Carers Award		Outcomes measure