



A Briefing Note for GPs and Primary Care Practitioners

The Carers Strategies (Wales) Measure 2010

Carers—who are they?

Carers look after family, partners or friends who are ill, frail or may have a disability and in need of help and support.

They are unpaid and provide 97% of all care in the community.

Carers are individuals who may not see themselves as Carers, but see themselves, above all, as a **parent, child, wife, husband, partner, friend or neighbour**. Carers' circumstances vary enormously as can the type of support they provide. For example, a Carer supporting someone with a fluctuating mental health problem may provide emotional support, and someone caring for a person who is sick, disabled or frail may provide personal care (i.e. help with washing), and assist with practical tasks.

Carers may live with or without the person they care for.

Why identify Carers?

Carers often ignore their own health needs as they prioritise the needs of the person they are caring for. This often prevents them from seeking professional help and support.

They also need timely information about the person they are caring for to support them in their caring roles.

Are you aware of the Carers Measure?

The purpose of *The Carers Strategies (Wales) Measure 2010*, is to enable the National Assembly to legislate the introduction of a new requirement on the NHS and Local Authorities in Wales to work in partnership to prepare, publish and implement a joint Information and Consultation Strategy in relation to Carers.

The Measure became law on the 10th November 2010. Each individual Local Health Board has prepared their own Strategy which can be found on their website. The Measure also relates to Velindre NHS Trust and the Wales Ambulance Trust. The implementation of the Strategies commenced in April 2013.

The Strategies illustrate:

- How partners will raise awareness of and identify Carers
- How information will be provided to Carers that will assist them in carrying out their caring role
- How Carers will be consulted and involved in the decisions affecting them and those they care for
- How Carers will be offered an assessment and the necessary support
- The Strategy applies to people of all ages and includes Young Carers.

Young Carers

Young Carers need specific support. Often care by Children and Young People is hidden and can cause problems with education, employment and social development.

For additional information visit: [Young Carers Toolkit](#) or the '[Full of Care Young Carers in Wales 2009](#)' report issued by the Children's Commissioner for Wales.

Local Health Board / Local Government Information

Are you aware that most Local Health Boards in Wales now have a Carers Measure Coordinator who is working to raise awareness of Carers and improve the provision of information and advice we provide to Carers?

For contact details of the Coordinator or the lead for The Carers Measure, and support and signposting available in your area, please refer to your LHB / Trust website.

Contact details for LHBs / Trusts and other useful resources can be found in this Information Sheet.

Local Contacts

To provide help and resources to support GPs and practice staff in the support of carers via signposting to local agencies and national organisations

Aneurin Bevan University Health Board

Carers Measure Team T: 01495 241289

www.aneurinbevanhb.wales.nhs.uk

Local Authorities

Blaenau Gwent Tel: 01495 315700

www.blaenau-gwent.gov.uk

Caerphilly T: 01443 864604

www.caerphilly.gov.uk/carers

Monmouthshire Tel: 01633 644567

www.monmouthshire.gov.uk/carers

Newport T: 01633 656656 or
Corers Contact: Tel: 01633 258376

www.newport.gov.uk/carers

Torfaen Tel: 01495 762200

www.torfaen.gov.uk/carers

Third Sector

GAVO Tel: 01633 241550

Torfaen Voluntary Alliance

Tel: 01495 742460 E: pat@tvawales.org.uk

Torfaen Carers Centre

Tel: 01495 753838 E: torfaencarers@gmail.com

Abertawe Bro Morgannwg Health Board

Local Authorities

Bridgend

Bridgend Carers Centre

Tel: 01656 658479

87 Park St, Bridgend CF31 4AZ

www.carers.org/local-service/bridgend

Neath Port Talbot

Neath Port Talbot Carers Service

Tel: 01639 642277

21 Alfred St, Neath SA11 1EF

www.nptcarers.org.uk

Abertawe Bro Morgannwg Health Board

Local Authorities

Swansea

Swansea Carers Centre

Tel: 01792 653344

104 Mansel St, Swansea SA1 5UE

www.carers.org/local-service/swansea

Betsi Cadwaladr University

Local Health Board

Head of Service User Experience

Dawn Cooper T: 01978 727432

Carers Measure Project Manager:

Robert Callow T: 01745 448740 ext 2492

Local Authorities

Anglesey Tel: 01248 752752

Conwy Tel: 01492 576333

Denbighshire Tel: 01824 712900

Flintshire Adult Tel: 01352 702000

Flintshire Children Tel: 01352 701000

Gwynedd Adult Tel: 01286 682888

Gwynedd Children: 01758 704455

Wrexham Tel: 01978 292066

Cardiff and Vale University Health Board

Patient Experience Facilitator

Tel: 029 2033 5468 or 029 2074 5359

E: cardiffandvale.carers@wales.nhs.uk

Cardiff Council

Carers Policy and Development Officer (Adult Carers)

Tel: 029 2087 3631

Operational Manager, Children's Services (Young Carers)

Tel: 029 2087 3885

Vale of Glamorgan Council Carers Development Officer

Tel: 01446 704604

Cwm Taf University Health Board

Carers Measure Coordinator

Tel: 01443 744844

E: David.Watkins@wales.nhs.uk

www.cwmtafuhb.wales.nhs.uk

Merthyr Tydfil

Carers Information and Development Officer

Tel: 01685 353907 E: Elaine.james@vamt.net

Merthyr Tydfil County Borough Council

Tel: 01685 725000

www.merthyr.gov.uk

Rhondda Cynon Taf

Rhondda Cynon Taf Carers Support Project

Carers Support Project Officer

Claire Meredith Tel: 01443 668813

E: Claire.L.Meredith@rctcbc.gov.uk

Carers Measure Coordinator

Anne Morris Tel: 01443 668814

E: Anne.Morris@rctcbc.gov.uk

www.rctcbc.gov.uk/carers

Rhondda Cynon Taff Young Carers Service

Heddfan, Ilan Avenue, Rhydfelin,

Pontypridd CF37 5PN

Tel: 01443 668839

E: youngcarerssupportteam@rctcbc.gov.uk

Rachel Spry - Assessment and Development Worker

E: rachel.s.spry@rctcbc.gov.uk

Carly Lewis - Young Carers Support Worker

E: carly.lewis@rctcbc.gov.uk

www.rctcbc.gov.uk/youngcarers

Rhondda Cynon Taff Young Adult Carers Service

Tel: 01443 668845

Kerris Olsen-Jones - Young Adult Carer Development and Support Worker

E: Kerris.Olsen-Jones@rctcbc.gov.uk

<http://www.rctcbc.gov.uk/en/healthsocialcare/carers/young-adult-carers/youngadultcarers.aspx>

Third Sector Merthyr Tydfil

Alzheimer's Society Tel: 01685 353950

E: Merthyr@alzheimers.org.uk

Barnardos Young Carers Service

Tel: 01685 382422

E: marion.hewitt@barnardos.org.uk

Crossroads Tel: 01443 480484

E: info@crossroadscwmtaf.org.uk

Hafal Tel: 01685 373322 E: merthyr@hafal.org

Merthyr Tydfil Carers Branch

Tel: 01685 353907

Voluntary Action Merthyr Tydfil

Tel: 01685 353900 E: enquiries@vamt.net

Health and Social Care Facilitator

Sharon Richards Tel: 01685 353932

E: Sharon.richards@vamt.net

Third Sector Rhondda Cynon Taf

Citizens Advice Bureau

Tel: 01443 409284

Interlink County Voluntary Council for RCT

Health and Social Care Facilitator - Anne Morris

Tel: 01443 846200

E: amorris@interlinkrct.org.uk

Hywel Dda University Health Board

Carers page

<http://www.wales.nhs.uk/sitesplus/862/page/57866>

Or type "carers" into the search box

Carmarthenshire Association of Voluntary Services (CAVS)

www.cavs.org.uk

Tel: 01267 245555

Ceredigion Association of Voluntary Organisations (CAVO)

www.cavo.org.uk

Tel: 01570 423232

Hywel Dda Health Board

Pembrokeshire Association of Voluntary Services (PAVS)

www.pavs.org.uk

Tel: 01437 769422

Carmarthenshire Carers Information Service

Tel: 0300 0200 002

www.carmarthenshirecarers.org.uk

E: info@carmarthenshirecarers.org.uk

Ceredigion Carers Information Service

Tel: 01970 633564

www.ceredigion.gov.uk/carers

E: carersunit@ceredigion.gov.uk

Pembrokeshire Carers Information Service

Tel: 01437 764551

www.pembrokeshire.gov.uk

E: carers@pembrokeshire.gov.uk

Powys Teaching Health Board

www.powysthb@wales.nhs.uk

Tel: 01874 622443

Powys Council

www.powys.gov.uk

Powys Carers

www.powyscarers.org.uk

Velindre NHS Trust

Patient and Carer Information and Support

Coordinator: Leigh Bodilly

E: Leigh.Bodilly@wales.nhs.uk

Supportive Care Lead Nurse: Michele Pengelly

E: Michele.pengelly@wales.nhs.uk

Welsh Ambulance

Patient Experience Manager: T: 01792 776252

Alison Johnstone E: Alison.Johnstone@wales.nhs.uk



Llywodraeth Cymru
Welsh Government



Royal College of
General Practitioners

National Organisations

All Wales Forum—only organisation in Wales for parents and carers of people with Learning Disabilities which is run by parents and carers of people with Learning Disabilities.

Tel: 029 20 811120

Age Cymru - charity for older people in Wales.

Advice Line: Tel: 08000 223 444 Tel: 029 20 43 1555

Alzheimer's Society - working to improve the quality of life of people affected by dementia in England, Wales and North Ireland.

Helpline: Tel: 0300 222 1122

Barnardo's Cymru working with children, young people, families and communities, helping them to build a better future.

Tel: 029 2049 3387 or 01639 620 771

Carers Wales information and advice about all aspects of caring.

www.carersuk.org/wales

Tel: 02920 811370. UK Advice Line: 0808 8087777

Carers Trust Wales/Cymru - provides action, help and advice to carers throughout Wales.

www.carers.org.uk

Tel: 02920 090087

Citizens Advice Bureau provides advice that people need for the problems they face.

Advice Line Tel: 08444 77 20 20

Hafal - charity for people with serious mental illness and their carers.

Tel: 01792 816 600 E mail: hafal@hafal.org

Marie Curie Cancer Care in Wales leading provider in end of life care in Wales

Tel: 01495 740818

MEIC—helpline service for children and young people up to the age of 25 in Wales

Freephone: 080880 23456 Text: 84001 (free)

Mencap - working in partnership with people with learning disabilities

Mencap Direct Tel: 0808 808 1111

Mind - making sure that no one has to face a mental health problem alone

Infoline Tel: 0300 123 3393

Parkinson's - provision of expert information and training on every aspect of Parkinson's

Helpline Tel: 0808 800 0303