

Pembrokeshire Dementia Support Carers' Card

Conversations and co-design sessions with carers in Pembrokeshire identified the need for support for (unpaid / family) carers at the early stages of the dementia journey, when they are at the GP's for the first conversation about their loved one's memory or behaviour, prior to any diagnosis.

The solution proposed by carers: an A6 card to be handed to the carer in person at the GP practice, with some verbal information about this service being specifically for them (not the patient). The card includes the phone number of PCISS (Pembrokeshire Carers Information & Support Service), where carers can access support as well as information.

The difference co-production made:

The problem was identified by staff based on what carers were saying, and the result was co-designed with carers, ensuring it was the right solution for other carers in a similar situation. The process and the end product were very simple, but the impact was powerful. The uptake of the cards with GP surgeries and other health professionals across the county has been very successful because it feels so relevant to carers' needs.