



Supporting Unpaid Carers

A Guide for Pharmacists & Pharmacy Staff



Carer aware

Carers Trust Wales and Carers Wales are working in partnership to deliver a Welsh Government funded project called ‘Carer Aware’. Together, we aim to transform the recognition, respect and support unpaid carers receive in health and social care settings.

At the heart of our project is a commitment to coproduction which will involve and empower carers through the delivery of our partnership work.

The project has 3 main aims:

- To empower carers to engage within healthcare settings by creating co-produced training sessions and resources for healthcare professionals to ensure they are more able to identify, support and work in partnership with carers
- To work with carers and social workers to co-produce good social care practice principles and support more social workers and social work staff to be Carer Aware

- To promote carers’ rights, skills and support needs across Wales, through directed media campaigns and third sector events

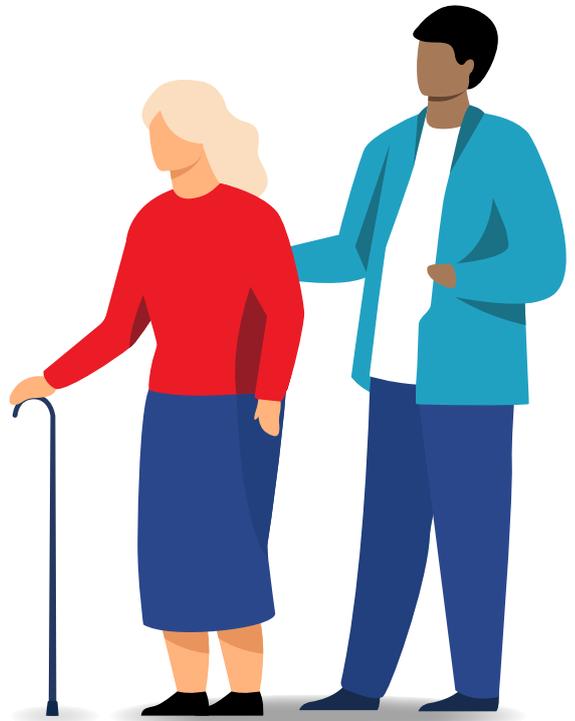
The project is supported by an expert Advisory Board comprising carers and representatives from NHS Confederation Wales and Social Care Wales.

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Introduction

This booklet is for pharmacists and pharmacy staff to support growing understanding of the challenges people with caring responsibilities face and how they can best be supported in a pharmacy environment. This covers adult carers, there is a separate booklet that covers young carers under 18 years old.

Other resources that will be useful alongside this booklet are:

- An animation about how to support carers who are accessing pharmacy services
- A checklist poster to be displayed in staff areas within pharmacies
- A poster for carers designed to be displayed in pharmacies

- A booklet about how best to support young carers (under 18) in a pharmacy context, which explains the Young Carers ID card
- Training sessions, live & recorded

carers.org/carer-aware-project

carers.org/YCID

Who are carers?

This booklet is about unpaid carers. Paid workers in the social care sector sometimes have job titles or refer to themselves using the term carer, so it may be necessary to clarify with the person involved.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health condition or an addiction cannot cope without their support.

- Carers can be any age and may be juggling caring with work or education
- They may be providing care 24 hrs/day or just a few hours per week
- Some carers look after more than one person

help look after someone. Please use whatever description the carer prefers or identifies with

The 2011 Census identified 370,000 carers in Wales. Recent research by Carers Wales found that this increased to 638,000 during the pandemic. 3 in 5 of us will become carers at some point in

Some people may not think of themselves as a carer, they may simply say they help out or

What do carers do?

Carers undertake a range of activities which might include:

- Cooking, cleaning and other domestic tasks
- Emotional support
- Manual handling and physical support of others (sometimes including personal care)
- Storing and giving medicines
- Managing family finances



Carers' rights

The Social Services and Well-Being (Wales) Act 2014 gives the same rights to carers as to people who require care:

- keep healthy and stay free from abuse, harm or neglect
- have access to a social life and a safe and secure home
- have access to employment, education & training
- have the chance to enjoy taking part or watching sport
- be a valued part of community life
- have positive relationships with friends and family

Carers do not have to live with the person they care for, or care for a minimum number of hours to be considered a carer.

If a local authority believes that a carer may have a need for support they have a duty to offer a Carers Needs Assessment and to meet any eligible needs for support identified through it. This duty includes a focus on prevention and access to Information, Advice & Assistance at any point in the caring journey, with or without a Carers Needs Assessment.

If a carer believes that they have needs that aren't being met they can get in touch with their local authority to request an assessment.



How can pharmacists and pharmacy staff help?

Pharmacies are in a unique position to identify carers. Local pharmacies are at the heart of the community and pharmacists and pharmacy staff often develop supportive relationships with regular customers.

Community pharmacies already provide a range of vital advice and healthcare services for existing carers, but can also play a role in:

- Identifying who might be a carer (even if they wouldn't describe themselves as such)
- Ensuring carers are aware of their right to a Carers Needs Assessment
- Advising carers of other locally available support, e.g. local charities & carer centres
- Encouraging carers to tell other professionals about their caring role, including their GP, their employer or teacher/lecturer

Checklist

- If you have identified a carer or a patient who is supported by a carer log this information on your patient medical record (PMR) for yourself and your colleagues. Where possible obtain contact details of the carer for any queries.
- Let carers and those they care for know about all of the services that may help them:
 - Multi-compartment compliance aids (MCAs) (where they are clinically appropriate for the cared-for person following an assessment with the Pharmacist)
 - Prescription delivery if available
 - Discharge Medicines Review Service
 - Flu vaccine
 - Common Ailments Service
 - And any other services provided by the pharmacy
- If new medications are being collected make sure you proactively offer carers the opportunity to ask any questions they might have. This is especially important for young carers who may be nervous to ask.
- Ensure you are familiar with the letter from the Chief Pharmaceutical Officer for Wales entitled Dispensing Medicines to Young Carers, dated 11/11/13. (Please contact Carers Trust Wales if you need a copy of the letter.)
- Consider appointing a “Carers Lead” or “Carers Champion” to take responsibility for making sure your pharmacy is Carer Aware and that your policies and procedures recognise and support the challenges facing unpaid carers.
- Promote carer awareness in your pharmacy by displaying posters and relevant information from the Carer Aware project **Carer Aware Project - Carers Trust** & local services (contact Carers Wales or Carers Trust Wales for advice on local services).
- Get in touch with your local carers service and the Carers Lead in your local health board. Many local services will provide training, resources or outreach support to work either with your staff or directly with your patients with caring responsibilities.



Contacts for local authorities

Social Services Information, Advice & Assistance Helplines

Isle of Anglesey County Council:
01248 752752

Blaenau Gwent County Borough Council:
01495 315700

Bridgend County Borough Council:
01656 642279

Caerphilly County Borough Council:
0808 100 2500

Cardiff City Council:
029 2087 2087

Carmarthenshire County Council – Delta Wellbeing:
0300 333 2222 (24hrs)

Ceredigion County Council:
01545 574000

Conwy County Borough Council:
0300 456 1111

Denbighshire County Council:
0300 456 1000

Flintshire County Council:
03000 858858

Gwynedd Council:
• Llŷn area: **01758 704099**
• Caernarfon area: **01286 679099**
• Bangor area: **01248 363240**
• Eifionydd and Meirionnydd
North: **01766 510300**
South Meirionnydd: **01341 424 572**

Merthyr Tydfil County Borough Council:
01685 725000

Monmouthshire County Council:
01633 644644

Neath Port Talbot Council:
01639 686802

Newport City Council:
01633 656656

Pembrokeshire County Council:
01437 764551

Powys County Council:
01597 823800

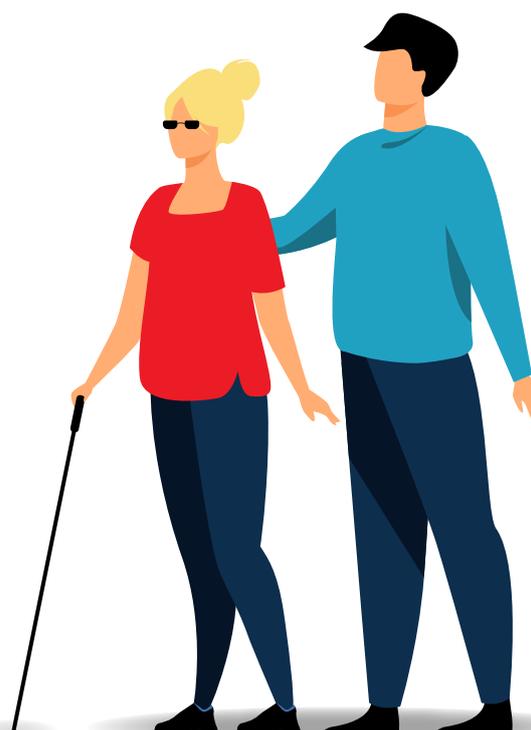
Rhondda Cynon Taf County Borough Council:
01443 425003

Swansea Council:
01792 653344

Torfaen County Borough Council:
01495 762200

Vale of Glamorgan Council:
01446 700111

Wrexham County Borough Council:
01978 292066



Other Useful Contacts

Carers Wales: Provides advice and information to carers and the professionals who support carers.

Advice line – Monday and Tuesday: **0808 808 7777**

www.carersuk.org/wales

Carers Trust Wales: Committed to improving support and services for unpaid carers.

0300 772 9702

www.carers.org/country/carers-trust-wales-cymru

All Wales Forum: Provides a national voice to empower parents and carers of people with learning disabilities.

029 2081 1120

www.allwalesforum.org.uk

Children's Commissioner for Wales: Protects and promotes the rights of children throughout Wales.

01792 765600

www.childcomwales.org.uk

Age Cymru: Information and advice for matters affecting over 50's in Wales.

08000 223 444

www.agecymru.org.uk/advice

Older People's Commissioner for Wales: Protects and promotes the rights of older people throughout Wales.

03442 640670 / 02920 445030

www.olderpeoplewales.com

Useful Local Contacts

This page has been left blank to give you space to add details of locally relevant services.