

A partnership between



Project Update  
January 2022

## Carer Aware – transforming outcomes for unpaid carers in health and care settings across Wales

Office of National Statistics figures show that there are now at least 487,000 unpaid carers in Wales with thousands more taking on a caring role throughout the COVID pandemic. 96% of all care delivered in Wales is provided by unpaid carers.

By providing ongoing care day in day out to family members and friends carers deliver the sustainability needed for our NHS and social care services to function. The value of delivering this care, unpaid, by family members and friends is huge and would otherwise cost services billions of pounds annually. But Carer's Allowance, paid to some unpaid carers in the UK, remains at only £67.60 per week.

Over recent years feedback from both carers and health and care professionals has been clear – there needs to be better training and better information for health and care professionals to understand the essential role unpaid carers play in health and care delivery. As charities we focus entirely on the challenges faced by unpaid carers – so in 2019 Carers Trust Wales and Carers Wales got together with a clear aim: to develop a multi-year programme which would transform outcomes for unpaid carers in health and care settings right across Wales.

Our partnership programme – Carer Aware – will work to transform knowledge and support for carers among health & care professionals and to change public understanding and attitudes.

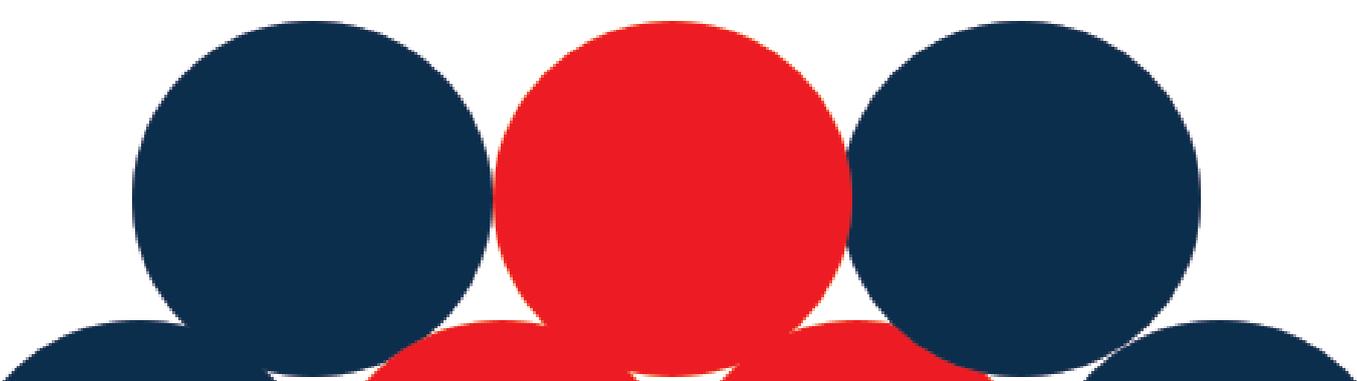
### How?

- We will listen to carers and amplify their voices
- We will regularly bring carers together with professionals to understand barriers, to provide training and support and to co-produce change
- We will create new and practical tools and resources for professionals to use when working with carers and families across Wales

We are highly ambitious about our Carer Aware programme. Despite the challenges of the pandemic we are already starting to see important progress. We will continue to work alongside carers and health and care professionals to genuinely transform services for carers and I am delighted to introduce our work to you in this newsletter.

Simon Hatch  
Director for Wales, Carers Trust

Claire Morgan  
Director, Carers Wales



## Community Pharmacy Resources

I was talking recently to a carer – let's call her Mary – who said that she's been unable to accompany her husband to any of his healthcare appointments over the past 18 months and she has therefore felt out of the loop and unsupported. One of the only health or social care contacts that she has been able to maintain is with her local pharmacy, where she is a regular visitor and is known as a long-standing unpaid carer.

Mary has been a carer for many years, previously worked in healthcare, and therefore she understands both 'the system' and how to look after herself. For her, the regular contact and interest shown by her local pharmacy staff has helped her get through the pandemic when all other support from services was unavailable.

Pharmacists and pharmacy staff are in a unique position to identify carers. They are at the heart of communities and often develop supportive relationships with their regular customers. In normal times, they may see carers more often than other services; during the pandemic they may be one of the only services that carers see, as in Mary's case. At any time, they may be one of the first services that become aware that someone has become a carer.

We have worked with Community Pharmacy Wales and the Royal Pharmaceutical Society to develop a range of resources to help community pharmacies identify and support customers who may be carers. There is a poster that pharmacies can display in public areas to show they are 'carer aware'. There is a guidance booklet and accompanying checklist for staff, as well as a 2 minute animation that details the 7 steps that pharmacies can take.



There's also a 7 minute video featuring a Welsh community pharmacist talking through the details from a pharmacist's perspective. Our thanks to Jonathan Lloyd-Jones for agreeing to appear in the video, in both Welsh and English versions.

You can find all the resources via this page / these pages: [Resources - Carers Trust](#)

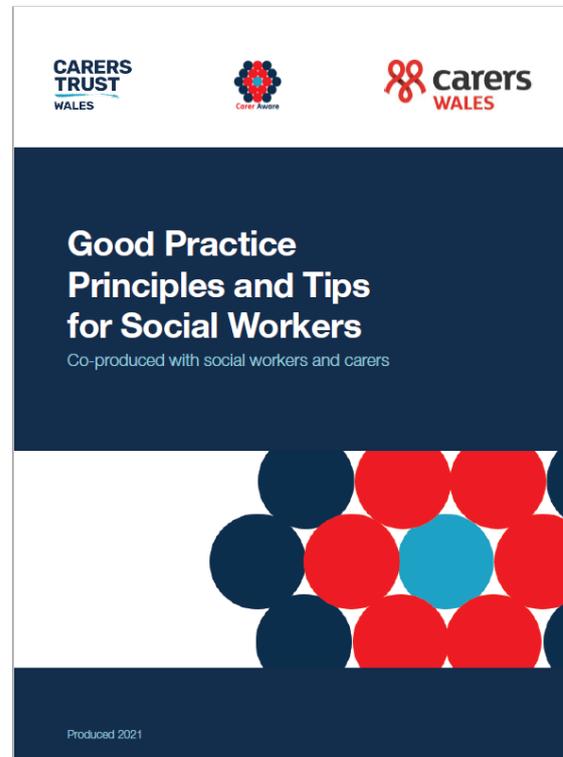
## Good Practice Principles and Tips for Social Workers

We held twelve focus groups with unpaid carers and social workers between August 2020 and February 2021.

The focus groups were structured around questions which asked the social workers and carers what practical hints, tips and advice they would give each other to help foster more effective communication and relationships. We discussed what should good practice look like and social workers and carers shared examples of what they felt worked well and what didn't work so well so that these lessons could be learned for the future.

After analysing the discussions from the focus groups Carers Wales drafted the Good Practice Principles and Tips for Social Workers and sought feedback on its content. The document was further edited and we are now pleased to say has been signed off by those involved and also endorsed by Social Care Wales and the British Association of Social Workers (Cymru).

[The Good Practice Principles for Social Workers is now available to download from our website.](#)



### Carer Aware Training for Social Workers

We are now running training sessions for social workers across Wales on the Good Practice Principles and have sessions that you can sign up to running until next February. Further sessions will be scheduled and published in due course for the next financial year.

**The training has been endorsed and is also promoted by Social Care Wales and it will count towards your CPD.**

This training, based on the ethos of the Social Services and Well-being (Wales) Act and the good practice principles aims to refresh you on the key elements of the Act as it relates to carers as well as support you in your work to communicate better with carers. You will learn about the good practice principles and practical tips which should be considered and borne in mind when you communicate and carry out what matters conversation or carers' needs assessments. By keeping in mind the good practice principles and tips, we hope that it will help to develop mutually supportive, open and honest positive relationships.

*As part of the training, we will also be gathering information confidentially from you through the interactive element of the training and via the pre and post training questionnaires. The completion of the pre and post training surveys as well as the training is a key eligibility requirement to receive the digital accreditation badge.*

You can sign up to the training here - <https://www.eventbrite.co.uk/e/carers-aware-training-for-social-workers-tickets-169599104487>



## In carers' own words

We asked some carers if they would be willing to self-film themselves talking to camera during lockdown when we weren't able to film anyone directly. We're immensely grateful to Meredydd and Isabella for giving their time and sharing their experiences in four short videos.

They talk both about their lives as carers and how they would like health and social care professionals to work with them.

You can find the videos here: [Resources - Carers Trust](#)



## Carers' Rights Training for healthcare professionals

Healthcare professionals have told us that they are not always confident about identifying who is and isn't included in the definition of an unpaid carer, what kinds of care are included in the definition and, most importantly what rights carers have.

For instance, did you know that a carer doesn't have to live with the person they care for? Are you aware that a carer may be retired, may be working, or they may be a young person still at school? Or that some people won't recognise themselves by the term carer? This last point is especially important as it means that people will not always think that information for carers is for them, unless someone takes the time to ask 'do you help look after someone?'

Office of National Statistics figures from 2019 show that there are 487,000 unpaid carers in Wales, an increase of 32% on the 2011 Census.

The Social Services & Well-Being (Wales) Act 2014 gives the same legal rights to carers as those they care for. These include the right for carers to:

- have access to information, advice

and assistance

- keep healthy and stay free for abuse, harm or neglect
- have access to a social life and a safe and secure home
- have access to employment, education and 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

Maybe some of these don't sound essential in the same way as food and shelter. If you work in health or social care services maybe think about what you do away from work: how do you relax after a stressful day, how do you recharge for your next week at work, how do you just stay sane? I'm sure some of the things in the list above are how you keep going as a professional care-giver. Unpaid carers need exactly the same things in their lives.

We have created some short animations that explain about carers' rights and where you can find out more about the support available to carers. There are also some handouts that you can keep as a handy reminder after watching the animation or print out for your office or noticeboard

(we've included both full colour and black & white versions for easy printing).

You can find the animations and handouts here: [Resources – Carers Trust](#)

Healthcare Professionals

Social Care Workers

Unpaid Carers

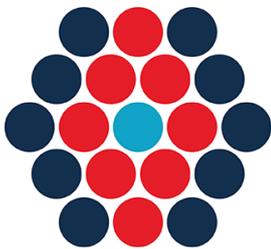


## Carers Rights Video Resources

We now have video resources on the Carer Aware landing page that you can watch to update yourselves on

carers rights and possibly use as inductions within your local teams – [see here](#)

## CarerAware



## Ymwybodol o Ofalwyr

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