

**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	19 May 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Improving Outcomes for Unpaid Carers – Annual Report 2025/26
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Executive Director of Workforce and Organisational Development / Deputy Chief Executive
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird – Assistant Director of Business, Partnerships and Inclusion Beverly Davies – Strategic Partnership and Inclusion Manager

**Pwrpas yr Adroddiad (dewiswch fel yn addas)
Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

**ADRODDIAD SCAA
SBAR REPORT**

Sefyllfa / Situation

The People, Organisational Development and Culture Committee (PODCC) is asked to receive this Annual Report 2025/26 which provides an update on the actions being taken by the Health Board to implement the Social Services and Wellbeing (Wales) Act 2014 and improve outcomes for unpaid carers.

Cefndir / Background

Most people will be unpaid carers at some point in their lives (Carers UK, Facts About Carers, 2025). Caring can be deeply rewarding, and unpaid carers play a vital role in supporting those who rely on them. However, it is also recognised that taking on a caring role can present significant challenges, and each unpaid carer's experience is shaped by their unique circumstances. According to the 2021 Census 40,535 people in West Wales provide unpaid care, which is 10.5% of the population. Furthermore, 51% of over 65's in West Wales provide over 50 hours care per week.

The Social Services and Well-being (Wales) Act 2014 places a statutory duty on the Health Board to recognise unpaid carers as people with their own needs and with rights, and promote and improve their wellbeing, not just the care-for-person. The Health Board also has a duty to provide timely information, advice and assistance.

The Health Board's organisational action plan aligns with the regional and national strategies for unpaid carers. Regionally, this work is overseen by the West Wales Carers Development Group (WWCDG) which is a formal sub-group of the West Wales Regional Partnership Board (RPB). During 2024/25, the WWCDG undertook a comprehensive programme of engagement and published the refreshed West Wales Strategic Plan for Unpaid Carers 2025–2030 in Autumn 2025. The regional strategic plan is built around two priorities:

1. Carers are visible and valued
2. Carers are supported

Welsh Government is currently undertaking a refresh of the national strategy, with publication of the revised version expected by the end of the calendar year.

The Carers Team (which is part of the Business, Partnership and Inclusion Team within Workforce and Organisational Development) co-ordinates the system-wide action to improve outcomes for unpaid carers and holds a small core budget which is used to commission voluntary sector organisations to delivery information and outreach services in the community, as well as Carers Officers within hospital settings. These services support unpaid carers of all ages. In addition, the Carers Team is actively working to improve awareness and early identification of unpaid carers who are employees of the Health Board delivering training, designing and publishing policies and resources, as well as co-ordinating awareness raising campaigns.

Asesiad / Assessment

The attached Annual Report (Appendix 1) provides assurance on the breadth and impact of activity delivered during 2025/2026 to support unpaid carers; this includes our employees with an unpaid caring role as well as patients or their family members who are unpaid carers within our communities. The report is structured around the two regional strategic priorities, which align with the national and regional carers strategies, and highlights the collective contribution of teams across the Health Board alongside targeted actions led by the Carers Team. The report incorporates qualitative feedback and direct quotes from unpaid carers and staff to demonstrate the impact made by the services people access, and to illustrate how these interventions make a meaningful difference to individuals with unpaid caring responsibilities.

The Investors in Carers (IiC) scheme, co-ordinated by the Carers Team, forms part of the prevention and early intervention landscape and plays a vital role in the early identification of unpaid carers to ensure that they can be signposted to support that will help with the things that matter most to them in their caring role. During the year:

- **689** unpaid carers identified and referred to support in the last year, with **188** settings actively engaged.
- More than **1,300** staff have completed carer awareness training.
- **1,122** staff from a wide range of services attended the 70 online training sessions delivered by the IiC team, with **200** more staff attended the face-to-face sessions for some services.

Our jointly commissioned Carers Information service demonstrated significant increase in numbers of new unpaid carers identified by, or referred to and supported by, the service. During this reporting year:

- **2,584** new adult carers were identified and referred to services, an increase by 504 or 24.23% from 2024 - 25.
- **3,476** unpaid carers were supported, an increase by 1306 or 166.16% from 2024-25. A total of **364** young carers were identified, an increase of 23 or 6.74% from 2024-25; the total number of young carers supported dipped from 2,019 in 2024-25 to 1,840 in 2025-26 and this was mainly to change of provider in one local authority.

In addition, the Carer Officers, who the Health Board specifically commissioned to support staff and unpaid carers during hospital admission and discharge process have supported:

- 2,131 members of staff and visitors including unpaid carers during the total 226 drop-in and information events, an increase of 571 or 36.6% of people attending last year.

During this reporting year the Health Board successfully gained the Employers for Carers Level 3 Carer Confident Ambassador Award in recognition of the support which is offered to our staff who have unpaid caring responsibilities in their home lives. As of 31 March 2025:

- **274** staff had registered their supplementary role as “A Working Carer”, an increase by 113 or 70.19% since the last reporting year. This reflects that initiatives to promote and encourage the self-reporting of supplementary roles through ESR have been successful, and similar increases have been experienced in the self-reporting of other roles e.g. Armed Forces.
- **173** staff are members of the Staff Carers Peer Support Group, an increase from 130 or 21%. The monthly Carers Peer Support group continues to be popular with staff and provides an informal mechanism to support wellbeing, as well as a vehicle for sharing relevant information about local support services.
- **56** staff attended the line managers training.
- **92%** workforce compliance in completing the mandatory Carer Aware e-learning, providing organisational assurance and demonstrable improvement in staff confidence and capability.
- **4,153** views across 30 Viva Engage posts focused on unpaid carers.

Overall, the Health Board has made strong progress in embedding carer-aware practice and strengthened both internal and external partnership working arrangements. However, it is worth noting that the number of people aged over 85 in West Wales is projected to increase by 42.6% by 2035, almost twice the Wales projected increase by 27.8% over the same period. The working age population is also projected to fall by 3.1%, also over the same period (ONS, 2021) and that two thirds of adults over the age of 65 years are expected to be living with multiple health conditions and an increased life expectancy by 2035 (Welsh Government, 2024). This means that people will spend longer living with multiple conditions which is very likely to impact on the support needed from families, unpaid carers and friends.

The Health Board’s work to embed a social model for health and wellbeing, and support people to live independently in their own homes and communities will continue to be of vital importance, and this must be seen alongside the prioritisation of support for unpaid carers on whom our health and social care systems rely. Capturing and learning from carers’ lived experience also remains an on-going priority, providing insight into what matters most to unpaid carers and informing the prioritisation of future actions to ensure that unpaid carers are visible, valued and supported.

Argymhelliad / Recommendation

The People, Planning and Organisational Development Committee is asked to:

- **RECEIVE ASSURANCE** that the work presented in the Annual Report 2025/26 demonstrates that the Health Board is proactively addressing the priorities of the regional and national Strategic Plans for Unpaid Carers and making a positive difference for unpaid carers as a result.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference:
Cyfeirnod Cylch Gorchwyl y Pwyllgor:

2.1.1 - Compliance with legislation, guidance and best practice around the workforce and OD agenda, learning from work undertaken nationally and internationally, ensuring the Health Board is recognised as a leader in this field.

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference & Score:	N/A
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 4. The best health and wellbeing for our individuals, families and communities
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Social Services and Well-being (Wales) Act 2014
Rhestr Termiau: Glossary of Terms:	Included within the document
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	N/A

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Some of the services currently commissioned by the Health Board are funded via short-term, time-limited funding streams via the Regional Partnership Board. Continued sustainable funding for these services which contribute to prevention and early intervention have been flagged as a future cost pressure to the Health Board. If funding is not identified this does create a risk that services which are specifically

	focused on supporting unpaid carers will cease at a time when promoting independence, maintaining care in communities close to home and reducing avoidable hospital admissions and length of stay is an increasing priority.
Ansawdd / Gofal Claf: Quality / Patient Care:	The effective early identification of unpaid carers and signposting to support to meet their own health and wellbeing needs will impact on the quality of patient care and experience. The willingness of unpaid carers to support care at home can impact on timely hospital discharge.
Gweithlu: Workforce:	All staff have a role to play in the early identification of unpaid carers of all ages, including patients, family members and colleagues.
Risg: Risk:	Unpaid carers are a vital part of the broader health and care system. There is a risk that if unpaid carers are not supported in their unpaid caring role and maintain their own health and wellbeing, this could result in increased hospital admissions or pressures on health and social care to provide higher levels of support for care at home.
Cyfreithiol: Legal:	The Health Board has statutory duties within the Social Services and Wellbeing (Wales) Act 2014 to provide information, advice and assistance to unpaid carers.
Enw Da: Reputational:	Implementation of the Social Services and Wellbeing (Wales) Act and the provision of support for unpaid carers is reviewed by Welsh Government through the Regional Partnership Board. The Health Board also works in partnership with the local authorities, third sector providers and community champions who informally hold the Health Board to account for our progress and work to improve outcomes for unpaid carers within our community.
Gyfrinachedd: Privacy:	Not applicable.
Cydraddoldeb: Equality:	An Equality Impact Assessment has not been undertaken as this is an update report. Whilst carers are not a protected group under the Equality Act 2010, unpaid carers, like the people they support are also likely to identify with multiple protected characteristics.



GIG
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WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

***Unpaid Carers
Annual report
2025 / 2026***

01 April - 31 March 2026



Executive Summary

Early identification and effective support for unpaid carers remains a strategic priority for Hywel Dda University Health Board. Delivery is led through the Business, Partnerships and Inclusion (BPI) Team working collaboratively with internal teams, local authorities and the voluntary sector, as well as through regional partnership arrangements and national forums.

During 2025/26, the Health Board has made sustained, measurable progress to improve outcomes for unpaid carers within our communities, services and for members of our workforce who have caring responsibilities. Activity has been aligned with the two regional priorities published in the West Wales Regional Partnership Board: West Wales Strategic Plan for Unpaid Carers 2025-2030. The two priorities are to ensure unpaid carers are visible and valued, and that, unpaid carers are supported.

Carers are visible and valued

Significant progress has been made in the identification of unpaid carers and the visibility of support available to them:

- **689** unpaid carers were identified by teams who are actively engaged with the Investors in Carers (IiC) scheme.
- A total of **364** young carers were identified, an increase of 23 or 6.75% from 2024/25.
- **188** teams are actively engaged in the IiC accreditation scheme and 42 new accreditation awards were made during the year.
- **1,122** staff from a wide range of services attended the **70** online training sessions that were delivered by IiC staff via Microsoft Teams and a further **200** staff attended the face-to-face sessions.
- **92%** of the workforce have completed the mandatory Carer Aware e-learning, supporting an improvement in staff confidence and capability.
- **30** Viva Engage posts were promoted during the year focussing on unpaid carers which resulted in **4,153** views.

Carers are supported

The Health Board jointly commissions Carers Information and Outreach services with our three local authority partners. In addition, the Health Board commissions specific support for unpaid carers linked to hospital discharge pathways – this is funded via the Regional Integration Fund and ring-fenced Welsh Government funding. Data reported at financial year end demonstrated significant increases in numbers of new unpaid carers identified and supported by our service providers. During this reporting year:

- **2,584** new adult carers were identified and referred to carers information services, an increase by 504 or 24.23% from 2024/25.
- **3,476** unpaid carers were supported by our third sector partners, an increase by 1,306 or 166.16% from 2024/25.
- A total of **1,783** unpaid carers were supported within the hospital and in the community by the Carer Officers, an increase of 205 or 13%% from 2024/25.
- **2,131** members of staff and visitors including unpaid carers attended a total of 226 drop-in sessions, an increase of 571 or 36.6% of people in the last year.

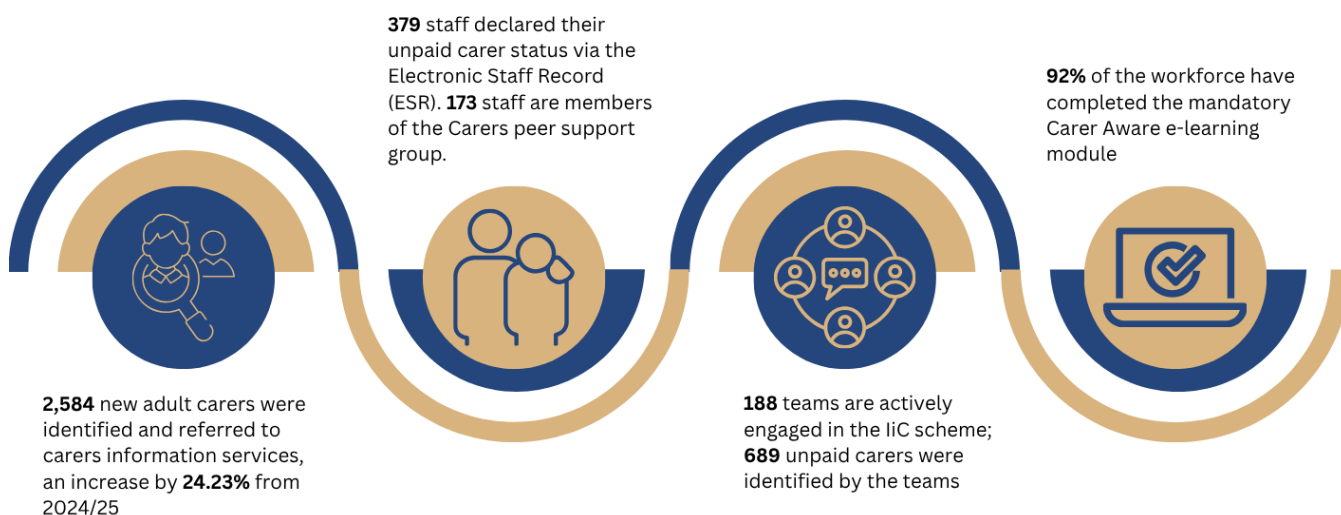
The Health Board has also strengthened support for staff with caring responsibilities. As of 31 March 2026:

- **379** staff declared their unpaid carer status via the Electronic Staff Record (ESR), an increase of 105 or 38.32% since April 2025.
- **173** staff are members of the Staff Carers Peer Support Group, an increase of 30 or 21% in the last year.
- A total of **5** training sessions for line managers were delivered and attended by 56 staff.

This reflects a positive shift towards a more open and inclusive workplace culture.

Overall, the Health Board has made strong progress in embedding carer-aware practice and strengthening partnerships, while recognising the need for continued focus on earlier identification of unpaid carers, making them visible, valued and supported.

Our Staff



Our Service Users

Please refer to the full report for more detailed information.

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Introduction

The early identification and provision of support for unpaid carers are a strategic priority for Hywel Dda University Health Board (HDdUHB or the Health Board). A dedicated Carers Team (within the Business, Partnerships and Inclusion team) leads this work, driving improvements for unpaid carers both within the workforce and across the communities we serve. The team works collaboratively with colleagues across the Health Board, as well as with partners in local authorities and the voluntary sector, to ensure unpaid carers are visible, valued and supported and for them to be able to access timely, meaningful help.

Central to this approach is the Health Board Carers Action Plan which provides a clear, framework for coordinated action. Progress is delivered through a range of established partnership forums, including:

- West Wales Carers Development Group,
- Health Board Carers Steering Group,
- Carers Peer Support Network,
- Carers Providers Collaborative Group,
- Various local partnership forums.

Strategic leadership and alignment

The Health Board's Assistant Director for Business, Partnerships and Inclusion (BPI) plays a key role in ensuring alignment between national, regional and local priorities. They are a member of the Welsh Government Ministerial Advisory Group for Unpaid Carers and Chair of the West Wales Carers Development Group (WWCDG), a formal sub-group of the West Wales Regional Partnership Board (RPB). These roles provide a strong mechanism for influencing national policy and ensuring coherence across systems.

National strategic context

The Welsh Government's Strategy for Unpaid Carers, published in March 2021, provides the current national strategic direction for improving the recognition, support and outcomes of unpaid carers across Wales. The Welsh Government is currently revising the national strategy, with publication expected by the end of the calendar year. The BPI Team coordinated a corporate consultation response to ensure the revised strategy is evidence-based and reflects the realities and priorities of unpaid carers and services living across our Hywel Dda communities.

West Wales Strategic Plan for Unpaid Carers 2025-2030

During 2024/25, the West Wales Regional Partnership Board (RPB), undertook an extensive programme of engagement to refresh the previous Carers Strategy (2020–2025). This work included wide-ranging consultation with unpaid carers, citizens, professionals and partner organisations across West Wales and published the refreshed [West Wales Strategic Plan for Unpaid Carers 2025–2030](#) in the Autumn of 2025. The Strategy is summarised in one page below.

West Wales Strategic Plan for Unpaid Carers 2025 - 2030

Who are we?

We are a group of partners in West Wales, including Hywel Dda University Health Board, Carmarthenshire, Ceredigion and Pembrokeshire County Councils, voluntary sector and lived experience voice. We work together to help ensure services that are delivered improve the outcomes for unpaid carers in West Wales.

What's our vision?

West Wales is a region where unpaid carers are recognised, supported and widely valued for the essential contributions they make to our communities and services.

What are our priorities?

We looked at data and listened to the carers voice across West Wales and those who work to support carers and two priorities were identified.

Priority 1: Carers are visible and valued

Priority 2: Carers are supported

Our aims include:

1. Celebrate and promote the value of unpaid carers
2. Increase organisational awareness of unpaid carers
3. Provide carer awareness training
4. Ensure the right information is available at the right time
5. Ensure that unpaid carers receive support
6. Offer a range of services to respond to the needs of unpaid carers

How will we deliver the priorities and aims?

The West Wales Carers Development Group will oversee delivery of the strategic plan and publish an annual report to show its progress.

View the strategic plan here:

To view the full strategic plan scan the QR code or click [HERE](#) to be redirected.

For more information, or to receive the strategic plan via email, please contact us at wwrpb@carmarthenshire.gov.uk



Partnered with:



The refreshed strategy provides the overarching framework that shapes and directs the Health Board's approach to supporting unpaid carers across the region. As part of its strong commitment to accessibility and inclusion, the Health Board has ensured that the Strategy page summary is available in a range of accessible formats. The strategy has been translated into eight additional languages, including British Sign Language (BSL), to support wider understanding and engagement and to remove barriers for carers whose first language is not Welsh or English.

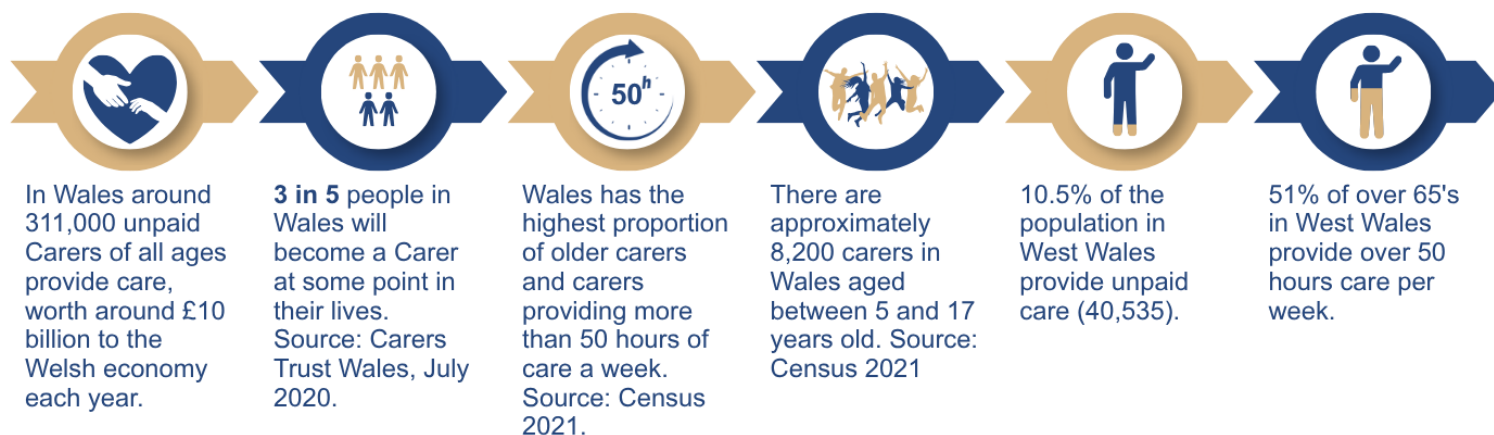
Population Data

Most people will be unpaid carers at some point in their lives (Carers UK, Facts About Carers, 2025), and according to the 2021 Census **40,535** people in West Wales provide unpaid care, which is 10.5% of the population. Caring can be deeply rewarding for many, and unpaid carers play a vital role in supporting those who rely on them. However, it's also recognised that taking on a caring role can present significant challenges, and each unpaid carer's experience is shaped by their unique circumstances.

In Hywel Dda area alone, 51% of over 65's unpaid carers provide over 50 hours care per week. The number of people aged over 85's is projected to increase by 42.6% by 2035, almost twice the Wales projected increase by 27.8% over the same period (ONS, 2021); and two thirds of adults over the age of 65 years are expected to be living with multiple health conditions and an increased life expectancy by 2035 (Welsh Government, 2024). This means that people spend longer living with multiple conditions, with little change in healthy life expectancy. This is very likely to impact on the support needed from families, unpaid carers and friends.

Moreover, according to the Population Needs Assessment (2025) there are 7,860 people in West Wales aged over 65 living with dementia and is projected to increase by 38.7% in the next ten years which will have significant implications for the health and social care system. Demands for hospital services and community care are likely to increase. This also means that there will be greater reliance on unpaid carers as families and friends are likely to shoulder more responsibility for care, which means unpaid carers will need more structured support, both within hospital and community settings, to prevent burnout and be able to maintain their own health and wellbeing.

The following information from the West Wales Strategic Plan for Unpaid Carers 2025-2030 shows some of the key facts and figures for Wales and West Wales which demonstrates the importance of continuing to identify and support unpaid carers in West Wales:



This annual report provides an update on key areas of work which have been on-going during the reporting period 2025/2026 aligned to each of our regional priority areas of focus to provide assurance that we are delivering our commitment to unpaid carers. For more information about the Health Board's work, visit <https://hduhb.nhs.wales/healthcare/services-and-teams/carers-information/>

Priority 1: Carers are visible and valued

This priority is about recognising unpaid carers as essential partners in care and ensuring that they are signposted to the support they need to help them in their caring role. The Social Services and Wellbeing (Wales) Act 2014 sets out expectations that health services should routinely identify unpaid carers, acknowledge the critical role they play, and respect their knowledge, experience and wellbeing. For the Health Board, this priority places clear responsibility on all services to embed early identification and timely support for unpaid carers as a routine part of everyday practice, requiring a cultural shift rather than an additional task.

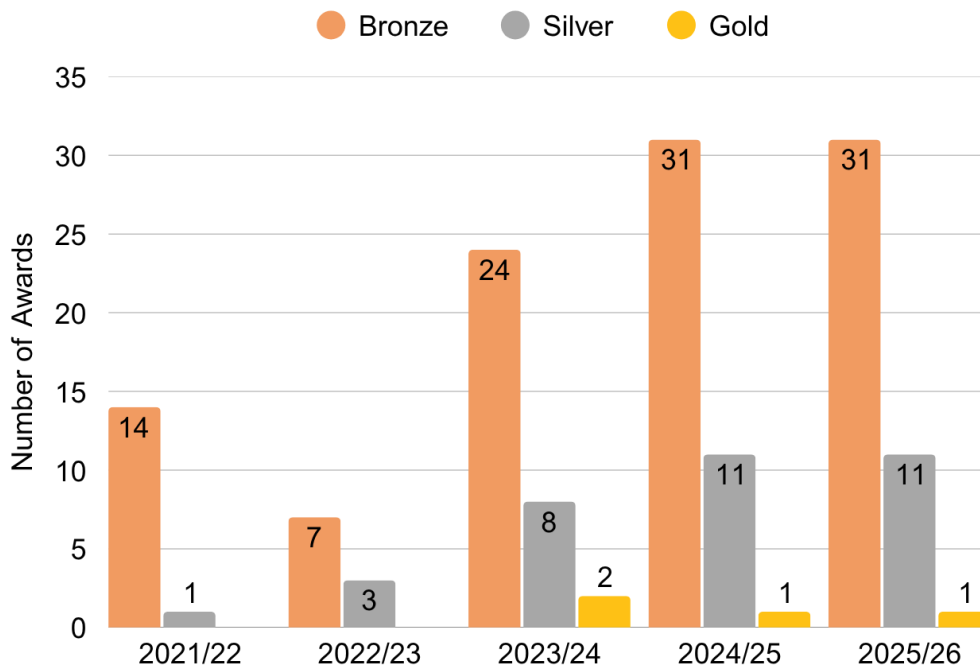
Investors in Carers

The Investors in Carers (IiC) scheme is a key mechanism for strengthening the early identification, recognition and support of unpaid carers of all ages across the Hywel Dda region. The scheme is designed to:

- Promote a whole-system approach to the early identification of unpaid carers, ensuring shared responsibility across services and equipping staff with the knowledge and confidence to proactively signpost carers to timely help and support.
- Build workforce capability by upskilling carer leads and staff across health, social care, voluntary, public and community settings, improving understanding of who unpaid carers are, the diversity of their needs, and how services can adapt to be more accessible and inclusive.
- Deliver direct benefit to unpaid carers, ensuring they are recognised and valued, with attention given to their own health, wellbeing and wider holistic needs, enabling them to sustain their caring role where they choose to do so.
- Establish and strengthen a network of Carer Champions, working collaboratively to improve outcomes for unpaid carers and for staff who are carers in their personal lives.
- Support compliance with local and national legislation and policy requirements relating to unpaid carers.

The IiC scheme intentionally extends beyond health settings to include a wide range of organisations such as schools, libraries, leisure centres, local authority services and third sector organisations, recognising that unpaid carers can be identified and supported in many different community contexts. Participating settings progress through bronze, silver and gold levels, demonstrating continuous improvement in carer awareness, practice and support.

A total of 188 settings are actively engaged with the IiC scheme. Of these, 42 settings have achieved IiC recognition during 2025/26 and the graph below shows the number of new awards by year.



The feedback below outlines the impact that gaining liC accreditation has for teams and the benefit this provides to service users.



“Achieving the Investors in Carers Bronze accreditation means a great deal to us. It reflects the compassion, commitment, and everyday effort our team puts into supporting carers and their families. We’re incredibly proud of this recognition, and it strengthens our determination to keep creating a setting where carers feel valued, understood, and never alone in what they do.”

Carer Lead, Community Team - Learning Difficulties



Embedding Carer-Aware Practice

A growing number of service areas have demonstrated increased commitment to recognising and supporting unpaid carers, both within their own workforce and among service users. A notable example is the Mental Health and Learning Disability (MH/LD) Directorate, which has committed to ensuring that all teams, wards and services engage with the liC scheme as part of their continuous quality improvement activity. This approach directly supports recommendations from the recent Health Education and Improvement Wales (HEIW) report, which highlighted the importance of identifying and supporting unpaid carers of all ages within MH/LD services. In addition, all mental health support services commissioned by the Health Board are now required to achieve at least liC Bronze level as a condition of their service level

agreements. Progress and engagement are regularly monitored through contract review meetings, ensuring accountability and sustained improvement.

“We are incredibly pleased to have achieved the Bronze Level liC accreditation. Despite demands and pressures on the service the Team has remained committed and will endeavour to maintain compliance.”

Carmarthenshire Specialist Children’s and Adolescent Mental Health service

The Paediatric Speech and Language Therapy (SLT) Service, which operates across all three counties, has also been actively engaged with the liC scheme for several years. Unpaid carers are a standing agenda item at the three-county SLT team meetings, ensuring carer-related information is routinely shared and discussed. Managers across the service also actively promote the use of the Carers Policy and Carer Passport, applying these tools where appropriate to support unpaid carers within their teams. Recent activities included active participation during Young Carers Action Day in March 2026, reinforcing the team’s role in recognising and supporting young carers and parent carers. At an operational level, SLT staff hold ongoing, proactive conversations with families on their caseloads to help parents and family members recognise and self-identify as unpaid carers. This sustained involvement has supported the consistent embedding of carer-aware practice across the service.

Together, these practices demonstrate how long-term engagement with the liC scheme has enabled the involvement of unpaid carers to become an integral aspect of Paediatric SLT services, moving carer identification from a one-off intervention to a routine and embedded part of family-centred care.

“I was really supported by my colleagues and line manager along with occupational health, with reasonable adjustments to my case load because of the pressures of caring with my husband’s disability and what I need to do to care for him.”

Staff member – Speech and Language Therapy team

Carer Awareness training

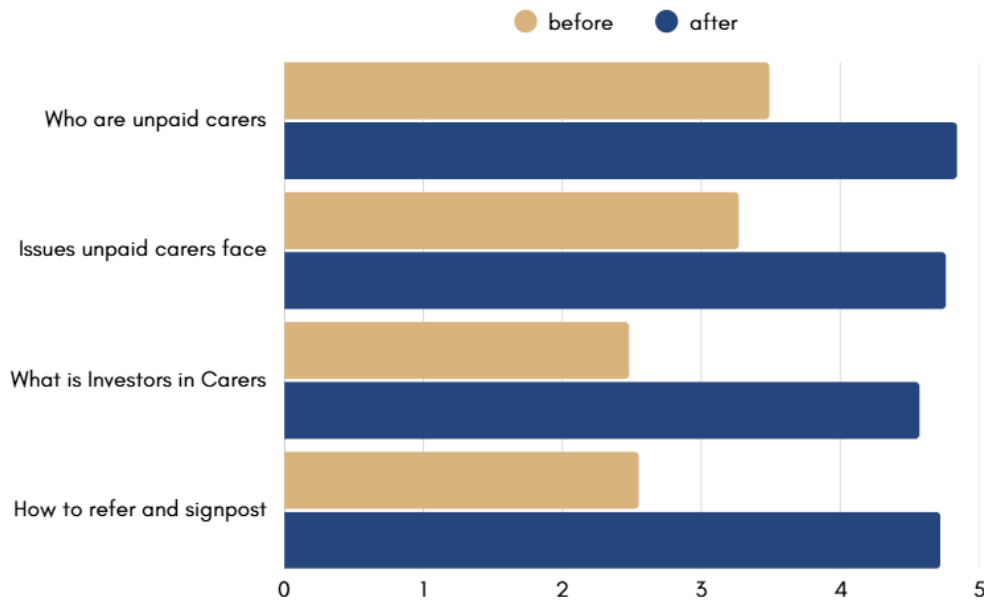
Carer Awareness training is a cornerstone of the liC scheme and is central to embedding carer-aware practice across all services. The programme is designed to deepen understanding of who unpaid carers are, build staff confidence to support early identification, and strengthen knowledge of referral pathways and the support available.

During 2025/26, we saw:

- **1,122** staff from a wide range of services attended the **70** online training sessions delivered via Microsoft Teams,
- **200** staff attended the face-to-face sessions for priority frontline services, including Carmarthenshire Home Care teams.

The effectiveness of the carer-awareness training programme has been measured through pre and post-training evaluations completed by participants using a five-point scale (with five being the highest score). The snapshot below illustrates the ‘before’ and ‘after’ scores from training sessions delivered over the last 12 months, clearly demonstrating the positive impact of the programme on staff knowledge and confidence.

2025/26 reported knowledge increase after attending an liC Awareness session.



Examples of feedback from staff attending the carer awareness training include:

“I found the session really engaging, very helpful and informative and gained more of my knowledge about unpaid carers and how to support them.”

“Excellent presentation – Staff thoroughly enjoyed and are now confident in signposting unpaid carers for further help and support.”

“The training was very informative and highlighted the impact that caring can have on the individual is providing unpaid caring roles.”

Carer Awareness training is delivered using a flexible and bespoke model, enabling content to be tailored to the specific roles, responsibilities and operational contexts of different organisations and services. This approach ensures the training is relevant, meaningful and immediately applicable to practice, rather than a one-size-fits-all model.

The benefits of this tailored approach are demonstrated through recent delivery to newly engaged and specialist groups. For example, in March 2026, bespoke liC Carer Awareness training was delivered to 75 staff from Pembrokeshire Coast National Park Authority following their recent engagement with the scheme. Tailoring the content to a non-traditional care setting enabled staff to recognise unpaid carers within environmental, community and visitor-facing roles, broadening understanding of where carers can be identified beyond health and social care environments.



A specialist session on “Making communication and information accessible for unpaid carers” was also delivered in September 2025, with 29 carer leads and staff attending. This session addressed the specific challenges faced by unpaid carers and people with sensory loss. It highlighted how caring responsibilities can be compounded by barriers in communication and information.

“All of the information was useful and increased my knowledge around Sensory Loss, and how it can affect people if they do not get the support that they need. More awareness is

“Guidance provided about format of written documentation was very useful. As was the resource links to pass onto patients who have sensory loss. Thank you.”

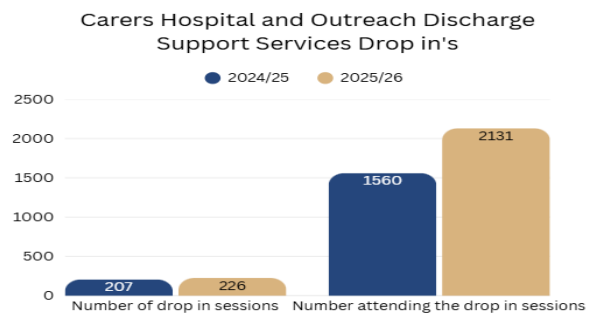
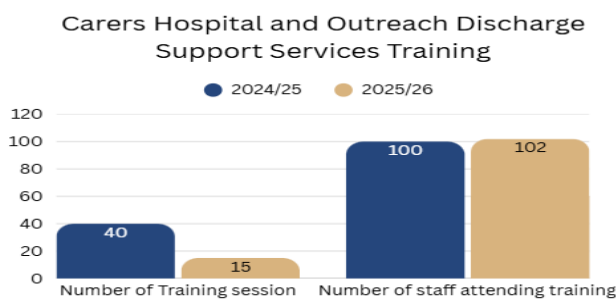
“Some great points to consider with posters/communication and this can be done alongside the autism information that was previously given about colours etc.”

Alongside structured sessions, drop-in training opportunities are also offered. These create accessible spaces for staff that fit around their schedules and encourages engagement from staff who may not traditionally access formal training and supports a broader culture of carer awareness.

Carer awareness training through commissioned service providers

In addition to the awareness raising training delivered by the Health Board Carers Team, Carer Officers from the Hospital and Outreach Discharge Services (commissioned by the Health Board) also include awareness raising as a key requirement within their service specifications. During 2025/6:

- 15 training sessions were delivered to 102 individuals.
- 226 drop-in information events were held, and 2,131 people were recorded as attending
- 1,094 new referrals to both the hospital and community-based Carer Officers, an increase of 191 104 or 21.15% from 2024-25.



HDdUHB Carer Aware e-learning (mandatory training)

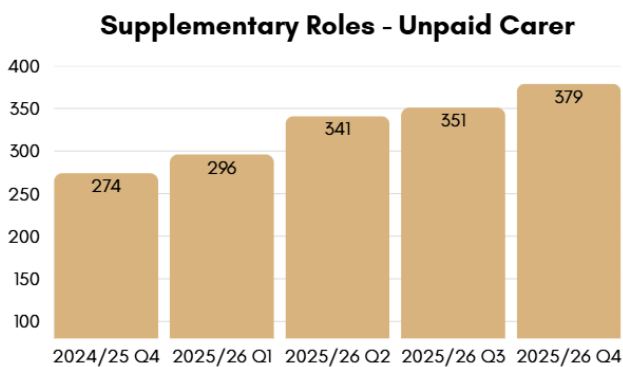
Since May 2023, the Carer Aware e-learning programme has been mandatory for all Health Board staff. The training underpins the Health Board's commitment to recognising carers early, involving them appropriately, and ensuring they are signposted to timely support.

As at 31 March 2026, 92% of staff had completed the training, which demonstrates strong organisational engagement and providing assurance that much of the workforce has a core understanding of who unpaid carers are and why their identification and support is essential. However, compliance does vary across staff groups, with some clinical professions reporting notably lower completion rates, highlighting a targeted area for improvement.

Overall, this report demonstrates evidence of a wide variety of Carer Awareness training and activities to ensure that carers are visible. The bespoke and needs-led way this is approached increases staff engagement, strengthens confidence, and ensures learning translates into action, and therefore, supporting the early identification of unpaid carers across a wider range of settings.

Making our staff who are unpaid carers visible

The Health Board continues to improve visibility and support for working carers through the Electronic Staff Record (ESR), enabling staff to self-record “Working Carer” as a supplementary role. Awareness of self-recording option is promoted through corporate and managerial training, including induction, Hywel Dda Manager training and the LEAP programme. As of 31 March 2026, 379 staff had recorded themselves as “Working Carers” on ESR, representing a 38% increase compared to 2024/25. This demonstrates improved awareness, increased confidence among staff to identify as carers, and the effectiveness of sustained engagement activity.



Celebrating national dates

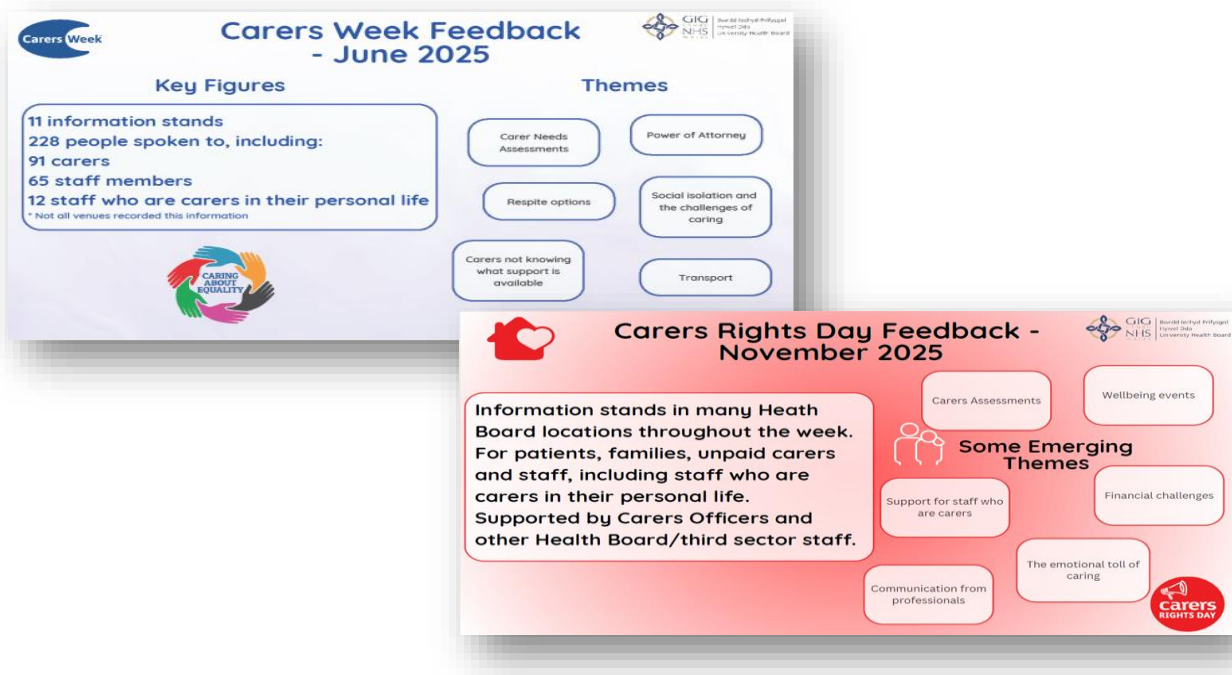
In line with the West Wales Strategic Plan for Unpaid Carers 2025–2030, the Health Board has taken a proactive and sustained approach to supporting national events, raising awareness of unpaid carers across health and community settings.

During **Carers Week** in June 2025, a series of information stands were held across the main hospital sites in all three counties, supporting the Strategy’s ambition to increase the visibility and recognition of unpaid carers at every point of contact. The stands were delivered through a strong partnership approach, with representation from the Carers Discharge Support Service, Admiral Nurses, Workforce Advisors and the Community Development Outreach team. Patients, unpaid carers and staff visited the stands, creating valuable opportunities for one-to-one introductory conversations, promoting self-identification as an unpaid carer and providing tailored signposting to support available within hospital pathways and the wider community.

Feedback gathered during Carers Week provided important insight into carers’ lived experiences, including:

- challenges around care packages,
- barriers to sustaining caring roles,
- the need for a wider range of flexible support services, and
- difficulties accessing district nursing services.

This intelligence continues to inform service improvements as well as supporting the Health Board’s commitment to ensuring carers’ voices directly shape policy and practice.



Beyond Carers Week, the Carers Team has maintained year-round visibility of unpaid carers through consistent and proactive communications. Information and opportunities for unpaid carers have been shared via Global emails, Viva Engage and other social media channels, helping to embed carer awareness across the organisation. Over the course of 2025/26, there were 4,153 views across 30 Viva Engage posts focused on unpaid carers.



Staff feedback highlights that increased carer awareness has enhanced both carer and patient experience by enabling earlier, more supportive conversations.

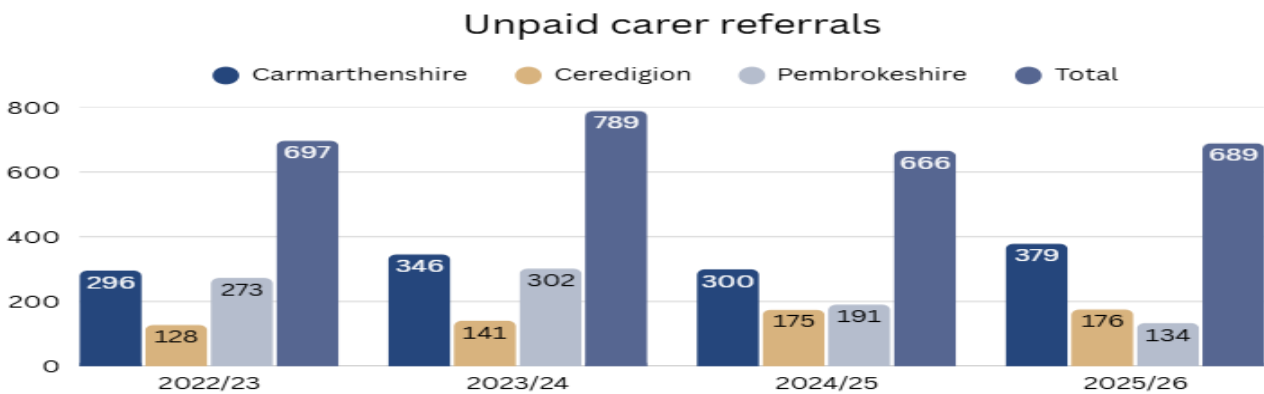
“I completed a carers assessment with Holly (name changed) this morning, I have given her carers information and will ring her when I am back from leave in 2 weeks. Holly fed back about the CARER and support she has had her son and was full of praise for the team.”

Priority 2: Carers are supported

This priority means that unpaid carers in West Wales will be able to access clear, timely information through an easy-to-use point of contact and staff will be confident to signpost them to seek help that will support them in their caring role.

Signposting unpaid carers to support through liC Scheme

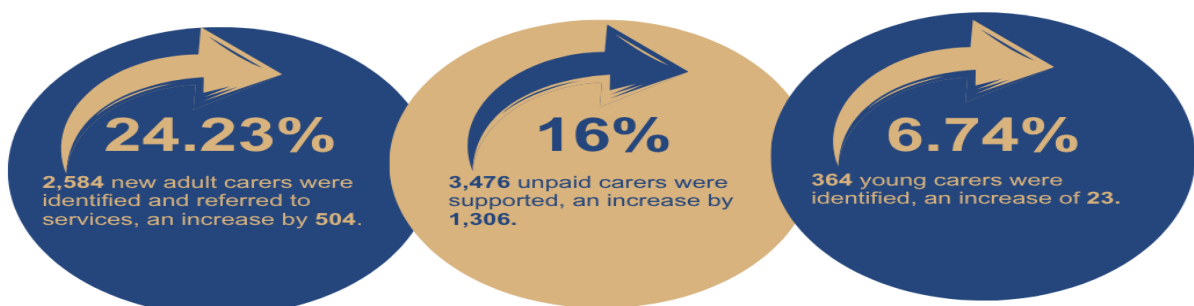
As a result of liC activity over the last 12 months, 689 unpaid carers were identified and referred to local carer support services through the completion of the unpaid carers referral form, providing clear evidence of the scheme’s tangible impact and contribution alongside other awareness raising activities.



Commissioned Services – Carers Information and Support

The Health Board jointly commissions Carers Information and Support services in partnership with our three local authority partners. These services play a central role in ensuring unpaid carers can access timely and consistent information, advice and support wherever they first seek help. These services are delivered by trusted voluntary sector partners, recognising the added social value, local knowledge and relationships that charitable organisations bring to carer support. During 2025-26:

- A total of 2,584 new adult carers were identified and referred to services, an increase by 504 or 24.23% from 2024-25.
- 3,476 unpaid carers were supported, an increase by 1306 or 166.16% from 2024-25.
- A total of 364 young carers were identified, an increase of 23 or 6.74% from 2024-25; the total number of young carers supported dipped from 2,019 in 2024-25 to 1,840 in 2025-26 and this was mainly to change of provider in one local authority.



Carers Hospital and Outreach Discharge Support Services

The Carers Hospital Discharge Support Service (CHDSS) and Carers Outreach Discharge Support Service (CODSS) supports the Health Board's commitment to recognising and supporting unpaid carers at a critical point of care: hospital admission and discharge planning. Funded through the Regional Integration Fund (RIF) and ring-fenced Welsh Government funding via the oversight of the Regional Partnership Board, the services ensure unpaid carers are identified early so that they can be actively involved in discharge planning, and provided with timely information, advice, assistance or support. The service is delivered through dedicated Carer Officers, employed by voluntary sector partners, who are based in our hospital settings, as well as within the community. Carer Officers work alongside hospital and community staff to improve the identification of unpaid carers, support meaningful engagement in discharge decisions and care planning, ensuring they are appropriately informed and supported to care safely at home. During 2025/26, the service reported:

- A total of 1,783 unpaid carers being supported within the hospital and in the community by the Carer Officers, an increase of 205 or 13% from 2024-25,
- 2,131 members of staff and visitors including unpaid carers attended the total 226 drop-in sessions, an increase of 571 or 36.6% of people attending over total increase of 19 sessions.

The impact for unpaid carers is illustrated in the case study below. Names have been changed and are fictitious.

Michelle spoke to the Carer Officer in Glangwili Hospital at the information stand as her husband, John, had recently been admitted to hospital following a fall in the bathroom. John has advanced Dementia and his mobility had declined severely in the last six months. She was visibly upset and now 'dreaded the thought of' her husband being discharged back home, as she felt she could no longer meet his care needs. Michelle wanted to know what her rights were, what options were available to her, to understand the process of what to expect next, to have more effective communications with decision makers and what support was available for her.

The Carer Officer supported Michelle by liaising with ward staff, Social Work Teams and the hospital Long-Term Care Team. Once Michelle understood the process better and knew what her 'Rights' were, she felt listened to and supported, and reported significant improvement in her mental health, with much reduced stress and anxiety. As a result, Michelle felt relaxed and objective when the 'Best Interest' meeting finally took place and felt her opinions/views were taken seriously and valued.

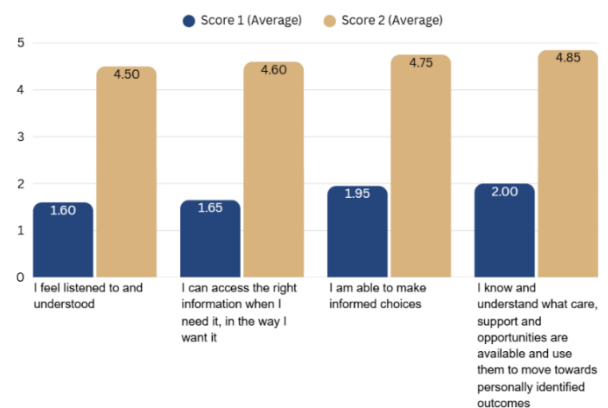
Both CHDSS and CCODSS capture qualitative insight through carer case studies and feedback through "what matters to me" conversations, during which unpaid carers are asked to assess their wellbeing across five key areas:

- Knowing and understanding what support is available and how to access it

- Accessing the right information, at the right time, in the right way
- Receiving early support to develop their full potential
- Feeling heard and listened to
- Feeling connected and supported within their community

This captures the tangible difference that timely information, advice and support can make and complements quantitative reporting and help evidence impact for carers and the wider system. Service outcomes reports show a significant improvement across all five wellbeing measures following engagement with services. On average, unpaid carers reported the greatest improvement in “feeling heard and listened to”, reflecting the person-centred nature of the service. The least improvement, while still positive, related to “feeling connected within the community”, highlighting an ongoing area for development and partnership working.

An example of outcomes from one county, based on data from 20 unpaid carers between October 2025 and March 2026, are shown below. These demonstrate measurable improvements in wellbeing following support, with baseline scores (Blue) compared to post-intervention scores (gold).



Carers Support West Wales (CSWW) website

The Health Board continues to play an active role in supporting and strengthening the Carers Support West Wales (CSWW) website as the region’s primary online “one-stop shop” for unpaid carers. The Carers Team is a standing member of the CSWW steering group, contributing to regular review and quality assurance of content to ensure information remains accurate, accessible and relevant for unpaid carers of all ages and at all stages of the caring journey.

The Health Board also actively promotes the CSWW website as the first point of information and support for both unpaid carers and frontline staff across health settings. Staff are encouraged to signpost colleagues and carers to the website at the earliest opportunity, supporting consistent messaging across the system and enabling carers to access trusted, up-to-date information quickly and independently. The link to the platform is here:

[Carers Support West Wales | Cymorth Gofalwyr Gorllewin Cymru.](#)

Usage data demonstrates the growing reach and impact of the website. Between 1 April 2025 and 31 March 2026, the CSWW website recorded **151,831** visits, alongside 324,395 engagements across associated social media platforms. User feedback gathered through an online survey further evidences the usefulness of the platform. Of the 237 survey respondents, 100% reported satisfaction with the information provided, with 70% rating their experience as good and 30% as excellent. This feedback provides strong assurance that the website meets carers’ information needs and supports positive user experiences.

One user wrote:

“Having information in one place, online, is essential for many carers. We don't always have the time to make phone calls or attend a meeting during office hours, so online information which can be found in the middle of a sleepless night or whilst scrolling through social media is really valuable. I also appreciate how Carers Support West Wales provides constant updates of events, which can't be covered by a printed newsletter as new things come up all the time.”

“... their assistants provides an excellent service. For a person who's had a stroke the link from hospital to home is invaluable. Also for me, as the main CARER, they provided reassurance and coping strategies for day to day issues. A special mention for Hayley, the OT assistant. She always phoned on the day of the arranged visit to confirm and check whether anything needed to be done before the visit. This is such a good practice when life is hectic.”

Supporting our staff

The Health Board actively promotes a carer-inclusive workplace culture demonstrates as a member of the Carers Wales Employers for Carers (EfC) scheme. This commitment was independently recognised in April 2025 through achievement of Level 3 Carer Confident Ambassador status. The Health Board also provides regional leadership by chairing the regional EfC Steering Group, sharing best practice, strengthening cross-sector learning and encouraging engagement from small and medium-sized organisations, contributing to wider workforce resilience.

Health Board activity has focused on increasing awareness and strengthening practical support for working carers and the managers who support them. This includes the provision of staff training, targeted promotion of unpaid carer awareness initiatives, and close collaboration with Workforce Advisors, Occupational Health and Relationship Managers. Evidence of the practical application becoming embedded within workforce processes was demonstrated by a recent Organisational Change Plan (OCP) where staff with caring responsibilities were supported to complete a Carers Passport, ensuring their needs were identified and considered within during the change process.

The Wellbeing Champion Network has further extended their reach through the delivery of wellbeing days across main hospital sites, providing accessible opportunities for staff and managers to discuss caring responsibilities, access advice and information, and seek support.

Staff Carers peer support group

The Health Board continues to actively support staff with unpaid caring responsibilities through the ongoing delivery of a Staff Carers Peer Support Group as part of our commitment to facilitating staff networks. The group provides a safe, inclusive space for staff carers to connect, share experiences and access timely information and support, contributing directly to staff wellbeing, inclusion and retention.

The peer support group meets monthly via Microsoft Teams and during the reporting year:

- **11** support sessions were delivered, and
- **173** members are now members of the Carer Peer Support Network, an increase of 30 or 21% in the last year.

Content of network sessions is shaped by members to ensure relevance and impact, with recent topics including carer wellbeing, future care planning, and consultation on the new national Carers Strategy. A dedicated Teams channel has also been established, enabling members to share information, ask questions and access recordings of previous sessions. This flexible, digital approach supports peer connection beyond scheduled meetings and reflects the Health Board's commitment to accessible, carer-inclusive support.

The positive impact of this work has been formally recognised at the Hywel's Applause Awards when the Carers Team achieved a Highly Commended award in the Diversity, Inclusion and Belonging category.



"I've found the Carers Support Group online and the recorded sessions they offer, a fantastic resource and source of support. With dad and now mum's rapidly declining health, the manual handling session which I watched the recording of proved completely invaluable when dad fell recently and we had to safely recover him from the floor. Without it I wouldn't have had a clue on the safest way to get dad up and might well have caused him further injury. Absolutely essential viewing I'd say. Thank you."



Staff Carers Survey 2025 – Balancing Employment and Unpaid Care

The Health Board's annual staff Carers Survey was conducted in June 2025 aligned to Carers Week and the feedback provided valuable insight into the experiences, needs and priorities of staff with unpaid caring responsibilities. The survey findings highlighted what is working well and where further improvement is required to support carers in the workforce and was used to shape actions during the second half of the year. Some of the key messages are outlined in the infographic below.

188 staff members completed this year's survey, of these 139 (74%) were staff with unpaid caring roles which is almost the same number as last year (140). The remaining 26% of the responses were from line managers of staff with unpaid caring roles.

The majority of staff (**62%**) who responded to the survey were frontline staff (nursing / midwifery staff or Allied Health Professionals).

Most of our staff who have caring responsibilities are **aged 45-55**, a change from age 55-64 last year.

Staff Survey 2025
Balancing Employment and Unpaid Care

There has been and **82%** increase in those saying that they said that they work as before but the job is negatively affected by caring (e.g., tiredness, anxiety, stress, etc.)

Most of our staff highlighted that an **improved awareness of policies, needs of unpaid carers and the support available, among line managers through training** could help them in the workplace.

130 (69%) of staff said they hadn't used any of the support available. This question linked to an open ended question later on in the survey '**what more could the Health Board do to support unpaid carers in the workplace**'. The most common theme from the responses to this question was **the need for greater management awareness and training on support available**.

Following the 2025 Staff Carers Survey, targeted feedback sessions were held with both staff who are unpaid carers and their line managers to explore key themes in more depth and to assess how consistently carers are supported across the Health Board. Participants shared a range of positive and negative experiences of workplace support.



Staff also provided practical suggestions on what would better support them to remain in employment alongside their caring responsibilities. All feedback was thematically analysed, with recurring themes identified and captured to inform learning and action. The separate session with managers focused on the challenges of supporting staff with caring roles across different service settings. While experiences varied by context, communication and clarity of policies emerged as consistent themes. Managers in ward-based and community settings reported challenges in securing short-notice cover when staff required unexpected caring-related leave, highlighting system pressures alongside a commitment to supporting staff compassionately.

The Carers Team has incorporated findings into the Carers Action Plan 2026-27 to strengthen alignment between staff feedback and organisational improvement activity. This approach provides clear assurance that staff carers' voices, and the perspectives of those managing them are actively listened to, that learning is translated into tangible improvement, and that the Health Board remains committed to building a consistent, carer-inclusive workplace culture.

Embedding awareness and support for unpaid carers

Person-Centred Approach training

Members of the Carers Team play a key role in supporting the development and delivery of mandatory Person-Centred Approach as an on-boarding training for all new staff across the Health Board. This ensures that principles of person-centred care, includes the recognition of unpaid carers, understanding their role, and responding to what matters to individuals and families.

Manager’s training

During the year, work has been undertaken to refresh and strengthen manager’s training which now includes greater emphasis on early conversations, use of the Carers Passport, reasonable adjustments, and effective signposting to internal support, including the Carers Team, Workforce Advisors, Occupational Health and the Unpaid Carers SharePoint resource hub. This ensures managers are equipped with practical tools and clear routes for support, aligned with organisational policies and the Health Board’s Employers for Carers commitments. A total of 5 sessions were delivered and attended by 56 staff.

Other bespoke training

The Carers Team extended its reach team support into primary care. The team attended all seven collaborative cluster meetings, delivering carer awareness training directly to optometry professionals. The Health Board carers poster and information about the Carers Support West Wales website were disseminated across optician practices, enabling practices to display this information for both staff and members of the public.

“Excellent training. I’m now thoroughly informed and really know how to identify, help and signpost unpaid carers. Really empowering. Thanks so much!”

Ydych chi'n gofalu am rywun?
Os udych chi'n rhoi gofal, di-dâl, yn rheolaidd i berthynas, ffrind neu gymydog na allai ddod i ben â phethau heb eich cymorth chi, yna fe allwch gael gwybodaeth, cyngor a chymorth gan:



Do you look after someone?
If you regularly care for a relative friend or neighbour who could not manage without your help and you don't get paid for it, you can get information, advice and assistance from:

Byddwch yn weladwy. Cael eich cefnogi. Be visible. Be supported.

Dan 25?
Helpu i ofalu am aelod o'r teulu neu ffrind oherwydd salwch, anabledd neu ddibyniaeth? Gall y gwasanaethau isod helpu:



Under 25?
Helping to look after a family member or friend because of illness, disability or addiction? The services below can help:

Cyngor Sir Gâr / Carmarthenshire
Gwasanaeth Gwybodaeth Gofalwyr Sir Gâr
Carmarthenshire Carers Information and Support Service
0333 1211 332
E-bost / Email: carersincarms@adferiad.org
www.adferiad.org/services/carmarthenshire-carers-information-support-service/




Cyngor Sir CEREDIGION
Tim Gofalwyr a Chymorth Cymunedol
Carers and Community Support Team
01545 574200
E-bost / Email: clic@ceredigion.gov.uk
www.ceredigion.gov.uk/carers




Cymorth Gofalwyr Sir Benfro
Carers Support Pembrokeshire
0300 0200 002
E-bost / Email: carerssupportpemb@ctcww.org.uk
www.ctcww.org.uk/services/carers-support-pembrokeshire




Sir Gâr / Carmarthenshire
Croesffyrdd Sir Gaerfyrddin Gofalwyr Ifanc
Carmarthenshire Crossroads Young Carers
0300 0200 002
youngcarers@ctcww.org.uk



Ceredigion
Gofalwyr Ceredigion Carers
Tim Gofalwyr / Ifanc / Young Carers Team
03330 143377
ceredigion@credu.cymru



Sir Benfro / Pembrokeshire
Gweithreu dros Blant Sir Benfro
Pembrokeshire Action for Children
01437 633488











Partnership Working

As described earlier in this report, the Carers Team work closely with local authority and voluntary sector organisations to embed the early identification, recognition and support for unpaid carers. Other examples include:

Dementia Conference

The West Wales Dementia Conference was held on 1 July 2025 at the Halliwell Centre, Carmarthen, bringing together over 120 delegates from health and social care, the third and voluntary sectors, and local communities. A key focus of the event was raising awareness of the critical role of unpaid carers and the need to better recognise, support, and respond to their experiences alongside those of people living with dementia. The conference provided an important platform for Health Board and our services to network, share good practice, and promote services for unpaid looking after people with dementia which is especially important as the prevalence of dementia continues to grow.

Admiral Nursing

During 2025/26, the Admiral Nurse team delivered the START (Strategies for Relatives) programme across the region, delivering a total of 144 individual 90-minute sessions. START is an evidence-based psycho-educational programme specifically developed to support unpaid carers of people living with dementia, equipping unpaid carers with practical strategies to reduce symptoms of anxiety and depression and to improve overall quality of life. Outcomes are measured using the Hospital Anxiety and Depression Scale, a validated assessment tool that enables monitoring of carers' emotional wellbeing and identification of support needs. Feedback from carers indicates a positive impact, particularly in reducing isolation and providing opportunities for shared learning and peer support.

GP Cluster – Tywi Taf

The Tywi Taf Cluster in Carmarthenshire has funded a dedicated Carer Assessment Co-ordinator post, which became operational in October 2025. The role works closely with GP practices across the cluster to deliver personalised Carers' Needs Assessments and support unpaid carers to identify outcomes that matter most to them and ensure access to tailored information, advice, and assistance.

Between October 2025 and April 2026, a total of 64 unpaid carers were referred to the Co-ordinator from across the eight GP surgeries within the cluster. All 64 carers were offered a Carers' Needs Assessment, with 28 assessments completed to date and a further 18 currently in progress, reflecting continued engagement and demand for the service.

The assessments have resulted in a range of positive outcomes for unpaid carers, including access to Carers ID cards, referrals to Admiral Nurses, Occupational Therapy, micro-enterprise services, short breaks, and Direct Payments. The case study below illustrates the impact for patients as a result of this work.

During a carer assessment, it was identified that the unpaid carer was providing support to a family member with dementia and was experiencing significant emotional pressure. They were visibly distressed, managing their own health difficulties, and struggling with the increasing demands of the caring role. The assessment enabled a clear identification of unpaid carer strain and ensured their needs were formally recognised.

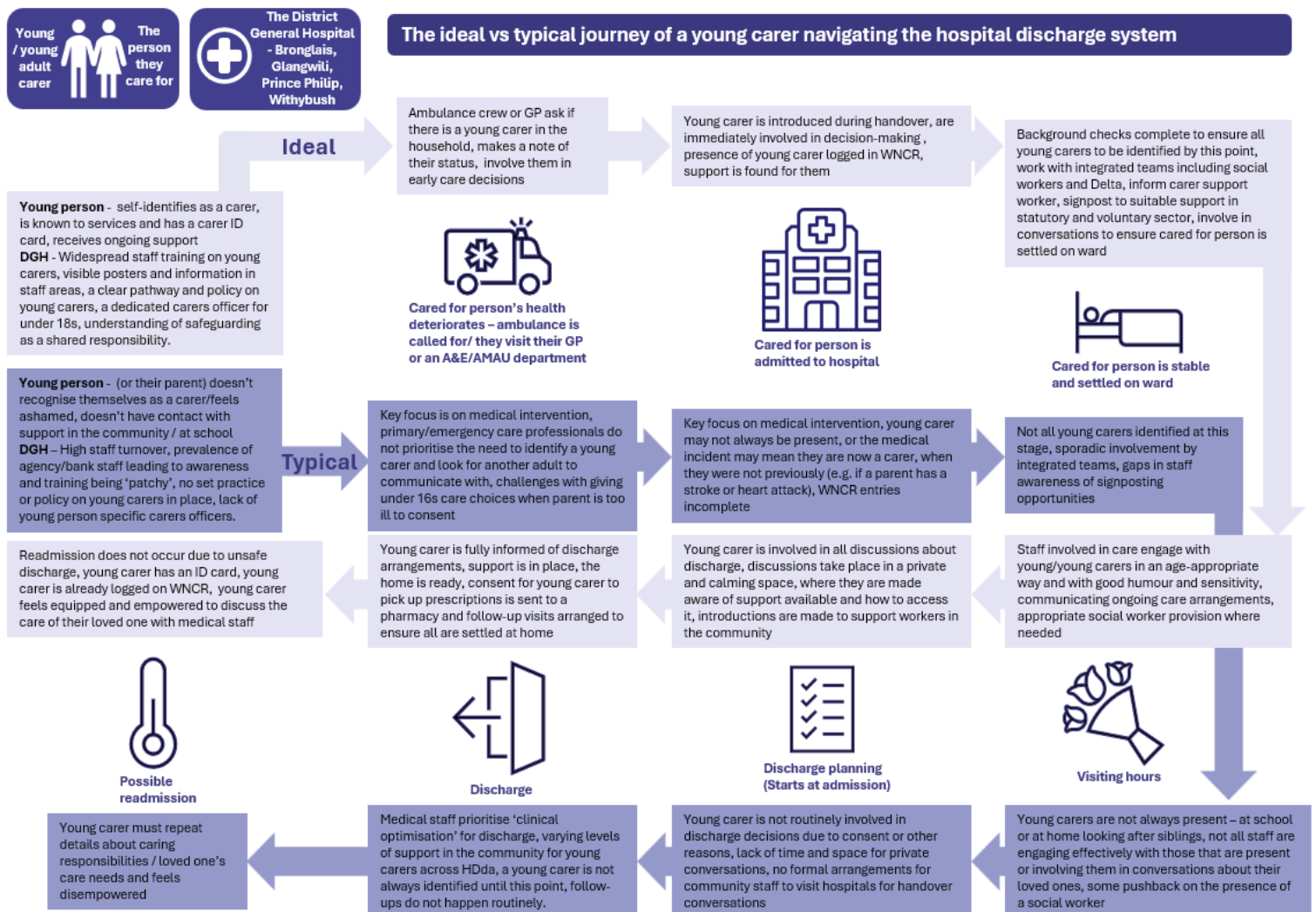
To support the unpaid carer's own emotional wellbeing, they were referred to an Admiral Nurse for specialist, dementia-focused guidance. They were also signposted to a third-sector organisation for comprehensive benefits advice and received assistance in progressing their carer ID card application. Information about local activities and support groups was provided to encourage social engagement and help reduce feelings of isolation. The aim was to explore ways for the unpaid carer to access community activities and hobbies that were important for their own wellbeing and opportunities to recharge, particularly as they felt unable to leave the person they care for at home alone due to their dementia diagnosis.

At the same time, a referral was made for the cared-for person to receive a Care Needs Assessment. The unpaid carer expressed that they were very grateful for the assessment and noted that the support provided offered significant comfort at a highly stressful time.

Carers Assessment Co-ordinator

Research – young carers experience of discharge pathways

The Health Board commissioned Opinion Research Services (ORS) to undertake an independent study to improve understanding of the experiences, challenges, and support needs of young carers navigating the hospital discharge process. The study, which concluded in March 2026, comprised a comprehensive literature review, 18 stakeholder interviews with hospital staff and service providers, and in-depth interviews with 11 young carers. Findings were synthesised into three composite case studies (representing the perspectives of a young carer, a service provider, and hospital staff), alongside a mapped journey of a young carer's hospital experience and a detailed technical report. Below is a journey map illustrating the ideal versus typical journey of a young carer navigating the Health Board hospital discharge system.



Overall, the findings highlight a significant gap in recognition and identification of young carers. While some participants reported recognition by teachers or social workers, most young carers did not feel acknowledged in their unpaid caring role. A perceived stigma associated with being a young carer was reported, with participants describing reluctance among professionals and peers to discuss caring responsibilities. This lack of open conversation contributes to low awareness and limited understanding of what constitutes a young unpaid carer. The findings also underline the need for improved identification, clearer referral pathways, use of accessible language, and earlier engagement of support services to ensure young carers are recognised, assessed, and supported as part of safe and effective hospital discharge planning. The findings will be incorporated into actions for 2026/27.

Conclusion

This report has demonstrated how the Health Board is supporting unpaid carers both in the workforce and in the community. The collaborative efforts between teams, underpinned by staff training and awareness raising activities have led to increased identification of unpaid carers. The activities highlighted in the report also shows our commitment to improving the health and wellbeing of our unpaid carers and providing support to help them with their caring role.

As we move forward into 2026/27, we remain committed to addressing the evolving needs of unpaid carers of all ages and ensuring our staff who are unpaid carers are supported in the workplace. We will continue to proactively support and advocate for their invaluable contributions to the health of our population and communities and acknowledge the vital role they play in supporting care at home.