

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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	27 May 2025
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Improving outcomes for unpaid Carers – end of year report 2024/25
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Lisa Gostling, Executive Director of Workforce and Organisational Development / Deputy Chief Executive
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Anna Bird – Assistant Director of Business, Partnerships and Inclusion Pennie Muir – Regional Project Support 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 Social Services and Well-being (Wales) Act 2014 places a duty on the Health Board to provide information, advice and assistance to unpaid Carers.

The attached report (Appendix 1) is presented to update the Planning, Organisational Development and Culture Committee (PODCC) on the ongoing work to identify and support unpaid carers, including staff who work for Hywel Dda University Health Board (HDdUHB) who have unpaid caring responsibilities in their home lives. The report provides assurance that a broad range of activities are on-going to improve outcomes for unpaid carers of all ages.

**Cefndir / Background**

The West Wales Carers Development Group (WWCDG) is a formal sub-group of the West Wales Regional Partnership Board (RPB), and includes representatives of HDdUHB, the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as representatives of the voluntary sector and service users and unpaid carers in West Wales.

In November 2020, the West Wales Regional Partnership Board published the West Wales Carers Strategy 2020-2025: Improving lives for Carers. This set out four priority areas based on the principal of equality and fair access for all and have a clear synergy with the national Carers Strategy. The four regional priorities are:

- Improve the early identification and self-identification of carers including young carers and young adult carers;
- Ensure a range of services are available to support the well-being of carers of all ages, in their life alongside caring;
- Support carers to access and maintain education, training and employment opportunities; and
- Support carers to become digitally included.

A Strategy for Unpaid Carers was published by Welsh Government (WG) in March 2021 and set out a refreshed set of national priorities to improve the recognition of and support for unpaid carers. They have clear synergy with the regional strategy and together are used to inform the commissioning of services for unpaid carers in HDdUHB.

The Health Board has a small core budget delegated to the Carers Team to commission support services for unpaid carers and 100% of this budget is used to commission services which are delivered through voluntary sector partners. The Carers Team also co-ordinate the commissioning of Hospital and Community Outreach services for unpaid carers using funding received via the West Wales Regional Partnership Board – this includes Regional Integration Funding as well as a ring-fenced allocation provided by Welsh Government to support carers engagement in hospital discharge.

In addition to the carers support services delivered by voluntary sector partners, there is also considerable work being undertaken by Health Board teams to raise awareness and support the early identification of unpaid carers as part of the Health Board's core business and delivery of health and care services to our patients.

The Business, Partnership and Inclusion Team co-ordinates a Health Board Carers Strategy Group which includes representation from corporate and operational teams across HDdUHB and there has been a high level of commitment to the work to improve outcomes for unpaid carers. This recognises the important role that unpaid carers play within our health and care system, in particular, supporting the provision of care in communities. The Group has established an action plan and individual teams and directorates have committed to take forward a range of actions.

### Asesiad / Assessment

The attached Annual Report provides a summary of the breadth of work which was delivered during 2024/25 to meet the needs of unpaid carers. The report is shaped around the four priority areas which reflect the priorities of the regional and national carers strategies, highlighting contributions of teams across the Health Board, as well as actions led by the Carers Team (which forms part of the Business, Partnerships and Inclusion Team within the Workforce and Organisational Development directorate).

The report includes quotes and feedback from unpaid carers to illustrate the difference and impact that carer support services make to individuals who have an unpaid caring role. Collecting qualitative feedback and the experiences of unpaid carers is an on-going priority as service user experiences can bring services to life, as well as play an important role in understanding "what matters" to unpaid carers.

The Health Board currently holds the Employers for Carers Level 2 Carer Confident Accomplished Award in recognition of the support which is offered to our staff who have unpaid caring responsibilities in their home lives. Evidence for the Level 3 (Ambassador) award was submitted at the end of March 2025 and the outcome of the assessment is awaited. The Electronic Staff Record (ESR) system provides a mechanism to identify the number of our staff who are unpaid carers. As of 31st 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. 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. During the year the sessions were attended by 78 staff.

The Health Board commissions voluntary sector partners to provide support for unpaid carers of all ages through a number of different projects. Carers Information and Support services are commissioned jointly with the local authorities. The number of carer referrals received has increased over the year, both for adults as well as young carers, as illustrated in the infographic on page 3. However, it is recognised however, that this is still a very small proportion of the unpaid carers who identified themselves in the 2021 Census; of the 382,800 people living in West Wales, 40,535 (10.6%) reported that they provide unpaid care and 51% of over 65's in west Wales provide over 50 hours of care per week. This demonstrates why early identification of unpaid carers remains an important priority both for the Health Board and the West Wales Regional Partnership Board.

**Services jointly commissioned by the Health Board and Local Authority:**

**Adferiad Recovery** - Carmarthenshire Carers Information and Outreach Service

**Gofalwyr Ceredigion Carers** - Ceredigion Information, Outreach and Young Carers Service

**Action for Children** – Pembrokeshire Young Carers Service

**Carers Trust Crossroads West Wales** - Carers Support Pembrokeshire and Carmarthenshire Young Carers services

Key performance indicators	2023/24	2024/25
Number of new adult carer referrals	1189	2080
Number of adult carers who were supported	2218	2170
Number of new young carers referrals	261	341
Number of young carers who were supported	1586	2019

The Carers Hospital Discharge Support Service specifically employs Carer Officers for each of our hospitals to support carers when the person they care for is in hospital and is preparing to be discharged. In addition, the Carers Outreach Discharge Support Service provides the unpaid carer with a wider continuum of support in the community and plays a key role to aid the admission to and timely discharge of patients from hospital by supporting and involving the unpaid carer to ensure that their needs are met back in the community.

171 different teams/settings are engaged with the Investors in Carers (IiC) scheme and the number achieving bronze awards and progressing to higher level silver and gold awards have increased. Training is also an integral part of the scheme with over 1400 people attending online sessions throughout the year (compared to just over 800 in the last year). The IiC scheme 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.

The Carers Team will continue to work collaboratively both with internal teams and services as well as with local authority and voluntary sector organisation to ensure that unpaid carers are visible, valued and supported.

**Argymhelliad / Recommendation**

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

- **NOTE** the update report and **TAKE ASSURANCE** that the Health Board is proactively addressing the priorities of the regional and national Carers Strategies and making a positive difference for unpaid carers as a result.

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1 To provide assurance to the Board on compliance with legislation, guidance and best practice around the workforce and OD agenda, learning from work undertaken nationally and internationally, ensuring Hywel Dda University Health Board (the Health Board) is recognised as a leader in this field.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	Not Applicable
Amcanion Strategol y BIP: UHB Strategic Objectives:	3. Great care
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Social Services and Well-being (Wales) Act 2014
Rhestr Termau: 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
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<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Not applicable.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	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 also impact on timely hospital discharge.
<b>Gweithlu: Workforce:</b>	All staff have a role to play in the early identification of unpaid carers of all ages, including patients, family members and colleagues.
<b>Risg: Risk:</b>	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.
<b>Cyfreithiol: Legal:</b>	The Health Board has statutory duties within the Social Services and Wellbeing (Wales) Act 2014 to provide information, advice and assistance to unpaid carers.
<b>Enw Da: Reputational:</b>	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.
<b>Gyfrinachedd: Privacy:</b>	Not applicable.
<b>Cydraddoldeb: Equality:</b>	An Equality Impact Assessment has not been undertaken as this is an update report.



# Unpaid Carers Annual Report 2024-2025



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

## Introduction

This report has been written by the Business, Partnerships and Inclusion (BPI) Team in collaboration with members of the Health Board Carers Strategy Group. The group includes representation from corporate and operational teams across the Health Board and there has been a high level of commitment from members to work together to improve outcomes for unpaid carers.

This report provides an overview of the work which has been carried out by the Health Board and aims to illustrate the impact and outcomes experienced by unpaid carers of all ages. The report provides evidence of progress against each of the regional priorities and offers assurance of the Health Board's commitment to unpaid carers.

## National Carers Strategy

The Welsh Government published its Strategy for Unpaid Carers in March 2021 which sets out a refreshed set of national priorities to improve the recognition and support of unpaid carers across Wales. These priorities are consistent with our regional strategy and are used to inform the commissioning of services for unpaid carers in the Hywel Dda region.

## Regional Carers Strategy

The Health Board works collaboratively with statutory and third sector organisations through the partnership arrangements of the West Wales Regional Partnership Board (RPB). The RPB published its regional Carers Strategy in November 2020, and this sets out 4 priority areas and a clear vision for how agencies would work together to plan, develop and deliver services that will improve outcomes for unpaid carers and their families.



The priorities are based on the principal of equality and fair access for all and have a clear synergy with the national Carers Strategy. The four regional priorities are:

- Improve the early identification and self-identification of carers including Young Carers and Young Adult Carers.
- Ensure a range of services is available to support the well-being of carers of all ages, in their life alongside caring.
- Support carers to access and maintain education, training, and employment opportunities.
- Support carers to become digitally included and confident.

“A Carer can be anyone, of any age who provides unpaid care and support to a relative, friend or neighbour who is disabled, physically or mentally ill, or affected by substance misuse. Unpaid Carers are the single largest provider of care to people with support needs in our communities, and they save the NHS and Social Services millions of pounds a year.” - Welsh Government, 2023

## Leadership

The Health Board’s Assistant Director - Business, Partnerships and Inclusion (BPI) is a member of the Ministerial Advisory Group for unpaid carers and chairs the West Wales Carers Development Group (WWCDG) which is a formal sub-group of the West Wales Regional Partnership Board (RPB). This offers opportunities to ensure clear synergy between national, regional and local priorities.

Coordinated by the BPI Team, the Health Board has an Unpaid Carers Action Plan demonstrating its objectives and actions to improve health and wellbeing outcomes and reduce inequalities for unpaid carers. This Action Plan has been informed by national, regional and local strategies and is continually shaped through the established Health Board Carers Strategy Group. The Carers Strategy Group includes representation from corporate and operational teams from across the Health Board, working together to improve outcomes for unpaid carers.

## Priority One

### Improve the early identification and self-identification of unpaid carers of all ages

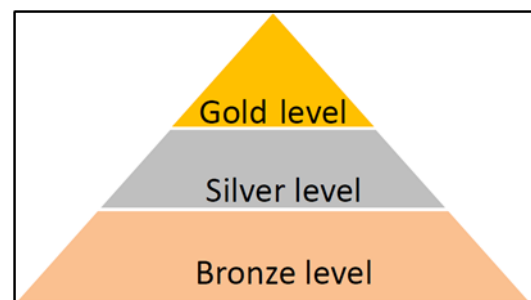
The Health Board has a broad range of actions to support the early identification and self-identification of unpaid carers of all ages. They are outlined below.

#### Investors in Carers

According to Census 2021, there are around 5 million unpaid carers in England and Wales. This means that 1 in every 11 people living in England and Wales is providing unpaid care. However, the [Carers Week research report](#) by the Carers UK in 2022 says that the number of unpaid carers could be as high as 10.6 million, more than twice as Census 2021 has reported. The Carers UK report also acknowledges that unpaid caring comes with personal costs to unpaid carers as it can affect health and wellbeing, ability to be in paid work, relationships, income and finances. It is something that most of us will experience at some point in our lives, but few of us are prepared for it and it's impossible to predict when we might have to provide care.

The [Investors in Carers \(IiC\) scheme](#) aims to identify unpaid carers of all ages in the Hywel Dda region, and specifically to:

- Promote a whole-system approach and responsibility for the early identification of unpaid carers and ensure that staff have the knowledge to be able to proactively signpost unpaid carers for additional early help and support.
- Upskill carer leads and staff across health, social care, voluntary and public sector areas to have an increased awareness of who are unpaid carers and their needs and how their services can be adapted to be more accessible and inclusive.
- Have a direct impact on unpaid carers to help them be recognised and valued, ensuring that their own health and well-being needs, as well as more holistic needs are addressed so they can continue with their caring role.
- Provide a network of Carers Champions to work and collaborate towards improving outcomes for unpaid carers and staff who are also carers in their personal lives.
- Supports adherence to local and national legislation.



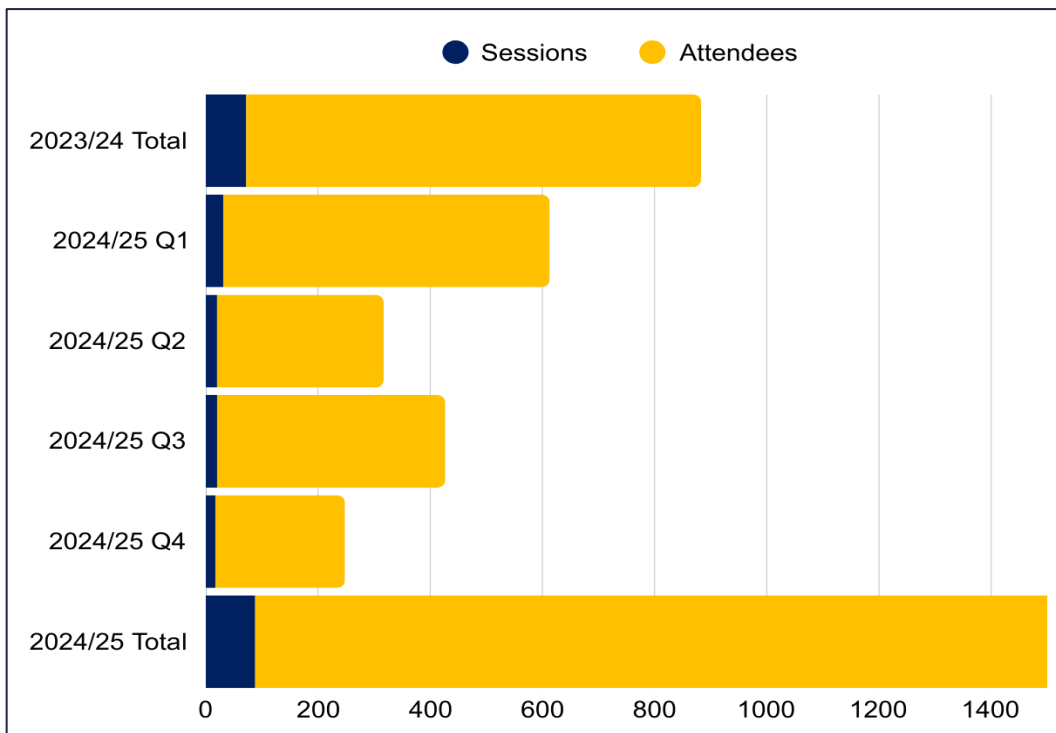
The liC scheme has been designed to ensure participation of a wide range of organisations or “settings” beyond health and these include schools, libraries, leisure centres, Job Centre Plus, and other local authority services as well as third sector organisations. It enables settings to engage with the programme and can progress through three levels - bronze, silver and gold, and evidence improvement in their understanding of unpaid carers needs and support. During the year the liC team has reviewed and refreshed the liC standards and has streamlined the process of submissions for all settings. A core element of the liC scheme is enabling unpaid carers to self-identify and register as an unpaid carer with their GP surgery. Over the last year, a total of 666 unpaid carers were identified and supported by local carer support services as a result of the unpaid carer completing the GP carers registration/referral form.

A wide range of service areas have shown improved commitment and understanding of unpaid carers both within their team and those who use their services, their needs, and are able to identify and refer them to local carers information support services. For example: The Mental Health and Learning Disability (MH/LD) directorate have asked all the teams/wards/services in the directorate to engage with the liC scheme and to potentially gain the bronze award by the end of 2024/25, however due to other operational priorities not all settings were able to achieve this, but the Directorate are committed to achieving this next year. Those who already hold a bronze award were encouraged to work on higher levels of the award. This became part of their continuous quality improvement work and supported the recent Health Education Improvement Wales (HEIW) report recommendation that all MH/LD teams and services ensure that unpaid carers of all ages are identified and supported. In addition, all mental health support services commissioned by the Health Board now require service providers to achieve at least liC bronze level as part of their service level agreement and their progress or level of engagement are regularly monitored through contract review meetings.

The Adult Eating Disorders team gained their silver level this year. They reported that:

“What started out as something intimidating, helped us as a team to develop and deliver the most rewarding work to a sometimes-forgotten group of people. We have found that the sessions and feedback from our unpaid carers humbling, and we have gained not only a sense of fulfilment but a further level of understanding and practice to help our clients and their families.”

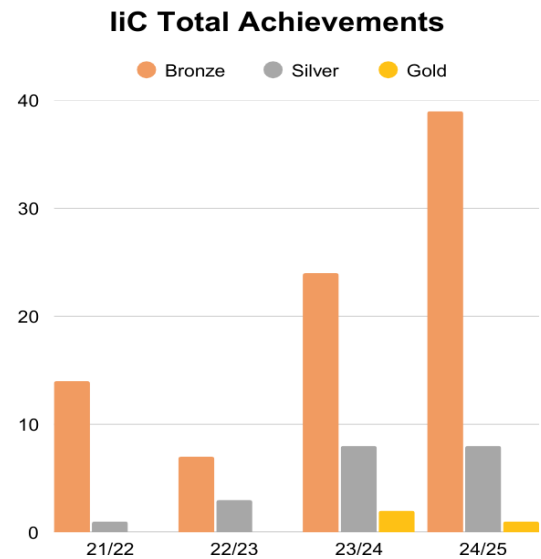
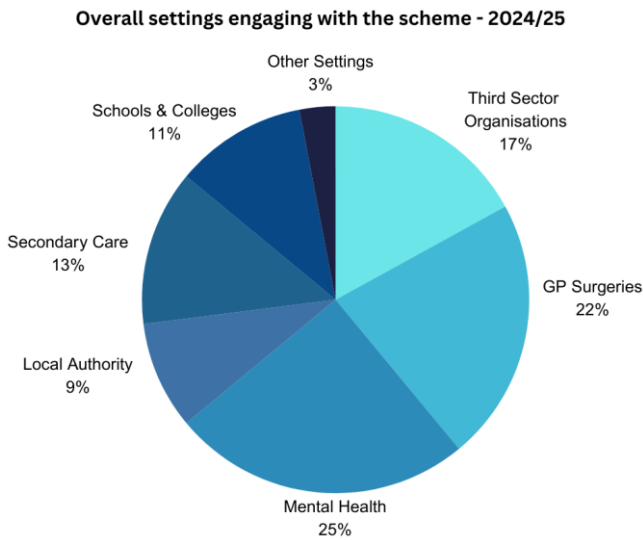
Carer Awareness training is integral to the liC scheme and below is a snapshot of training sessions delivered in the last year:



Training sessions are delivered and tailored according to the need of each setting. During Carers Week 2024, a session was delivered that included input from voluntary sector organisations who were able to 'show case' their support for unpaid carers. This helps attendees to understand the range of services available to support unpaid carers. Some feedback from those attending included:



A total of 171 settings are engaged with the liC scheme and the infographics below illustrates the types of settings involved with the liC scheme and the total number of award achievements for the year.



Feedback from teams who gained the liC accreditation:

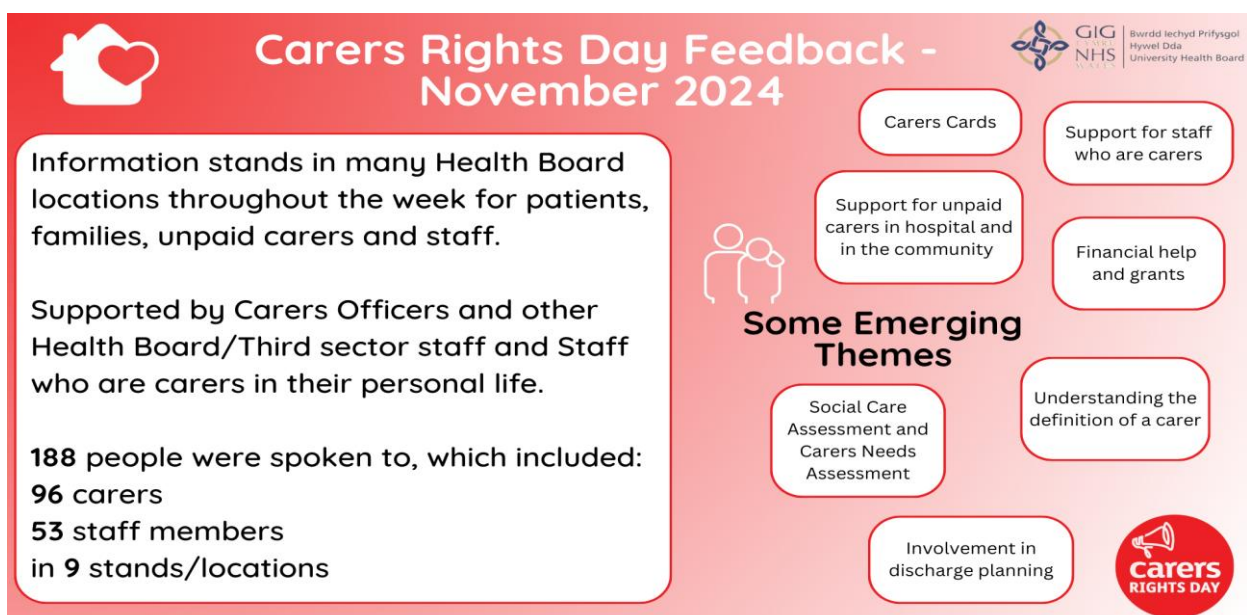
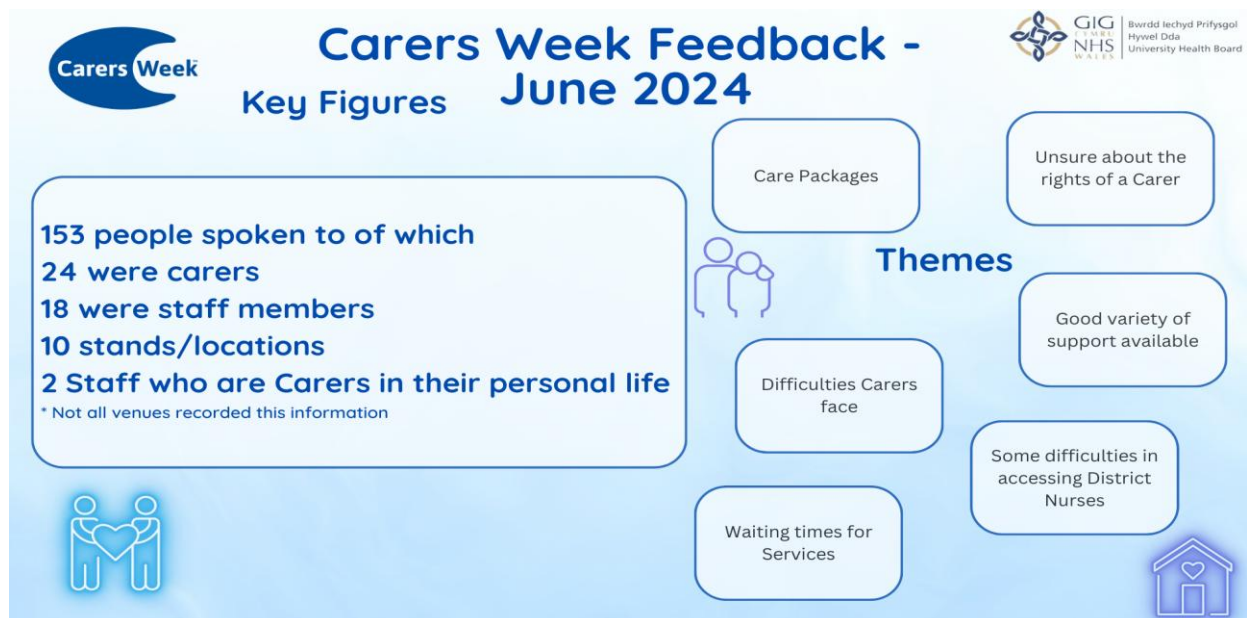
“ We are delighted and proud to have achieved bronze accreditation. We are very happy to improve awareness, support and resources to all unpaid carers. ”

“ We have really appreciated the help and support the team have given us as Carer Leads towards our investors in carers and helping us to train and up skill our staff has been exemplary. ”

“ Thank you for the wonderful work you all do in supporting carers, and in supporting us as practitioners to support those presenting to our service. Knowing there is advice and a point of contact is invaluable. Diolch. ”

## Awareness raising activities

During Carers Week in June and Carers Rights day in November, several information stands were held in the main hospital sites across the three counties. These were supported by representatives from the Carers Discharge Support Service, Admiral Nurses, Workforce Advisors and the Community Development Outreach team, promoting the importance of self-identification as unpaid carers and the available services for unpaid carers in hospitals and in the community. The stands were visited by patients, unpaid carers and staff and provided a chance for a one-to-one introductory chat, including signposting to relevant carers information. Key information and feedback shared at these events include, but are not limited to, care packages, barriers faced by carers, need for a variety of available support services, and difficulties in accessing district nurses. Feedback gained from these events continue to shape our services for unpaid carers.



The Health Board developed a Teams background which could be used by members of staff during Carers Week and Carers Right Day to raise unpaid carer awareness.



The Health Board Carers Team have been proactive in sharing information and opportunities for unpaid carers throughout the year using Global emails, Viva Engage and other social media channels.

♥ Do you look after someone? Join the Carers Peer Support Group ♥

An unpaid carer is someone of any age who provides unpaid support to family or friends who could not manage without it. This could be because they are ill, frail, disabled, or have mental health or substance misuse problems.

Being a carer can be difficult, but you are not alone. The Carers Peer Support Group for staff meets monthly online via MS Teams - join us at our next session on **Wednesday 19th February, 12:30-13:30**. It is a welcoming, confidential space to learn more about balancing your caring responsibilities and work commitments, and to connect with others.

**Do you care for someone who is living with dementia?** We are also holding an information session on **Thursday 27th February, 12:30-13:30**, for members of the Carers Peer Support Group. We will be joined by Charlie Duhig, Admiral Nurse Clinical Lead, who will be talking about the role of the Admiral Nurses and how they can support you in your caring role.

To become a member of our Carers Peer Support Group and join the sessions, complete the form [here](#).

You can also learn more about the Carers Peer Support Group and other staff networks [here](#).

If you have any questions, please email us at: [CarersTeam.HDD@wales.nhs.uk](mailto:CarersTeam.HDD@wales.nhs.uk) see less

🌟 Are you a line manager? Do you know how to support staff who are carers? 🌟

Join us for a short 30-minute training session, to find out more about:

- What it means to be an unpaid carer
- Where you can refer an unpaid carer for support
- What support is available for unpaid carers, within Hywel Dda and externally

And more!

The next session will be held on **Wednesday 12th March at 12:30-1pm**.

To find out more about this session, visit the Course Catalogue [here](#).

To book a place, click [here](#).

If you have any questions, contact us at [CarersTeam.hdd@wales.nhs.uk](mailto:CarersTeam.hdd@wales.nhs.uk).

## Priority Two

# Ensure a range of services is available to support the well-being of unpaid carers of all ages, in their life alongside caring

A poster has been created to help promote the services available for unpaid carers of all ages in each of the three counties of the Hywel Dda area.

**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 County Council**  
Gwasanaeth Gwybodaeth Gofalwyr Sir Gâr  
Carmarthenshire Carers Information and Support Service  
0333 1211 332  
E-bost / Email: [carersincarms@adferiad.org](mailto:carersincarms@adferiad.org)  
[www.adferiad.org/services/carmarthenshire-carers-information-support-service/](http://www.adferiad.org/services/carmarthenshire-carers-information-support-service/)

**Adferiad**  
Catholig Ffôr - Supporting People

**Cyngor Sir CEREDIGION County Council**  
Tim Gofalwyr a Chymorth Cymunedol  
Carers and Community Support Team  
01545 574200  
E-bost / Email: [clc@ceredigion.gov.uk](mailto:clc@ceredigion.gov.uk)  
[www.ceredigion.gov.uk/carers](http://www.ceredigion.gov.uk/carers)

**Cymorth Gofalwyr Sir Benfro**  
Carers Support Pembrokeshire  
0300 0200 002  
E-bost / Email: [carerssupportpems@ctcww.org.uk](mailto:carerssupportpems@ctcww.org.uk)  
[www.ctcww.org.uk/services/carers-support-pembrokeshire](http://www.ctcww.org.uk/services/carers-support-pembrokeshire)

**CARERS TRUST**  
Communities West Wales

**GIG NHS**  
Bwrdd Iechyd Prifysgol Hywel Dda  
University Health Board

**Cymorth Gofalwyr Gorllewin Cymru**  
SICRIP AU ORALWY

**Carers Support West Wales**  
CARERS FOR CARERS

**iwcp**  
Partnership Cymru / Welshman Cymru  
West Wales Care Partnership  
Cyflawni Heralod Gyda'n Gilydd  
Delivering Change Together

**Sir Gâr / Carmarthenshire**  
Croesffyrdd Sir Gaerfyrddin Gofalwyr Ifanc  
Carmarthenshire Crossroads Young Carers  
0300 0200 002  
[youngcarers@ctcww.org.uk](mailto:youngcarers@ctcww.org.uk)

**Ceredigion**  
Gofalwyr Ceredigion Carers  
Tîm Gofalwyr Ifanc / Young Carers Team  
03330 143377  
[ceredigion@credu.cymru](mailto:ceredigion@credu.cymru)

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

## Carers Information and Support Services

The Health Board has a small core budget to support the commissioning of information and support services for unpaid carers in line with the statutory duties set out in the Social Services and Well-being (Wales) Act 2014. In Hywel Dda, support for unpaid carers is primarily provided by voluntary sector partners and the Health Board acknowledges the additional social value that working collaboratively with the charitable organisations can bring. Carers Information and Support services have been jointly commissioned with the three local authorities in Hywel Dda ensuring a collaborative approach to the planning and delivery of services between statutory organisations.

Below is an overview of the activity reporting the third sector organisations commissioned by the Health Board to provide carers information and support services, including a comparison with the previous year. As noted below, the number of new adult carers referred for assistance has significant increased, as has the number of young carers who are supported.

**Services jointly commissioned by the Health Board and Local Authority:**

**Adferiad Recovery** - Carmarthenshire Carers Information and Outreach Service

**Gofalwyr Ceredigion Carers** - Ceredigion Information, Outreach and Young Carers Service

**Action for Children** – Pembrokeshire Young Carers Service

**Carers Trust Crossroads West Wales** - Carers Support Pembrokeshire and Carmarthenshire Young Carers services

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Number of adult carers who were supported	2218	2170
Number of new young carers referrals	261	341
Number of young carers who were supported	1586	2019

The services have received positive feedback from unpaid carers of all ages, including:






### **Carers Hospital Discharge Support Service (CHDSS)**

The Health Board and its local authority partners have taken a whole system approach to support and engage unpaid carers in the discharge planning of patients and ensure active provision of Information, Advice and Assistance (IAA) and the Carers Hospital Discharge

Support Service (CHDSS) is funded through the Regional Integration Fund (RIF), overseen by the Regional Partnership Board (RPB).

The Health Board commissioned the voluntary sector to provide Carer Officers who have a specific role in supporting hospital and community staff in the early identification of unpaid carers, enabling improved involvement in the discharge planning process and active provision of information and support.

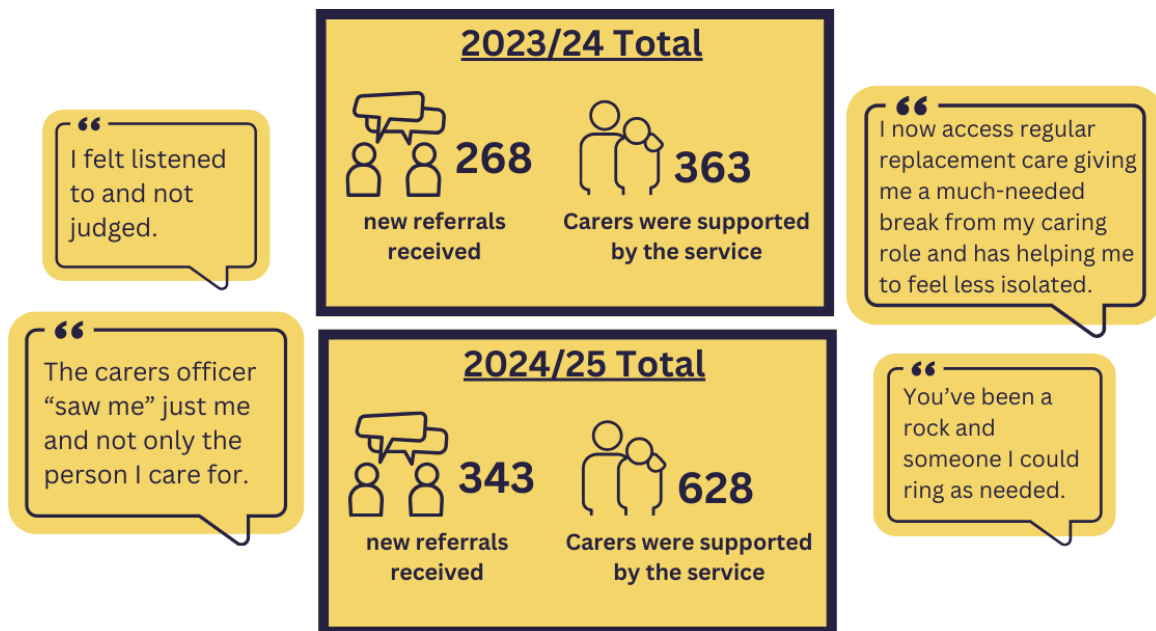
The Carers Hospital Discharge Support Service is part of a wider continuum of support for unpaid carers and plays a key role to aid the timely discharge of patients from hospital by supporting and involving the unpaid carer in the discharge process for the person they care for. Part of this service is also to deliver staff training to enable staff to recognise and identify unpaid carers at the earliest opportunity and ensure that they know how to make unpaid carer referrals to the Carers Officers in each main and community hospitals. Compared to 2023/24, during 2024/25 there has been a 15% increase in the number of referrals made to the Carer Officers and a 33% increase in the number of unpaid carers supported by the Service. The table below provides an overview of the outputs from the service this financial year.

<p><b>Carmarthenshire Provider -</b> <b>Carers Trust Crossroads West Wales</b></p>  <p><b>Ceredigion Provider -</b> <b>Gofalwyr Ceredigion Carers</b></p>  <p><b>Pembrokeshire Provider -</b> <b>Adferiad</b></p> 	<b>2023/24</b>	<b>2024/25</b>	
	Number of new referrals	488	560
	Numbers of unpaid carers being supported	718	950
	Number of staff training sessions	38	40
	Number of staff attending training	197	100
	Number of drop in sessions	224	207
	Number attending the drop in sessions	1130	1560
	Number of information packs given	1185	837

The Carers Officers have continued to adapt their approach to working with staff to raising awareness and knowledge of the needs of carers. Whilst the numbers attending training have reduced, the number of people attending drop in sessions has increased. Similarly, the number of information packs issued has reduced but many unpaid carers prefer to receive the information digitally or directed to the Carers Support West Wales website.

## Carers Community Outreach Discharge Support Service (CCODSS)

The Carers Community Outreach Discharge Support Service is also part of a wider continuum of support for unpaid carers in the community and plays a key role to aid the admission to and timely discharge of patients from hospital by supporting and involving the unpaid carer to ensure that their needs are met. The service works collaboratively and alongside the Carers Hospital Discharge Support Services. The Carers Community Outreach Discharge Support service ensures that when unpaid carers are identified in a hospital setting there is a link back into support within the community to ensure that on-going holistic needs can be addressed that enable the unpaid carer to continue with their unpaid caring role.

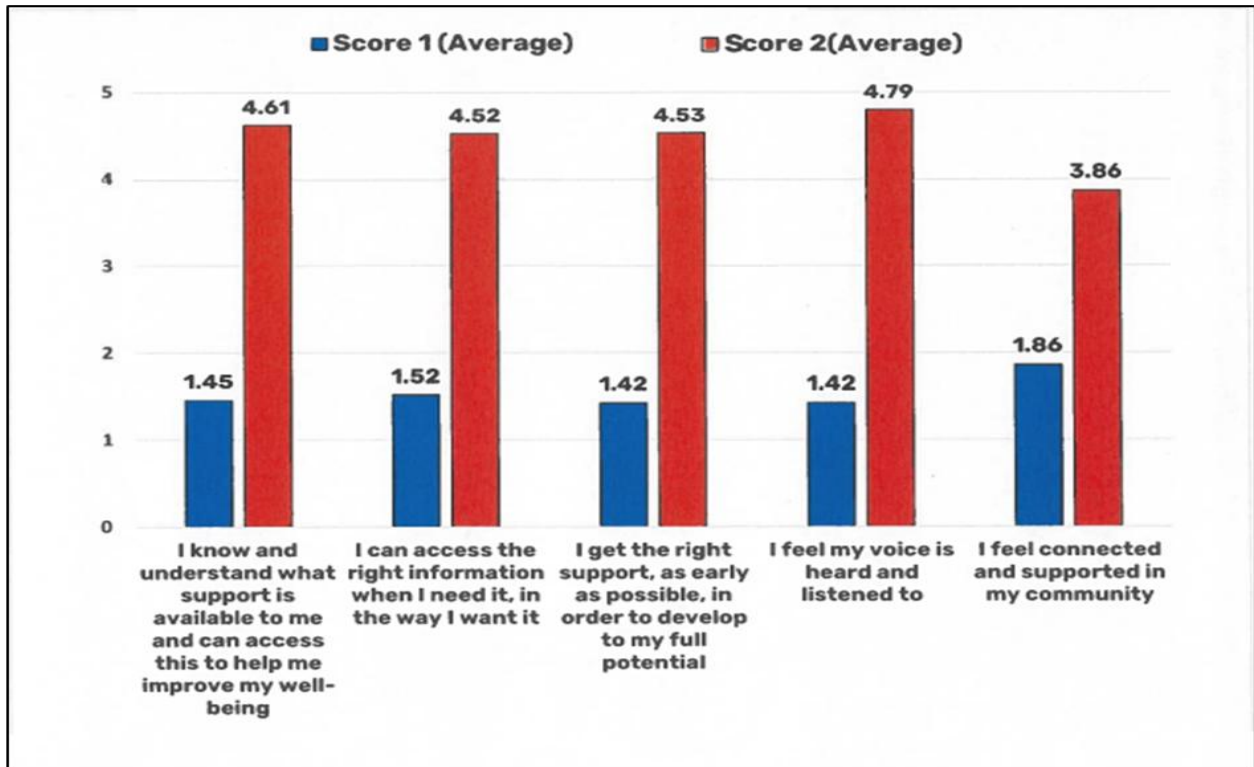


Part of the monitoring of this service includes recording the outcomes and impact for unpaid carers. During their 'what matters to me' conversation unpaid carers are asked to rate their views and experiences against five key wellbeing areas:

- Knowing and understanding what support is available to me and accessing this to help me improve my wellbeing.
- Accessing the right information when I need it, in the way I want it;
- Getting the right support, as early as possible to develop my full potential.
- Feeling that my voice is heard and listened to; and
- Feeling connected and supported in my community.

The service reported a significant improvement in unpaid carers' wellbeing in all five areas. On average, unpaid carers reported the most improvement in terms of feeling heard and listened to and the least improvement in terms of feeling connected and supported in their community. Below is an example of outcomes based on 31 unpaid carers from one county

during October - December of 2024. The blue column indicates the average wellbeing score before receiving support, whilst the red column indicates the average wellbeing score after received support from the service.



Case studies are also used to gain a more detailed insight into the challenges and issues faced by unpaid carers as well as to illustrate the impact of receiving support from Carers Officers. See an example of a [case study](#) below.

## Case Study

### Overview of the situation

Carys cares for her mother who has a history of Transient Ischaemic Attack (TIA's) and has been in hospital three times this year. Carys also cared for her dad with dementia and her husband who sustained lower back injury in an accident and became bedbound and needed support for a few weeks, Carys ended up with caring for three people.

### What worked well

The Carer Officer was able to set up meetings with a social worker and several hospital staff to have a 'What matters to me' conversation. This allowed Carys to voice her concerns about her mum's treatment and explore issues of concern in advance of her mum coming home. It also allowed Carys to talk about the impact of caring for her father as his dementia causes him to get confused.

As a result of the conversation a care package and direct payments have been put in place for when her mum is discharged. Whilst these helped with the caring responsibilities, the conversation also focused on Carys' wellbeing.

Carys was referred to receive some counselling for herself, so she was able to offload some of her anxieties and identify how to stay emotionally well.

### What 'good' looks like:

*Carys said: Having contacted the Carers Officer who took the time to chat to me I felt I had someone to help and someone I could go to with queries and questions. It was a huge relief and that night I sleep better; it felt like a weight was lifted. When the Carers Officer attended the hospital meeting with me it made a difference having the support I needed. I know I can leave a text, email or phone message and she will contact me back.*

### Outcomes for the service:

This case study helps us understand the value of this service for unpaid carers and we can use this to illustrate the benefits to key stakeholders, staff, and unpaid carers alike.

Following a presentation at the Carers Wales/Carers Trust Wales conference in July 2024 on the work Hywel Dda UHB are doing to identify and support unpaid carers, two members of Welsh Government Unpaid Carers' Policy team visited the Health Board in October 2024. During this visit the Health Board shared more details of good practice in identifying and supporting unpaid carers, especially around hospital stay and discharge. Following on from this visit, Carers Trust Wales, using Welsh Government funds, has started work to produce a film to highlight the importance of unpaid carers and their involvement in the discharge process including interviews with staff from a ward in Prince Philip Hospital.

A Task and Finish group was set up by the Interim Assistant Director of Nursing to facilitate the production of a new Hospital Discharge booklet for patients outlining what to expect on their admission and on discharge. The Carers Team have contributed to the development of the booklet including text from an unpaid carers point of view. The booklet is being trialled in Withybush Hospital Accident and Emergency department. The Health Board has also developed a Hospital Discharge Toolkit, a SharePoint page which houses all Discharge resources including the Hospital Discharge Booklet and a dedicated page or "tile" for unpaid carers. The Hospital Discharge Toolkit brings together tools, guidance documents and online resources to support staff to ensure patients are discharged safely and timely, as well as providing advice on whether to access more specialist support and advice such as unpaid carers information when needed. The dedicated unpaid carer page gives staff important information on how to refer/signpost the unpaid carer for support.

The Pembrokeshire County Team was part of a collaborative project in 2024/25 to deliver Keeping Well Roadshows across Pembrokeshire, in partnership with Pembrokeshire County Council and Pembrokeshire Association of Voluntary Services (PAVS). The events provided the public with an opportunity to learn about the range of health, local authority and voluntary sector services that are available, including those which accept self-referrals. These events increased awareness and use of accessible health and wellbeing resources for health education and self-management. Information for unpaid carers, and Carers Support Pembrokeshire specifically, was present at many of the events during the year including the event held in Goodwick which coincided with Carers Rights Day 2024

## Priority Three

### **Support unpaid carers to access and maintain education, training and employment opportunities.**

The Health Board has delivered a range of actions to identify and support our staff who are unpaid carers.

#### **Employers for Carers**

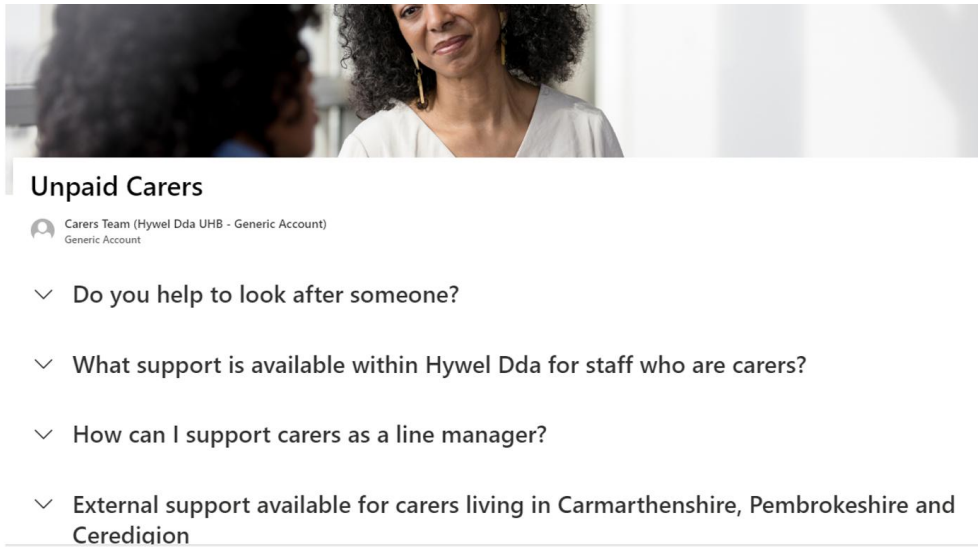
The Health Board is a member of the Carers Wales Employers for Carers (EfC) scheme to visibly support our commitment to retain and manage employees with caring responsibilities. The Health Board holds the Level 2 Carer Confident Accomplished award and has submitted its application and evidence for the level 3 Ambassador award at the end of March 2025.

The Health Board's Carers Team also chairs the regional Employers for Carers steering group who meet quarterly to see how the membership resources can be utilised, share best practice and encourage other small and medium sized organisation to benefit from the available information under the scheme.

Work has continued to raise awareness and offer support to staff, and to line managers who manage staff with a caring role. This has been through staff training sessions, promotion of unpaid carer events, partnership working with teams in Workforce and Organisation Development such as the workforce advisors, occupational health and the relationship managers. This enables collaborative working and ensure that all staff with a caring role are informed and included. For example, in a recent Organisational Change Plan (OCP), staff with a caring role were offered to complete a carers passport so these could be considered in the overall change plan.

Through the Health Board's wellbeing champion network, a number of staff wellbeing days were held in each of the main hospital sites in 2024/25 and were well attended by staff who were able to talk with colleagues about their caring role and receive information leaflets/posters, etc. For example, one manager was able to gain advice from the Carers team about how best to support a staff member with a caring role. The Carers Team listened to the manager's concerns and presented information about the Carers Peer

Support Group and carer related training and policies and was signposted to the Health Board [Carers SharePoint page](#).

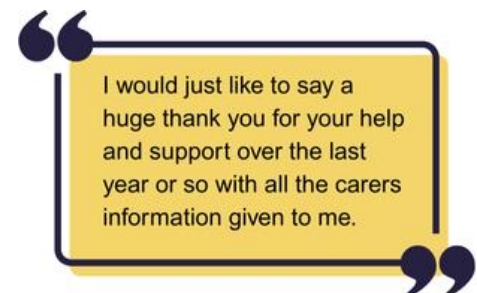


There is a facility on the Electronic Staff record (ESR) to record staff supplementary roles including Working Carer. Staff training, including Person Centred Approach corporate induction module, managers training such as Hywel Dda Manager and LEAP provide an opportunity to promote ESR self-recording, as well as information about support for unpaid carers and the Carers SharePoint page.

As of 31st 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.

### Staff Carers peer support group

The Carers Team facilitates a carers peer support group for Health Board staff who have a caring role. This continues to be run monthly on MS Teams and during the year the support group sessions were attended by 78 Health Board staff (some attended more than one session). Some of these sessions included presentations from guest speakers and the topics are chosen to respond to areas of interest expressed by members, as well as an opportunity to facilitate involvement in policy or strategy development. A Teams channel has also been created for members to share information and ask questions, recordings of past meetings with guest speakers are also accessible here.



In November 2024 the head of Psychological Therapies carried out a workshop on the mental health support needs of staff who are carers. 22 network members joined this session in which they were asked about the services/resources that supported mental health, where these were found, what barriers in accessing these and what other types of

support would be useful. A report was produced and shared with the group, used as evidence in our Carer Confident submission and has resulted in a wellbeing session being delivered in 2025.

In addition, the group provides a forum to share experiences and in January 2025 a member of the group shared her story and highlighted the impact that the group had had for her personally.

Ruth joined the Health Board in August 2000 and was caring for her 70-year-old mum. Over the years her mobility and sight had deteriorated, despite being independent lady. In 2020 her mum suffered a few strokes, and her mobility declined and needed assistance in all aspects of daily living tasks. Ruth stepped in to do meal preparation and personal care. Ruth enjoyed her job and still had financial commitments but was sometimes functioning on only three hours sleep. Ruth looked at her rights as an unpaid carer and came across the Carers Peer Support group. The group were able to share their experiences which felt less isolating and helped with understanding other types of support like the carer's passport and Power of Attorney. In December 2024 Ruth's mum passed away and whilst it has been a difficult few years Ruth was immensely grateful for an understanding manager, the peer support group and to the organisation for implementing the values and beliefs allowing her to be supported in her situation and remain in work.

We carried a short survey with the Peer Support Group members to establish information about who they cared for in terms of condition, age and to ask for any specific topics to be considered in future peer support sessions. As a result of this, a separate session was delivered in February 2025 for staff who cared for someone living with dementia. The session was delivered by the manager of the Admiral Nurses service and was attended by 15 staff. One staff member said:

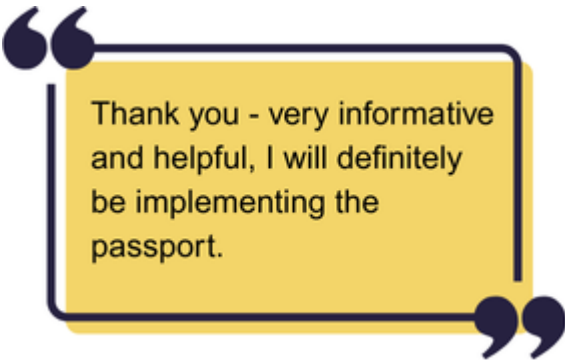
“ This session definitely helped with my understanding of the different types of Dementia and the support available. Very well delivered. Thank you. ”

## Carer Aware e-learning

From May 2023, the carer aware e-learning course has been made mandatory for all staff recognising the important contribution that unpaid carers make to the health and care system. This resulted in 88% of staff completing the training as of 31st March 2025, although some clinical professions are reporting much lower levels of compliance. The e-learning course provides a foundation of knowledge and, given the importance of unpaid carers within the community to support our population to remain at home as long as possible, it's vital that staff understand who unpaid carers are and why it is important to identify and support them at the earliest opportunity.

## Bespoke training

Between April 2024 and March 2025, the Carers Team delivered 8 sessions for line managers as part of the continual awareness raising work and these were attended by a total of 39 staff. One manager who attended training said:



Thank you - very informative and helpful, I will definitely be implementing the passport.

A face-to-face training session was also delivered to nine Occupational Therapists and Physiotherapists in March 2025 which highlighted the needs of unpaid carers and also covered the impact of sensory loss in particular for patients and their carers.

The Admiral Nurse team delivered two sessions of the START (Strategies for Relatives) programme in 2024 with a total of eight unpaid carers attending. The programme covers strategies to help reduce symptoms of depression and increase an unpaid carers quality of life through considering how to manage physical health and pain. Sessions were run over an eight-week period for one and a half hours each. The programme uses the Hospital Anxiety and Depression Scale as the assessment tool designed to evaluate anxiety and depression level in inpatients, particularly in medical settings. A difference of 3.4 points was recorded between the pre-intervention result (11.5) and the post-intervention result (8.1), which means that the levels of anxiety and depression and decreased following participation in the training.

## Priority Four

### Support Carers to become digitally included

The Carers Team are a member of the Carers Support West Wales (CSWW) website steering group. This group undertakes a regular review of the content to ensure that the one-stop shop website for unpaid carers is up-to-date and continues to be promoted and used by unpaid carers of all ages.

Between 1<sup>st</sup> April 2024 and 31<sup>st</sup> March 25, there were a total of 187,687 visits to the CSWW website, a 294% increase from the recorded visits in 2023-24. This reflects both the level of ongoing promotion and the website becoming more established and recognised across the region.

A survey was also carried out via the website with 321 people taking part. 100% of people surveyed were satisfied with the information provided and 100% rated their experience as good or excellent.

One carer 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.”

The Health Board continues to promote the website to all unpaid carers both in the workforce and in the community. The link to the platform is here:

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

In 2024 the Carers Team developed a number of generic unpaid carer related, bilingual slides which our Digital Communications team loaded onto the digital screens in Glangwili and Prince Philip hospital sites. They are currently slide numbers 22-33 out of a total of 34

slides on a constant loop 24 hours a day. These were also sent to GP surgeries to be displayed on their screens in the waiting room areas.

**Do you look after someone?**  
If you look after a relative, friend or neighbour who is ill, frail, disabled, has a mental health concern or problematic substance use

**Young carers are someone under that age of 18.**  
and they could not manage without that help, then you are an unpaid carer.

**Help and support for unpaid carers**  
Visit the Carers Support West Wales website. This is a one stop shop for carers of all ages.  
[www.carerssupportwestwales.org](http://www.carerssupportwestwales.org)  
Please scan the QR code to access the website.

**Let your GP practice know if you're an unpaid carer**  
They can refer you to information and support services for carers

**Is the person you care for in hospital?**  
Ask the ward staff to refer you to the Carers Officer.  
They can provide information and advice and support you to be involved in discharge planning meetings.

**Carers Rights**  
Did you know you have a right to a carers needs assessment?  
Ask the GP practice or ward staff to be referred to the Carers Information Services or Hospital Carers Officer for more information.

The Community Alarm/Technology Enabled Care team in Pembrokeshire County Council operates on a joint basis for the Health Board as well as Council, as it takes referrals from any NHS staff/service. Referrals come through for an identified need from i.e. an Occupational Therapist or a Multi-Disciplinary team/community Resource Team meeting and when the team goes into the patient/carers home they will advise and identify further support which may be needed e.g. further technology and gadgets which could enable the unpaid carer to have respite or ease the caring responsibilities.

The Pembrokeshire Community also provided funding and support for the further development of Virtual Reality work, including a new App for unpaid carers for training in manual handling. This was launched on 30<sup>th</sup> April 2025. This is a major development in supporting unpaid carers to safely lift and support the person they are caring for.

The Elemental client system is being rolled out further across NHS teams and also GP surgeries. When people are referred to the Pembrokeshire Hub they can be provided with the right support, which could be a visit from a Social Prescriber (Community Connectors and/or it could also include a benefits check and food/heating vouchers and access to free Leisure Centre activities as well as referral onwards to carers services for more in-depth support and advice around their caring role.

## Conclusion

This reporting period (2024-25) has demonstrated how the Health Board is supporting unpaid carers both in the workforce and in the community. The collaborative efforts between teams, along with staff training and awareness raising activities have led to increased identification of unpaid carers. The progress 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, we will remain dedicated to addressing the evolving needs of unpaid carers, 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.

The Health Board's Carers Strategy Group develops and oversees the implementation of an annual action plan to respond to the regional Strategy for Unpaid Carers. As the regional strategy is currently being refreshed, and the Health Board is a key partner in this work, this will enable continued alignment of our work in 2025/26.