

# A One-Stop-Shop Guide for Older Carers in Wales

A guide for identifying,  
signposting, and supporting  
older carers in Wales



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# Introduction to Age Cymru's Carers Project

## Do you look after someone? You're not alone.

There are hundreds of thousands of unpaid carers in Wales, providing care for family, friends, and neighbours. It's estimated that unpaid carers provide 96% of all care provided in our communities in Wales, and that collectively they save public services a massive £8 billion each year.

Providing care for someone can sometimes be difficult. It can affect your employment, your finances and both your physical and mental health. In Wales, if you're a carer, you are not alone and you are entitled to support.

The Carers Project is a national collaboration between Age Cymru and Carers Trust Wales, which aims to support the early identification of older carers to provide timely and person-centred information and advice; to enable older carers to influence policy, service design and delivery and decision making by ensuring their voices are heard through our national programme; and to better meet the needs of older carers, carers of people moving into a care home environment, and carers of people living with dementia.

This guide aims to help you answer some of the big questions about getting help as a carer – what you're entitled to, who you should speak to, and what other support is available.

We also want to hear from you, so please email us at [carers@agecymru.org.uk](mailto:carers@agecymru.org.uk) or call us on **029 2043 1538**.

# Identifying and supporting older unpaid carers in Wales

## Who is a Carer?

A carer is anyone who provides unpaid care for a friend, neighbour, or family member who due to illness, disability, a mental health problem or an addiction, requires support.

Anyone can be a carer – a 50-year-old woman looking after a parent with a mobility problem, a 63-year-old man caring for his partner who has terminal cancer, or an 86-year-old woman looking after her husband who has dementia.

Caring relationships can be complex, such as ‘co-caring relationships’ where couples may be providing care for each other, or so-called ‘sandwich carers’ who could be looking after young children whilst also caring for older relatives, friends, or neighbours.

## Supporting Carers

Caring can have an impact on many aspects of your life – from money and work to health and wellbeing.

For many carers, they see themselves less as a ‘carer’ and more as a partner, a friend, a neighbour or a son or daughter supporting someone close to them or that they love.

Despite there being hundreds of thousands of unpaid carers in Wales, a much smaller number reach out for the support that they’re entitled to and sometimes desperately need. Many of these carers are unaware of their rights and the support that’s available to them. This guide will tackle this, setting out what unpaid carers’ rights are, and mapping the various kinds of support available for carers here in Wales.

# Your rights

As a carer, you have certain rights that can help make your life that bit easier.<sup>1</sup>

You have the right to:

- Receive information, advice, and assistance from your local authority about support services like practical help at home, support groups near you, or counselling to help deal with stress
- Have help looking after yourself, including the right to request flexible working from your employer or arrange respite care to give you a break
- Have your views taken into consideration by social services when they're deciding how best to meet the needs of the person you care for.

The Welsh Government has a booklet, '[Understanding your rights as a carer](#)', which is a useful resource to learn more about your rights.

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<sup>1</sup> Courtesy of the Social Services and Wellbeing (Wales) Act 2014.



# Carers needs assessment

**Social services can offer two types of assessment:**

- **A care needs assessment for the person with care needs and/or**
- **A carers assessment for the person doing the caring.**

Your own needs and opinions as a carer should be considered and taken into account as part of the cared for person's assessment, whilst also having the right to your own carers assessment if you want one. Significantly, carers can request an assessment, even if the person cared for doesn't want one for their needs.

If your needs as a carer cannot be met by the information, advice, and assistance from your local authority you have the right to a Carers Needs Assessment, and the right for any eligible needs identified through it to be met.

## What is it?

The Carers Assessment is an opportunity for you to raise any concerns you may have and to discuss what support you may need. The assessments are free, and you can ask a friend or family member to be there with you for support or to ensure you fully express your wishes. However, if they can't make it or you can't think of anyone suitable, you can request an advocate.

## How do I get an assessment?

Your local council has a duty to offer you a Carer's Needs Assessment, so get in touch with them to request one. It's important to note that even if you share caring responsibilities with others, you're still entitled to an assessment of your needs. Also, if you've already had an assessment and your needs have changed, then you're entitled to ask for your assessment to be done again. This is particularly crucial if your caring needs have changed, or the needs of the person you're caring for have changed.

## Here are the relevant numbers for each local authority:

Local Authority	Contact Details	Local Authority	Contact Details
Blaenau Gwent	01495 315700	Isle of Anglesey	01248 750057
Bridgend	01495 315700	Merthyr Tydfil	01685 724507
Caerphilly	0808 100 2500	Monmouthshire:	
Cardiff	029 2087 2087	Monmouth/Usk/ Raglan	01600 773041
Carmarthenshire	0300 333 2222	Abergavenny	01873 735885
Ceredigion	01545 574000	Chepstow/Caldicot	01291 635666
Conwy	0300 456 1111	Neath Port Talbot	01639 686802
Denbighshire	0300 4561000	Newport	01633 656656
Flintshire	03000 858858	Pembrokeshire	01437 764551
Gwynedd:		Powys	0345 602 7050
Llŷn Area	01758 704 099	Rhondda Cynon Taf	0808 100 1801
Caernarfon Area	01286 679 099	Swansea	01792 636519
Bangor Area	01248 363 240	Torfaen	01495 762200
Eifionydd and Meirionnydd North	01766 510 300	Vale of Glamorgan	01446 700111
South Meirionnydd Area	01341 424 572	Wrexham	01978 292066

## More resources to support your understanding of Carers Assessments:

- [Assessments: A guide to getting an assessment in Wales](#) (Carers Wales)
- [Videos](#) explaining Carers Assessments in Wales (Carers Wales)
- [Carers' Assessments in Wales](#) (Alzheimer's Society)



# Should I talk to my GP?

It's also important to let your GP know that you are a carer. Once you're registered as a carer there may be further support available to you. These may include:

- Supporting you with any physical and mental health issues you may have because of your caring responsibilities
- Making you aware that you're eligible for the carers flu jab each year
- Provide you with general information and advice
- Give you flexible appointment times that suit you and your caring responsibilities
- They can also support you by directing you to other services which may help you such as occupational therapists, physiotherapists, advice about continence and dieticians.





# Benefits and financial help

It's important that you get the help that you're entitled to. Whether you're working or unemployed, sick, or disabled, or caring for someone, you may be eligible for financial help.

There are online benefits calculators you can use to calculate your entitlements. If you don't want to use an online calculator, you can contact Age Cymru Advice, Carers Trust Wales or other third sector organisations to help. Alternatively, you could contact Citizens Advice.



# Benefits calculators

Age Cymru - [Benefits calculator](#) | Check what you can claim for

Entitled to - [https://www.entitledto.co.uk/?utm\\_source=BADviser&utm\\_medium=referral&utm\\_campaign=GovUK](https://www.entitledto.co.uk/?utm_source=BADviser&utm_medium=referral&utm_campaign=GovUK)

Turn2us - [https://benefits-calculator.turn2us.org.uk/AboutYou?utm\\_source=BADviser&utm\\_medium=referral&utm\\_campaign=GovUK](https://benefits-calculator.turn2us.org.uk/AboutYou?utm_source=BADviser&utm_medium=referral&utm_campaign=GovUK)

## What you will need

Before using a benefit calculator you'll need accurate information about your:

- Savings
- Income, including your partner's income
- Existing benefits and pensions (including anyone living with you)
- Outgoings such as rent/mortgage
- Council Tax details



# Financial support

## Attendance Allowance

Someone who is over State Pension age (currently 66 for both men and women) may be entitled to Attendance Allowance if they need extra help to stay independent at home due to an illness or disability. It's non-means tested, so they can claim it regardless of their income and savings.

Attendance Allowance is paid at two different rates, and is increasing from April 2022:

- £61.85 a week (lower rate) if they need help either in the day or at night
- £92.40 a week (higher rate) if they need help both in the day and at night.

For more information and how to claim, visit: [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)

or read our Factsheet 34: Attendance Allowance - [www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/fs34.pdf](http://www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/fs34.pdf)

## Carers Allowance

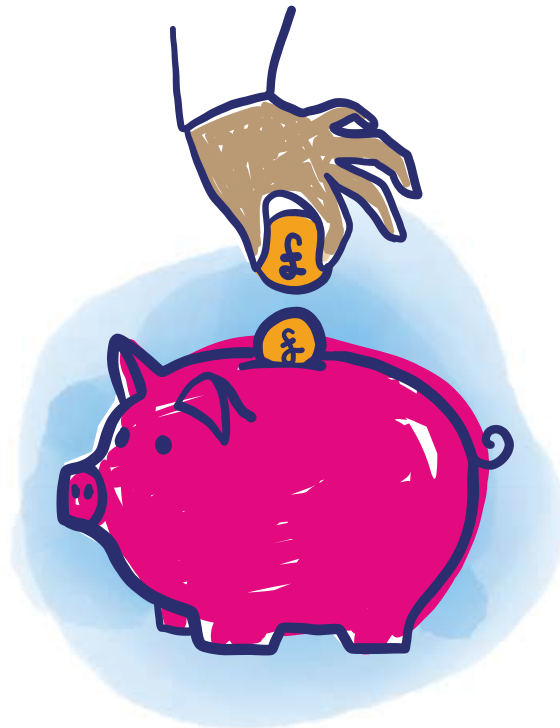
Carers Allowance is the main benefit for carers, and you could receive £69.70 a week if all the following applies to you:

- You care for someone for at least 35 hours a week
- The person you care for receives Attendance Allowance, Disability Living Allowance care component (at the higher or middle rate), Personal Independence Payment daily living component (at either rate), Armed Forces Independence Payment or Constant Attendance Allowance
- You're not in full-time education or earning more than £132 a week (after tax and expenses).

### Important to note:

- You can work and get Carer's Allowance, as long as you spend at least 35 hours a week in your caring role
- You don't have to be related to, or live with, the person you care for
- You don't get paid extra if you care for more than one person
- If someone else also cares for the same person as you, only one of you can claim Carer's Allowance

- Carer's Allowance can affect the other benefits you and the person you care for receive
- If your State Pension is more than £69.70 a week, or if you get certain benefits at a higher amount, you will not be paid Carer's Allowance; you will be awarded an 'underlying entitlement' only
  - o This means you are not paid any Carer's Allowance, but the underlying entitlement might help you qualify for means tested benefits, such as Pension Credit, Housing Benefit, or your local authority's Council Tax Reduction scheme (or if you are already getting these benefits, it might allow you to receive an increased amount)
- In some situations, the person you care for can lose money if you start to receive Carer's Allowance – for example, this can happen if they receive a severe disability premium as part of their Pension Credit. However, their severe disability premium should not be affected if you are awarded an underlying entitlement to Carer's Allowance only.



**For further information before making a claim, contact your local Age Cymru or call Age Cymru Advice on 0300 303 44 98.**

Visit <https://www.gov.uk/carers-allowance> for more information and how to claim.

See our factsheet on Carer's Allowance: <https://www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/fs55.pdf>

# Help with Council Tax

## Council Tax disability reduction scheme

This scheme may apply if your home has features that make it suitable for someone living in it who has a disability. Your income and savings are not taken into account. The scheme will only apply where the person with the disability is substantially and permanently disabled (either physically or mentally), though they do not have to be the person responsible for the bill.

The scheme could apply if:

- Your home has an additional bathroom or kitchen for the use of a disabled person; or
- You have enough space for the disabled person to use a wheelchair indoors; or
- You have a room (other than a bathroom, kitchen, or WC) which is mainly used by the disabled person – this might be a treatment room, a room for special equipment, or, in some cases, an additional bedroom.



## Council Tax discounts

You could get up to a **50%** Council Tax discount, depending on who else lives in your property. To be eligible, however, you must meet **all** the following criteria:

- Provide care for at least 35 hours a week
- Live at the same property as the person you care for
- Are not the spouse or partner of the person you care for, or their parent if you care for a child under 18
- The person you care for must be getting **one** of the following benefits:
  - o Middle or highest rate of the care component of Disability Living Allowance
  - o Either rate of Personal Independence Payment daily living component
  - o Attendance Allowance
  - o Armed Forces Independence Payment
  - o Highest rate of Constant Attendance Allowance

You don't have to claim Carer's Allowance to qualify for this discount, and your income and savings will not affect your eligibility.

If there's more than one carer at the property, you can still receive up to a 50% discount if you meet all the above conditions.

## Council Tax reduction scheme (CTRS)

To work out your entitlement from the CTRS, your local authority will need to determine what your 'applicable amount is'.

For many people the applicable amount is a 'standard personal allowance' which is set by the government. There are extra amounts (known as 'premiums') for some carers that will be added on to their standard personal allowance.

The carer's premium should be included if you or your partner:

- Are receiving Carers Allowance; **or**
- Have claimed Carers Allowance and fulfil the conditions but cannot be paid it because you are getting your State Pension or another benefit instead. In this case you have an 'underlying entitlement' to Carers Allowance.



If you qualify for the carer's premium, the following extra amounts are included in your 'applicable amount':

- If you are **single**, an extra **£38.85** per week is included in your applicable amount
- If you have a **partner** and you **both** qualify for the carer premium, an extra **£77.70** per week is added
- If you have a **partner**, but only **one** of you is a carer the 'single rate' (**£38.85**) will be included.



**Contact your local authority to find out what they offer and whether you qualify for their scheme.**

See our factsheet on Council Tax in Wales: <https://www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/fs21w.pdf>

Visit the Welsh Government's website to find out more about Council Tax support: [Council Tax discounts and reduction: Carers | GOV.WALES](#)

For the contact details of your local authority, see: [Local authority Council Tax contacts | GOV.WALES](#)



# Working carers

There are various forms of support for working carers, including:

- Time off for an emergency – you can ask your employer for time off to deal with an emergency involving someone else who depends on you for care. If you don't qualify for time off, your employer may allow you 'compassionate leave'
- Flexible working – for example working part-time or working from home, you can [request flexible working](#)
- Respite care – if you need someone to help look after the person you care for while you're at work, you can apply for respite care (contact your local authority for information about local support).

Carers Wales has published a useful guide that's designed to help working carers identify themselves as carers and raise awareness of their legal rights for support in the community and the workplace. The guide offers employers the opportunity to understand ways in which they can offer support for working carers.

Here's the guide: [Working Carers Guide - Carers UK](#)



# Complaints

## Social Care Services

You have the right to complain about the social care you've received or to appeal a decision made. You can pursue an issue via the local authority complaints procedure where:

- The authority directly provides the service (or had declined to, but you believe they should be providing it); or
- You're getting your services from a separate provider, but it's the local authority that has arranged and commissioned this service.

See Age Cymru's [Complaints Factsheet](#) for more information.

Each local authority has a complaints procedure, so here are the details for each local authority in Wales:

Local Authority	Webpage	Contact Details
Blaenau Gwent	<a href="#">Blaenau Gwent CBC: Social Services Complaints &amp; Compliments (blaenau-gwent.gov.uk)</a>	☎ 01495 357715 ✉ <a href="mailto:social.services.complaints@blaenau-gwent.gov.uk">social.services.complaints@blaenau-gwent.gov.uk</a>
Bridgend	<a href="#">Social services complaints - Bridgend CBC</a>	☎ 01656 642253 ✉ <a href="mailto:SocialServicesComplaints@bridgend.gov.uk">SocialServicesComplaints@bridgend.gov.uk</a>
Caerphilly	<a href="#">Caerphilly - Caerphilly County Borough</a>	☎ 0800 328 4061 ✉ <a href="mailto:sscomplaintsandinformation@caerphilly.gov.uk">sscomplaintsandinformation@caerphilly.gov.uk</a>
Cardiff	<a href="#">Making a complaint or comment about Social Care services (cardiff.gov.uk)</a>	☎ 02920 873663 ✉ <a href="mailto:socialservicescomplaints@cardiff.gov.uk">socialservicescomplaints@cardiff.gov.uk</a>
Carmarthenshire	<a href="#">Social Care Services Complaints &amp; Compliments (gov.wales)</a>	☎ 01267 234567 ✉ <a href="mailto:complaints@carmarthenshire.gov.uk">complaints@carmarthenshire.gov.uk</a>
Ceredigion	<a href="#">Social Care Services Complaints - Ceredigion County Council</a>	☎ 01545 574151 ✉ <a href="mailto:complaints@ceredigion.gov.uk">complaints@ceredigion.gov.uk</a>

Local Authority	Webpage	Contact Details
Conwy	<a href="#">Social Services - Complaint, Compliment or Comment - Conwy County Borough Council</a>	☎ 01492 574078 ✉ <a href="mailto:cssc@conwy.gov.uk">cssc@conwy.gov.uk</a>
Denbighshire	<a href="#">Complaints, compliments and feedback   Denbighshire County Council</a>	☎ 0800 032 1099 ✉ <a href="mailto:ssdcomments@denbighshire.gov.uk">ssdcomments@denbighshire.gov.uk</a>
Flintshire	<a href="#">Your right to compliment and complain about Social Services (flintshire.gov.uk)</a>	☎ 01352 702623 ✉ <a href="mailto:ian.maclaren@flintshire.gov.uk">ian.maclaren@flintshire.gov.uk</a>
Gwynedd	<a href="#">Social Services complaint (llyw.cymru)</a>	☎ 01286 679 549 ✉ <a href="mailto:gcgc@gwynedd.llyw.cymru">gcgc@gwynedd.llyw.cymru</a>
Isle of Anglesey	<a href="#">Social Services complaints procedure (anglesey.gov.uk)</a>	☎ 01248 752 717 ✉ <a href="mailto:socservcomplaints@anglesey.gov.uk">socservcomplaints@anglesey.gov.uk</a>
Merthyr Tydfil	<a href="#">Social Services Complaint Policy (merthyr.gov.uk)</a>	☎ 01685 725000 ✉ <a href="mailto:mtcbccomplaints@merthyr.gov.uk">mtcbccomplaints@merthyr.gov.uk</a>
Monmouthshire	<a href="#">Complaints, Comments, Feedback and Compliment - Monmouthshire</a>	☎ 01633 644644 ✉ <a href="mailto:feedback2@monmouthshire.gov.uk">feedback2@monmouthshire.gov.uk</a>
Neath Port Talbot	<a href="#">Complaints - Neath Port Talbot Council (npt.gov.uk)</a>	☎ 01639 763445 ✉ <a href="mailto:complaints@npt.gov.uk">complaints@npt.gov.uk</a>
Newport	<a href="#">Complaints Procedure for Adults   Newport City Council</a>	☎ 01633 656656 ✉ <a href="mailto:Complaints@newport.gov.uk">Complaints@newport.gov.uk</a>
Pembrokeshire	<a href="#">Complaints Relating to Social Services - Pembrokeshire County Council</a>	☎ 01437 77 5503 ✉ <a href="mailto:socialcarecomplaints@pembrokeshire.gov.uk">socialcarecomplaints@pembrokeshire.gov.uk</a>
Powys	<a href="#">Social Services Compliments, Comments and Complaints Process - Powys County Council</a>	☎ 01597 827515 ✉ <a href="mailto:get.sorted@powys.gov.uk">get.sorted@powys.gov.uk</a>

Local Authority	Webpage	Contact Details
Rhondda Cynon Taf	<a href="#">Social Care Comments and Complaints   Rhondda Cynon Taf County Borough Council (rctcbc.gov.uk)</a>	☎ 01443 425003 ✉ welisten.complaints@rctcbc.gov.uk
Swansea	<a href="#">Complaints about Social Services - Swansea</a>	☎ 01792 637345 ✉ complaints@swansea.gov.uk
Torfaen	<a href="#">Complaints and Compliments - Social Care Services   Torfaen County Borough Council</a>	☎ 01446 704800 ✉ socialservicescomplaints@valeofglamorgan.gov.uk
Vale of Glamorgan	<a href="#">Social Services Complaints (valeofglamorgan.gov.uk)</a>	☎ 01978 292066 ✉ complaints@wrexham.gov.uk
Wrexham	<a href="#">Social services complaints   Wrexham County Borough Council</a>	☎ 01978 292066 ✉ complaints@wrexham.gov.uk



# NHS services

If you're unhappy with the service or care you receive from the NHS, or feel you've been treated unfairly, you can make a complaint. There's a two-stage system for resolving complaints about the NHS in Wales.

## Stage one:

- Involves a local investigation by the body concerned
- The Welsh Government had produced guidance which details how NHS bodies in Wales should handle complaints or concerns which are raised with them ([Health in Wales | Putting Things Right](#)).

## Stage two:

- Involves taking your complaint to the [Public Services Ombudsman for Wales](#), if you remain dissatisfied following the local investigation.

For more information on complaining about NHS services, take a look at Age Cymru's [website](#).

## Public Services Ombudsman

The [Ombudsman](#) can consider complaints:

- About a public service provider
- About an independent care provider, or
- That a local authority member has breached the code of conduct.

They have information booklets relevant to the type of complaint you want to make. This information will help you understand the matters that the Ombudsman can and cannot look at and will tell you what will happen with your complaint.

The '[How to Complain](#)' page of their website will help get you started and ready to make a complaint.

## Help when making a complaint

From their Carers' Self Advocacy Toolkit, Carers UK have a [complaints letter template](#) that can help get you started.

Age Cymru has a factsheet on resolving problems and making a complaint about NHS care in Wales. The latest version is available to read and download: [Resolving problems and making a complaint about NHS care in Wales \(PDF,909 KB\)](#).

Citizens Advice has Wales-specific advice when it comes to social services complaints. See their [website](#) for advice on what you should know before making a complaint, using the complaints procedure, and other actions you could take. Also, see [our factsheet](#) on how to resolve problems and make a complaint about social care in Wales.

Wales has an Older People's Commissioner whose team can help and support you if you're experiencing problems with services, such as health, social care, community services or housing. If the Casework Team are best placed to help you, they will investigate your concerns, support you through the process, and act on your behalf. For more information, and to submit your enquiry, take a look at the Commissioner's [website](#).

When making a complaint about the NHS, your local Community Health Council may be able to support you. [Community Health Councils](#) are a statutory and independent NHS 'watchdog' whose role is to represent the interests of the public in the health service in their area. Each will run a Complaints Advocacy Service, so it's worth looking at your local Community Health Council's website to see how they can help you:

- [Aneurin Bevan](#)
- [Cwm Taf Morgannwg](#)
- [Hywel Dda](#)
- [North Wales](#)
- [Powys](#)
- [South Glamorgan](#)
- [Swansea Bay](#)

# Organisations to support you

## National organisations

### Age Cymru

Age Cymru and its partners deliver a range of services across Wales. It offers information guides and factsheets that are useful to carers, covering a range of subject areas:

- [Care and Support](#)
- [Health and Wellbeing](#)
- [Money and Legal](#)
- [Work and Learning](#)

The Carers Project has a page with some guides, reports, and resources that you may find useful. It includes information about your [rights](#) as a carer, a [guide](#) focusing on practical and emotional issues people face when supporting someone's decision to move into a care home, and a [guide](#) for caring for someone with dementia.

The telephone befriending service, [Friend in Need](#), offers free weekly friendship calls for those who are 70 or over.

#### **Our contact details are:**

029 2043 1555 / [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)

### Carers Trust Wales

Carers Trust Wales aims to raise awareness, empower carers, and influence change. Their local and regional Network Partners deliver information, advice, and practical support for unpaid carers in Wales.

#### **Their contact details are:**

0300 772 9702 / [wales@carers.org](mailto:wales@carers.org)

### Carers Wales

Carers Wales have many services available across Wales, including their [Wellbeing Hub](#), that offers practical advice about supporting your own wellbeing, such as stress management and mindfulness practices. They give expert advice, information, and support, and have many guides that are available to download for free.



'Being Heard' is Carers Wales' self-advocacy guide for carers, there to help you communicate your needs with professionals, know your rights, and look after your wellbeing. If you want to ensure your own needs are listened to, as well as speaking up for the person you care for, [download](#) the guide.

If you're worried about what would happen to the person you care for if you had an accident, take a look at the [Carers Emergency Card](#) developed by Carers Wales. The card allows you to write emergency contacts, for example, family or friends, who can help should anything happen to you.

They also provide [factsheets](#) on many aspects of caring in both English and Welsh, including:

- ['Coming out of hospital'](#)
- ['Carer's Allowance'](#)
- ['Assessments: A guide to getting an assessment in Wales'](#)

**Their contact details are:**

029 2081 1370 / [Info@carerswales.org](mailto:Info@carerswales.org)

### [Age Connects Wales](#)

Age Connects Wales provides support in 11 of the 22 local authority areas in Wales, with each organisation providing core services, and services that are specific to their own area (more on this below).

Their core [services](#) are:

- Information, Advice and Welfare Benefits
- Befriending
- Independent Advocacy
- Activities Programme
- Nail Cutting
- Volunteering and Specialist advent-AGE Products and Services

**Their contact details are:**

029 2068 3600 / [enquiries@ageconnectswales.org.uk](mailto:enquiries@ageconnectswales.org.uk)

### [Alzheimer's Society](#)

Alzheimer's Society supports people affected by dementia. They have dementia advisers who can support you directly by phone or face to face, as well as connecting you to a range of local services. On their website, there's specific advice on getting help when caring for someone with dementia, including:

- [Understanding and supporting a person with dementia](#)
- [How the GP can support a person with dementia](#)
- [Care homes: When is the right time and who decides?](#)
- [Respite care in Wales](#)
- [Supporting an LGBTQ+ person with dementia](#)

They have [helpsheets](#) about dementia, which are short and simplified summaries of important information. Topics included are treatments for dementia, support and well-being, and support for carers.

**Their contact details are:**

0330 333 0804 / 0330 333 0804 / [Contact us - general enquiries | Alzheimer's Society \(alzheimers.org.uk\)](#)

### Mind Cymru

Mind Cymru is a mental health charity, with 19 local Minds in Wales. They have an [Infoline](#) (0300 123 3393) that provides an information and signposting service, where you can ask about mental health services, where to get help near you, treatment options, and advocacy services.

**Their contact details are:**

029 2039 5123 / [supporterrelations@mind.org.uk](mailto:supporterrelations@mind.org.uk)

### Hafal

Hafal is the principal organisation in Wales working with individuals recovering from mental health problems and their carers and families. They offer a range of services and support for [carers](#), including:

- Family support
- Advocacy
- Breaks for carers
- Accessible information and advice
- Mutual support
- Giving carers a voice
- Awareness raising

**Their contact details are:**

01437 611 002 / [PCISS@hafal.org](mailto:PCISS@hafal.org)

## North Wales

### Carers Outreach Service (North West)

They support unpaid carers in Anglesey, Conwy, and Gwynedd. They offer a range of services, from low level advocacy to emergency and future planning. They organise social opportunities for carers too, for example:

- Group activities – held monthly in different locations
- Events and activities – tailored to specific groups of carers such as parent carers, with certain events open to all carers
- Health and well-being events – mindfulness and dealing with stress are some of the topics covered
- Training and skill-based workshops

For a full list of the services they offer, click [here](#).

**Their contact details are:**

01248 370 797 / [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

### North Wales Crossroads Care Services

They aim to improve the lives of carers by providing them with respite from caring. Their [Carers Support Workers](#) allow you to take a break, by providing personal care to the person you care for, help with household chores and shopping, and transport to appointments/clubs.

One of their services is providing personalised information, advice, and support to people and their carers at the point of a Dementia diagnosis. As part of the [Dementia Support Service](#), they hold monthly local support groups for people with dementia and their family and friends to join them for training, information, advice, and support.

**Their contact details are:**

01492 542 212 / [northwales@nwcrossroads.org.uk](mailto:northwales@nwcrossroads.org.uk)

## Age Connects North Wales Central

These are the services available at Age Connects North Wales Central:

- Information and Advice
- Hubbub Forums (Community Engagement)
- Paper Pals (Home Support)
- Perennials (Dementia Support Service)

**Their contact details are:**

0300 2345 007 / enquiries@acnwc.org

## Conwy Mind

These are the services available at Conwy Mind:

- Information and signposting – help you find the right information about other services and organisations across the area
- Talking Therapies Hub – safe space to talk through issues and find things that work for you

**Their contact details are:**

01492 879 907 / info@conwymind.org.uk

## NEWCIS

NEWCIS provides information and services to anyone who provides unpaid care to someone. They can arrange for you to have a carers assessment, and facilitate monthly carer groups and drop-in sessions that are a great way to meet others and have a break from your caring role.

They run [training programmes](#) for carers in 4 key areas:

- Practical skills
- Emotional support
- Leisure/hobby activities
- Employment support

NEWCIS offer a range of services, learn more about them on their [website](#).

**Their contact details are:**

01352 752 525 (Flintshire),

01745 331 181 (Denbighshire),

01978 423 114 (Wrexham) / enquiries@newcis.org.uk

### Age Cymru Gwynedd a Mon

These are examples of the services available at Age Cymru Gwynedd a Môn:

- Home care / cleaning service
- Age Well – centres to promote wellbeing
- Veterans ‘keep in touch’ service
- Lunch clubs and over 50’s clubs
- Digital inclusion lessons

**Their contact details are:**

01286 677 711 / [info@acgm.co.uk](mailto:info@acgm.co.uk)

### Age Connects North East Wales

These are the services available at Age Connects North East Wales

- Home Solutions
- Wills and Power of Attorney
- Supporting Older People Service

**Their contact details are:**

08450 549 969 / [info@ageconnectsnewales.org.uk](mailto:info@ageconnectsnewales.org.uk)

## Mid Wales

### Age Cymru Dyfed

These are examples of the services available at Age Cymru Dyfed:

- Handyperson and gardening service
- Befriending Life Links
- Weekly Zoom group with themed activities
- Fortnightly book club
- Fortnightly creative writing group

**Their contact details are:**

03333 447 874 / [reception@agecymrudyfed.org.uk](mailto:reception@agecymrudyfed.org.uk)

### CREDU

CREDU has a calendar full of events for everyone, from stone carving courses to 'Mindful Mandelas' where you design your own Mandela. They also have a weekly 'Cuppa and Chat' for adult carers to speak with other likeminded people, and an adult carers forum where you can speak out on the issues that matter to you.

Take a look at their events page to see what else is available: <https://www.carers.cymru/creduevents>

They offer useful [information and advice](#) on:

- Carers assessment
- Hospital to home
- Carers rights
- Useful contacts in Powys

**Their contact details are:**

03330 143 377 / [ceredigion@credu.cymru](mailto:ceredigion@credu.cymru)

## Aberystwyth Mind

These are the [activities](#) available at Aberystwyth Mind (monthly services leaflet available):

- Wednesday drop-in – connect with others, gain access to signposting and support, and receive advice
- Wellbeing support – when an individual feels like they need someone to talk to
- Craft club
- The walking group

**Their contact details are:**

01970 626 225 / [info@mindaberystwyth.org](mailto:info@mindaberystwyth.org)

## Age Cymru Powys

These are examples of the [services](#) available at Age Cymru Powys:

- Benefits check – to ensure you're receiving everything you're entitled to
- Community Helper Volunteer Service – friendship support visits at home or a local meeting place
- Support for Powys veterans in later life

**Their contact details are:**

01686 623 707 / [support@acpowys.org.uk](mailto:support@acpowys.org.uk) (north Powys),  
01597 825 908 / [enquiries@acpowys.org.uk](mailto:enquiries@acpowys.org.uk) (south Powys)

## Brecon and District Mind

These are the [services](#) available at Brecon and District Mind:

- Wellbeing support from well-being practitioners
- Green Minds – supporting your health and wellbeing through nature-based activities
- Talking therapies

**Their contact details are:**

01874 611 529 / [info@breconmind.org.uk](mailto:info@breconmind.org.uk)



## Mid and North Powys Mind

These are the services available at Mid and North Powys Mind:

- Online support groups – for example, the Good Grief group and an LGBTQIA+ group
- In-person support groups – Tai Chi, Wellbeing Centre, Walk and Talk groups
- 1-2-1 support – counselling and a bereavement support service

**Their contact details are:**

01597 824 411 / [admin@mnpmind.org.uk](mailto:admin@mnpmind.org.uk)

## Hahav

Hahav is a charity set up to provide practical help, social care and companionship for the people in Ceredigion with life limiting illness. They also support family and carers who are affected.

They have a [Carers Peer Support Group](#) every other Thursday, where you can attend online or in person, and have the chance to connect with others in a similar situation.

Hahav have just launched a weekly [Dementia Café](#) for anyone affected by dementia. It's a great way to relax and experience an activity each week (e.g. arts and crafts, a guest speaker, musicians), as well as an opportunity for carers to chat with other carers to share experiences, advice and tips.

**Their contact details are:**

01970 611 550 / [admin@hahav.org.uk](mailto:admin@hahav.org.uk)

## West Wales

### Age Cymru Dyfed

These are examples of the services available at Age Cymru Dyfed:

- Dementia advice
- Befriending Life Links
- Weekly Zoom group with themed activities
- Fortnightly book club
- Fortnightly creative writing group

**Their contact details are:**

03333 447 874 / [reception@agecymrudyfed.org.uk](mailto:reception@agecymrudyfed.org.uk)

### Llanelli Mind

These are the services that are available at Llanelli Mind:

- Walking group
- Cookery classes
- Counselling service
- Befriending service

**Their contact details are:**

01554 752 751 / [info@llanelli-mind.org.uk](mailto:info@llanelli-mind.org.uk)

### Carmarthen Mind

These are the services that are available at Carmarthen Mind:

- Drop-in at their hub – staff will work with you to develop a plan on how to improve your situation
- 1-2-1 counselling
- MoodMaster – weekly session to hear information about emotional and physical health
- Ecotherapy – short community walks and longer walks

**Their contact details are:**

01267 222 990

## Pembrokeshire Carers Information and Support Service - Hafal

These are some of the services available at PCISS

- Carers Information Pack
- Carers Emergency Back-up Scheme – if an emergency happens, the card will alert the response service to the fact you care for someone
- Carers Recognition Card – includes access to the Pembrokeshire Passport to Leisure scheme
- Carers Outreach Service – for a carer who wants to discuss their situation with an experienced adviser

**Their contact details are:**

01437 611 002 / [PCISS@hafal.org](mailto:PCISS@hafal.org)



## South Wales

### Age Connects Morgannwg

These are the services available at Age Connects Morgannwg:

- Hospital Discharge Service
- Befriending
- Primary Care (Dementia Support Service)
- Will Writing Service

**Their contact details are:**

01443 490 650 / [information@acmorgannwg.org.uk](mailto:information@acmorgannwg.org.uk)

### Bridgend Carers Centre

They specialise in the provision of information, support, and short break opportunities throughout Bridgend County Borough.

The [activities](#) they run include:

- Bookclub
- Carers catch-up via Zoom
- Carers Chorus choir
- Dementia carers group
- Running group and walk and talk group
- Weekly community café

The charity also offers a range of [training](#) and services for [carers](#):

- Life coaching
- Mindfulness for unpaid carers
- Legal surgery
- Welfare benefits advice

**Their contact details are:**

01656 658 479 / [enquiries@bridgendcarers.co.uk](mailto:enquiries@bridgendcarers.co.uk)

### Cwm Taf Morgannwg Mind

These are the services that are available at Cwm Taf Morgannwg Mind:

- [Carers Star Project](#) – support and assistance to adult carers in Merthyr Tydfil
- [Project 5 Ways to Wellbeing](#) – activities that aim to enhance social wellbeing and reduce loneliness and isolation
- [Active Monitoring](#) – guided self-help programme

**Their contact details are:**

01685 707 480 / [info@ctmmind.org.uk](mailto:info@ctmmind.org.uk)

### Neath Port Talbot Carers Service

The services they offer include:

- The sitting service
- An outreach support service
- Coffee mornings and activities
- Home visits to complete carers assessments, provide information or assist with completing benefit forms

**Their contact details are:**

01639 642 277 / [information@nptcarers.org.uk](mailto:information@nptcarers.org.uk)

### Neath Port Talbot Mind

These are the services available at Neath Port Talbot Mind:

- Counselling
- Wellbeing groups – seated yoga, art group, positivity, and wellbeing
- Bywyd Aur – services to enhance mental health and wellbeing for people over 50 years of age

**Their contact details are:**

[info@nptmind.org.uk](mailto:info@nptmind.org.uk) / [info@nptmind.org.uk](mailto:info@nptmind.org.uk)

### Age Connects Neath Port Talbot

These are the services available at Age Connects Port Talbot:

- Link-AGE (Outreach Programme)
- Positive Ageing Ambassador Project
- Chatter Matters
- Home Fire Safety
- Planning for the future – Wills, POA (Power of Attorney) and Trusts, etc

**Their contact details are:**

01639 617 333 / [info@acnpt.org.uk](mailto:info@acnpt.org.uk)

### Swansea Carers Centre

Swansea Carers Centre offer advice and support on a range of subjects, from welfare benefits to carers assessments. They also have a [book club](#) and a [Caring Break Service](#) that can provide you with a few hours of respite.

**Their contact details are:**

01792 653 344 / [admin@swanseacarerscentre.org.uk](mailto:admin@swanseacarerscentre.org.uk)

### Age Connects Cardiff and the Vale

These are the services available at Age Connects Cardiff and the Vale:

- Ageing Well and Senior Health Shop
- Community Support and Befriending
- Nail Cutting Service
- Advocacy in Care Homes
- Advocacy in the Community (Vale only)
- Products and Services – inc. will making and funeral plans

**Their contact details are:**

029 2068 3600 / [info@ageconnectscardiff.org.uk](mailto:info@ageconnectscardiff.org.uk)

## The Care Collective

The organisation provides a range of information, advice, and support services for unpaid carers in Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taf, Torfaen and the Vale of Glamorgan.

**Their contact details are:**

01495 769 996 / [contact@thecarecollective.wales](mailto:contact@thecarecollective.wales)  
[www.thecarecollective.wales/](http://www.thecarecollective.wales/)

## Cardiff Mind

These are the services available at Cardiff Mind:

- [Courses and guided self-help](#)
- [Social groups](#) – women’s group, men’s group, art group
- Counselling

**Their contact details are:**

029 2040 2040 / [admin@cardiffmind.org](mailto:admin@cardiffmind.org)

## Mind in the Vale of Glamorgan

These are the services available at Mind in the Vale of Glamorgan:

- [Day services and community opportunities](#) – signposting into their other services
- [Peer support](#) – meet other people and partake in activities, with the occasional guest speaker
- Wellbeing, social prescribing, and single point of access
- Guided self-help
- Counselling

**Their contact details are:**

01446 730 792 / [admin@mindinthevale.org.uk](mailto:admin@mindinthevale.org.uk)

## Cardiff and the Vale Advocacy Gateway

Ways in which Cardiff and the Vale Advocacy Gateway can support you:

- Help you make sense of your situation, your social care and support needs, and the options available to you
- Give you information, advice, and assistance to find the right services to meet your needs
- Help you understand information, discussions, and processes to make informed decisions
- Help you to be listened to and heard, help speak on your behalf, refer you to advocacy services

**Their contact details are:**

0808 801 0577 / [socialaction@promo.cymru](mailto:socialaction@promo.cymru)

## Age Connects Torfaen

These are the services available at Age Connects Torfaen:

- Clubs and Classes
- Home Support
- Health Suite
- Conference Facilities and Outside Catering

**Their contact details are:**

01495 769 264 / Contact – Age Connects Torfaen



# Further sources

Additional sources that may be useful to you.

## [Advice for Carers](#)

(Age Cymru Information Guide 13)

## [Caring for someone with dementia](#)

(Age Cymru Information Guide 47)

## [A Carers Guide to Managing Medicines](#) (Social Care Wales)

## [Your Mind Matters](#)

(Age UK Information Guide 56)

## [When Caring Ends or Changes](#) (Carers Wales)

[Dewis.cymru](#) – find a range of local and national services that can help you





Age Cymru and Carers Trust Wales are working in partnership to develop person-centred service models to identify, and better meet the needs of older carers and carers of people living with dementia, funded by the Welsh Government Sustainable Social Services Third Sector Grant

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