

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

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



Ariennir gan  
Lywodraeth Cymru  
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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.

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

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

- [Assessments: A guide to getting an assessment in Wales](#) (Carers Wales)
- [A video](#) 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/>

## 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:

- £73.90 a week (lower rate) if they need help either in the day or at night
- £110.40 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](https://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](https://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 £196 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 £83.30 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 03300 564 365.

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 **£45.60** per week is included in your applicable amount
- If you have a **partner** and you **both** qualify for the carer premium, an extra **£91.20** per week is added
- If you have a **partner**, but only **one** of you is a carer the 'single rate' (**£45.60**) 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</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 cssc@conwy.gov.uk 
Denbighshire	<a href="#">Complaints, compliments and feedback   Denbighshire County Council</a>	 0800 032 1099 ssdcomments@denbighshire.gov.uk 
Flintshire	<a href="#">Your right to compliment and complain about Social Services (flintshire.gov.uk)</a>	 01352 702623 myview@flintshire.gov.uk 
Gwynedd	<a href="#">Complaints and compliments (Social Services)</a>	01286 679 549 gcgc@gwynedd.llyw.cymru
Isle of Anglesey	<a href="#">Social Services complaints procedure (anglesey.gov.uk)</a>	01248 752 717 socservcomplaints@anglesey.gov.uk
Merthyr Tydfil	<a href="#">Complaints Procedure, Comments and Customer Feedback</a>	01685 725000 mtcbccomplaints@merthyr.gov.uk
Monmouthshire	<a href="#">Complaints, Comments, Feedback and Compliment - Monmouthshire</a>	01633 644644
Neath Port Talbot	<a href="#">Social Services complaints</a>	01639 763445 complaints@npt.gov.uk
Newport	<a href="#">Compliments and complaints</a>	01633 656656 Complaints@newport.gov.uk
Pembrokeshire	<a href="#">Compliments, Concerns and Complaints</a>	01437 77 5503 socialcarecomplaints@pembrokeshire.gov.uk
Powys	<a href="#">Social Services Compliments, Comments and Complaints Process - Powys County Council</a>	01597 827515 <a href="mailto:socialservicesfeedback@powys.gov.uk">socialservicesfeedback@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="#">Making a comment, complaint or compliment about Social Services</a>	01792 637345 complaints@swansea.gov.uk 
Torfaen	<a href="#">Complaints and Compliments - Social Care Services   Torfaen County Borough Council</a>	 01495 742164  <a href="mailto:corporatecomplaints@torfaen.gov.uk">corporatecomplaints@torfaen.gov.uk</a> 
Vale of Glamorgan	<a href="#">Social Services Complaints (valeofglamorgan.gov.uk)</a>	01446 704800  socialservicescomplaints@valeofglamorgan.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: [NHS Wales complaints and concerns: 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 complaints 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 [Llais](#) be able to support you.

# 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:

- [Housing and Care](#)
- [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.

### 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.

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.

**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 include 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)

# North Wales

## Carers Outreach Service

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 advice, information and practical support to people with dementia, and to their families. Their 'Café Cofio' is a service for anyone who needs support, talking to people in a similar situation, and taking part in various activities.

### **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
- Home Life – providing help with everyday tasks to help people remain at home
- Older People's Forums

**Their contact details are:**

0300 2345 007 / [enquiries@acnwc.org](mailto:enquiries@acnwc.org)

## Mind Conwy

These are the services available at Conwy Mind:

- Information and signposting
- My Generation – free 8-week course for anyone over 50 who's looking to improve their wellbeing, develop coping skills and link in with others
- 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](mailto: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](mailto:enquiries@newcis.org.uk)

### Age Cymru Gwynedd a Môn

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

- Home care / cleaning service
- Numerous cafes across Gwynedd and Môn
- Supported Shopping Scheme
- Lunch clubs and over 50's clubs
- IT sessions

**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 – cleaning and shopping services
- Will writing and organising Lasting Power of Attorney
- Social activities – they can help you find a range of social groups in your area
- 

**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
- Falls Prevention Exercise Groups
- Home cleaning – Byw Adref

**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 practical tips for stress and resilience to a parents get together. They also have a 'Carers Café' in various locations across Ceredigion, which is an opportunity to meet other carers and have a chat over a cuppa.

Take a look at their events page to see what else is available: [Carers Cymru | Ceredigion | Events \(gofalwyrcceredigioncarers.cymru\)](https://gofalwyrcceredigioncarers.cymru)

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

- Carers assessment
- Hospital to home
- Carers rights

**Their contact details are:**

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

## Mind Aberystwyth

These are some of the [activities](#) available at Mind Aberystwyth:

- Wednesday drop-in – connect with others, gain access to signposting and support, and receive advice
- Wellbeing support – when individuals need guidance maintaining their wellbeing, combatting isolation and accessing mental health support
- Creative Hub

### **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
- Veterans Dedicated Support Service
- 

### **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)

## Mind Brecon and District

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)

### Mind Mid and North Powys

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.

**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
- Think Digital
- Byw Adref Home Support
- Valuing veterans project

**Their contact details are:**

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

### Carers Trust Crossroads West Wales

These are examples of the services available at Carers Trust Crossroads West Wales:

- Carers support groups
- Advice and information services
- Dementia Day Centre in Carmarthen

**Their contact details are:**

01554 754957 (Llanelli), 01267 220046 (Carmarthen), 07971597260 (Aberystwyth)

### Llanelli Mind

These are the services that are available at Llanelli Mind's Welcome Centre:

- Walking group
- Book club
- Counselling service
- Hearing Voices support group

**Their contact details are:**

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



## **Mind Carmarthen**

These are the services that are available at Mind Carmarthen:

- Resource centre – mental health drop-in, 1:1 appointments for information, advice, and guidance
- Active Monitoring telephone support – helps you understand and feel more in control of your emotions



## South Wales

### Age Cymru West Glamorgan

These are the services available at Age Cymru West Glamorgan:

- Practical Support for Carers
- Information and Advice
- Free Dementia Advice and Support
- Free Wills

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

01792 648 866 / [enquiries@agecymruwestglamorgan.co.uk](mailto:enquiries@agecymruwestglamorgan.co.uk)

### Age Connects Morgannwg

These are the services available at Age Connects Morgannwg:

- Hospital Discharge Service
- Friday Coffee Morning in Aberdare
- Information and Advice
- Estate Planning

#### **Eu manylion cyswllt yw:**

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:

- Book club
- Carers Catch-up via Zoom
- Carers Chorus Choir
- Dementia Carers Group
- 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



## **Mind Cwm Taf Morgannwg**

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

- [Carers Star Project](#) – support and assistance to adult carers in Merthyr Tydfil
- [Talk to Me Project](#) – counselling for people living in Merthyr Tydfil and Rhondda Cynon Taf

### **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)

## **Mind Neath Port Talbot**

These are the services available at Neath Port Talbot Mind:

- Counselling
- Support groups – Sow and Grow Group, Social Group, Couch to 5K
- Trauma Resilience

### **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:

- Hospital to Home Service
- Positive Ageing Ambassador Project
- Community Outreach Hubs
- Home Fire Safety
- Planning for the future – Wills, 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.

**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:

- Friendship and Practical Help
- Claiming Benefits
- Know Your Rights / Have Your Voice Heard
- Wellbeing Centre
- Shopping Service

**Their contact details are:**

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

### Mind Cardiff

These are the services available at Cardiff Mind:

- [Social groups](#) – women's group, men's group, art group
- [Information](#) – A-Z mental health

**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
- Peer Support – meet other people and partake in activities
- Help and support with wellbeing
- 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 – computers and mobile phones, choir, roast dinner club
- Home Services – including laundry and ironing, shopping service, vacuuming
- Dementia Services – counselling, Merry Moments Programme
- Hospital to Home Service

Their contact details are: 01495 769 264

# 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)

**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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