

Easy Read



Llywodraeth Cymru  
Welsh Government

# National Plan for Carers to improve lives of carers in Wales

## We want to know what you think



This is an easy read version of Welsh Government's 'National Plan for Carers' in Wales' – Consultation Document.

October 2020

# How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. They have been explained in a box below the word.



If the hard word is used again it is in **normal blue writing**. You can check what they mean on **page 29**.



Llywodraeth Cymru  
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

**Address:** Older People and Carers Team  
Social Services Directorate  
Welsh Government  
Crown Buildings  
Cathays Park  
Cardiff  
CF10 3NQ

**E-mail:** [OlderPeopleandCarers@gov.wales](mailto:OlderPeopleandCarers@gov.wales)



This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

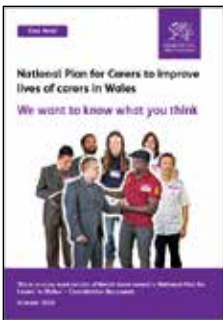
# Contents

	<b>Page</b>
<b>About this document.....</b>	<b>4</b>
<b>Introduction.....</b>	<b>6</b>
Where are we now?.....	7
<b>About the National Plan for Carers.....</b>	<b>9</b>
How has coronavirus affected carers.....	10
Carers with protected characteristics.....	12
About young carers.....	15
<b>National priorities for carers.....</b>	<b>16</b>
Priority 1.....	16
Priority 2.....	19
Priority 3.....	21
Priority 4.....	23
<b>A guide for carers .....</b>	<b>27</b>
<b>Checking our work to make things better.....</b>	<b>28</b>
<b>Hard words.....</b>	<b>29</b>

# About this document



We want to make lives of carers in Wales better. We are writing this **National Plan for Carers** for how we can support carers.



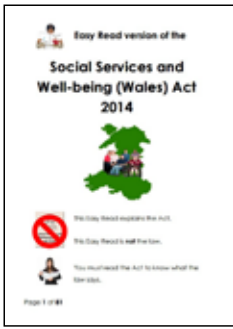
This document tells us what we think is important to write in the **National Plan for Carers**.



This document was written with the views from carers, their **representatives** and people they work with in health and local government.



A **Representative** is someone who is allowed to speak for a person, to help other people or organisations know what the person wants.



The **Social Services and Well-being (Wales) Act 2014** says that a carer is someone who provides unpaid care. A carer can be of all ages.



The law says that we must improve the health and well-being of:

- people who need care and support
  
- and carers who need support.



We want this plan to help us to think about things to support and improve lives of carers of all ages and backgrounds in Wales.



For example, what support they can get at school, work, in their community or at home.

# Introduction



We want this plan to focus on health and social care. We want to help carers' to keep well.



Since coronavirus it is more important to check on the well-being and health of carers and people they care for.



We want to find out what can be done to support carers before it affects their health and well-being.



We want service providers, local authorities and **third sector** organisations to improve support for carers.

**Third sector** is another name for voluntary, charity or campaign organisations.



Or more carers will be unwell and will need help from NHS and social services.



Our plan also wants **public bodies** to work better with people and communities to provide services.

**Public bodies** are organisations that get money from Welsh Government to run services for people in Wales.



Llywodraeth Cymru  
Welsh Government

## Where are we now

The Welsh Government is always doing things to help improve the lives of carers.



Carers' have more rights than before.



For the first time carers' have an equal right to an **assessment** and support as the people they care for.

**Assessment** is a way of finding out if someone needs help and support.



The local authority has a duty to provide a **Carers Support Plan**. This is to make sure they meet the needs of carers that the law says they must.



There are new laws, policies and funding available for health boards, local authorities and **third sector** organisations to support carers.



We are giving £1.295 million in the year 2020 to 2021 for activities to support our national **priorities** for carers.

**Priorities** are the things that are most important.



# About the National Plan for Carers



The Senedd Health committee did work to find out if the **Social Services and Wellbeing (Wales) Act 2014** has helped carers of all ages.



The committee wrote a report in 2019 called **Caring for our future**. The report had ideas for how to improve the lives of carers in Wales.



The Deputy Minister for Health and Social Services replied and said that it was important to write a **National plan for carers**.

## How coronavirus has affected carers



Coronavirus has affected the mental health and well-being of carers.



Some carers were worried of getting coronavirus and passing it on.



Carers found it difficult because day care centres and community groups were closed to protect people's health. And they could not always get other kinds of services.



Some carers were not able to get a carers' needs [assessment](#) quickly. Some found it difficult to get food or medicines.

## What we are doing to support carers:



We have given £1 million to Carers Trust Wales to help carers to pay for important items.



We have worked with organisations to find out how coronavirus has affected the lives of unpaid carers.



We use information from our **Carers Ministerial Advisory Group and Engagement Group** to help us with writing our national plan for carers.

# Carers with protected characteristics



The **Equality Act 2010** is a law that says that it is our legal duty to treat carers with **protected characteristics** equally and fairly.



The **Equality Act 2010** says we must make sure people with **protected characteristics** are not treated unfairly because of who they are. This includes:

- Disabled people
- Men and women
- **BAME** People
- People of different ages
- Straight, **gay** and **lesbian** people
- People from different religions or people who do not have a religion
- Women who are pregnant or have a new baby
- People who are married or who have a civil partner.
- **Transgender** people





**BAME** means a black person, an Asian person or a **minority ethnic** person. A **minority ethnic** person is someone who lives in a place where most of the other people are a different race.



**Lesbian** means a woman who is attracted to other women, **gay** means a man who is attracted to other men.



**Transgender** people are people who feel that the body they were born into is not right for them. This means they may want to change from being a man to a woman, or from a woman to a man.



We want to find out what the support needs are of people with **protected characteristics**.



Carers who are **BAME** have a high risk to their health because of coronavirus.



There are many older people who are carers. Many of them live on their own with the person they care for.



People from different cultural backgrounds may not think of themselves as carers. They may not know how to get help or know about their rights.



We want our policies and services in the Plan to focus on the needs of all carers.

### What we are doing to support carers:



We are making an **Equality Impact Assessment**.



This will help us to find out how services can support the needs of unpaid carers with **protected characteristics**.



We will get views from carers with **protected characteristics** to make things better.

## About Young carers



Young carers are children or young people who care for a family member, friend or neighbour. They can be very young and up to 16 years.



Children who are carers may not get to enjoy their time in school or with friends.



A young adult carer is someone from the age of 16 years to 25 years. They have to think of things like finishing education, finding a job or leaving home.



Because of lockdown, many young carers were not able to get the kind of support they wanted. This may have affected their health and well-being.



We want to support young carers. We are working with local authorities and **Carers Trust Wales** to start a **Young carers ID card**.

# National priorities for carers



Our new **National plan for Carers** is based on the 3 **priorities** which were launched in November 2017.



We want to find out how we can make these **priorities** better to help carers with **diverse** backgrounds.



**Diverse** means people from all different cultures, abilities and ways of life.



We want to add a 4th **priority** to our plan.

## Priority 1



**Recognise carers and support them to continue to care for people.**



## What we have done or will do:



We will continue with the **Carers Rights** campaign. We will work with organisations to make carers and young carers know about their rights.



We will make leaflets, posters and radio advertisements for people who cannot get information online.



We will work with **Social Care Wales** to put together training and information for people working in Social Care.



We will give money to projects that provide support to carers of all ages through our **Third Sector Sustainable Social Services grant**.



**Carers Wales** and **Carers Trust Wales** will use their projects to work to improve support for carers.

Age Cymru will work to meet the needs of older carers and carers of people with **dementia**.



**Dementia** is a condition that affects the brain. People with dementia have problems with memory and can be confused. It usually affects older people.

### What carers and their representatives want?

- Encourage staff to talk in a way that is clear and simple.
- Use real stories to see the benefits of being a carer.



## Priority 2



**Give support to carers to take a break and have a better life.**

**What we have done or will do:**



We had an online meeting with Wales and Scotland carers' organisations, university teachers, public bodies and government staff.



We talked about **respite**, short breaks, funding and programmes which give help for carers.

**Respite** is having a break from doing something which can be difficult or tiring. A short break is something like respite and can be a holiday.



Services to help people by talking, like **counselling**, could help carers with stress or loss.

**Counselling** is when a person with special training supports you through an issue or supports you to deal with difficult feeling and emotions.



## What do carers and their representatives want?

- Carers want to know the difference between respite and short breaks



- A list of **respite** choices for carers



- Information about who would be responsible to give **respite**.

## Priority 3



**Give right Information, Advice and Assistance to carers (IAA) when needed.**

**What we have done or will do:**

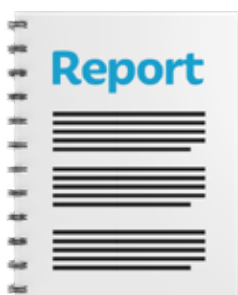


The **Social Services and Well-being (Wales) Act** says that local authorities must give information about:

- how the care and support system works
- what care and support is available
- how to get care and support
- who to talk to about the wellbeing of a person who has needs



Carers should be able to get **IAA** services anywhere in Wales.



**Audit Wales** wrote a report in September 2019 about IAA services by local authorities.



**Audit Wales** also said that we should have more **advocacy** services.

**Advocacy** is when someone helps you and speaks up for you to say what you want to say and make things happen.



We are funding a project called **HOPE** to support older people and carers to get services through **advocacy**.

### What carers and their representatives want?



- Information like GP, community services or online information.



- Encourage carers to get local authority social services

- Support from services like housing, transport, services that give protection and job programmes.

- Think about carers who do not have things like computers and smartphome.



- Support carers with technology like **digital voice assistants**

## Priority 4



**Support carers in education and workplaces.**



This is a new **priority** that could be in the **National Plan for Carers** if you agree with it.



It will encourage employers and education places to improve their help and support, to help carers to work. Or stay in education.

### Carers in education



Carers may want to continue their education if it had been stopped.



We gave money to **Carers Wales** to launch the **Carers UK** online skills programme called Learning for living.



This helps carers to do online courses to help them to get a job.

## Young carers



Young carers may get low grades at GCSE and may not be able to get into higher education, jobs or training.



Having no job or money could affect their health and wellbeing.



We will encourage local authorities to ensure there is better support for young carers in schools. So, carers' education, health and wellbeing is not affected.



Our new school curriculum is more about wellbeing. It can help young carers with issues that affect them.



**Carers Trust Wales** have made training and information to support young carers and their teachers. This is available for schools to use.





We want schools and young carers services to work together to support young carers.

## Carers in jobs



We will work with employers to make workplaces carer friendly.



We will continue to work with the **Employers for Carers** hub which helps organisations to support staff who are carers.



The hub provides training and guidance for employers to write policies and support carers in workplaces.



The website [www.employersforcarers.org/about-us/wales-hub](http://www.employersforcarers.org/about-us/wales-hub) has more information about the hub.

## What do carers and their representatives want?



- Think about how people who have to work part time or give up jobs because they find it difficult to do at the same time as caring for someone.



- To make sure help and support policies for carers in public bodies, and organisations really help carers.



# A guide for carers

We want to write a guide about carers needs.

Most carers have similar needs for help. For example:



- the need for respite or a short break



- help with studying and also caring for a person



- working full time or part time and caring for a person



Carers said that they did not get the same support from different health boards and local authorities around Wales.



We want everyone to know what type of support carers can get. This guide will help organisations who want to support carers.

# Checking our work to make things better



We will write the plan with advice from the **Carers' Ministerial Advisory Group for Carers and Engagement Group** members.



We have projects and programmes that will help us to understand the needs of carers.



Local authorities have to collect information about carers' social care needs. This is for our **Performance and Improvement framework**.



Feedback on the **Social Services and Wellbeing (Wales) Act** will tell us if the law has helped carers.



**Measuring the Mountain** is a project funded by us. The project will give us reports to help us understand how we can improve services and support for carers.

# Hard words

## Advocacy

Advocacy is when someone helps you and speaks up for you to:

- say what you want to say
- and make things happen.

## Assessment

Assessment is a way of finding out if someone needs help and support.

## BAME

BAME means a black person, an Asian person or a minority ethnic person. A minority ethnic person is someone who lives in a place where most of the other people are a different race.

## Counselling

Counselling is when a person with special training supports you through an issue or supports you to deal with difficult feeling and emotions.

## Dementia

This is a condition that affects the brain. People with dementia have problems with memory and can be confused. It usually affects older people.

## Diverse

Diverse means people from all different cultures, abilities and ways of life.

## Protected characteristics

Protected characteristics are to do with a law about treating people equally and fairly. Some groups of people who may be treated unfairly because of things like:

- Disabled people
- Men and women
- People from different races or cultures
- People of different ages
- Straight, gay and lesbian people
- people from different religions or people who do not have a religion
- women who are pregnant or have a new baby
- people who are married or who have a civil partner
- transgender people

## Public bodies

Public bodies are organisations that get money from Welsh Government to run services for people in Wales.

## Priorities

Priorities are the things that are most important.

## Representative

Representative is someone who is allowed to speak for a person, to help other people or organisations know what the person wants

## **Respite**

Respite is having a break from doing something which can be difficult or tiring. A short break is something like respite and can be a holiday.

## **Social Care**

This means help for children, young people and adults who need extra support, often in their homes.

## **Third Sector**

Third sector is another name for voluntary, charity or campaign organisations.