

# Carers Outreach Service

## Know your rights as an unpaid carer

Carers Rights Day Thursday 24 November 2022

For parents and carers of adults with a learning difficulty/disability

Our aim at Carers Outreach is that unpaid carers are recognised, valued and their voices are heard. We want them to have access to the support and information they need to improve their quality of life and wellbeing so that they can have a fulfilling life alongside caring.

In this bulletin we will inform unpaid carers of their rights.

Under the Social Services and Wellbeing (Wales) Act 2014, unpaid Carers have a right to

- Well-being
- Information, advice and assistance
- A Carers Assessment
- Have their voice heard
- Advocacy

### Right to Wellbeing

Wellbeing is defined by the Oxford English Dictionary as “**the state of being comfortable, healthy, or happy**”. We know that caring can take its toll on you. When you are looking after someone else it is very easy to put your own needs on a back burner but it is important to think about your own needs, such as

- your physical, mental and emotional wellbeing and your opportunities to socialise and have leisure opportunities.
- having a break from your caring role
- your wishes for education or to work and to get information about finances and any other aspects of life that are important to you as a carer.

At Carers Outreach we have a Carers Wellbeing fund which will be open until March 2023. If you have not applied to the fund before we encourage you to get in touch with us to find out more. Here are some examples of what can be applied for

- a short break away with or without the person you care for or days out
- education course fees, books or equipment
- gym membership, exercise classes, swimming sessions etc
- buying items for an activity/ hobby or a tablet to keep in touch with family and friends  
spa day, massage, alternative therapies or counselling sessions.

📞 01248 370 797 ✉ [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk) 🌐 [www.carersoutreach.org.uk](http://www.carersoutreach.org.uk)

Registered Charity Number 1066262

## **Right to Information, advice and assistance**

Local authorities and health boards must ensure that unpaid carers have access to information and advice about the care and support available. Information, advice and assistance must be provided in a way that everyone can understand and should take account of language needs.

## **Carers' needs assessment**

Unpaid carers have a right to have a carers' needs assessment and, where eligible needs are identified, to have them met. Such an assessment is separate from any assessment of the needs of the person they care for.

## **Right to have your voice heard and control over decisions about your support**

During your carers needs assessment your local authority must ask you what matters to you as a carer. You must be involved in all decisions about your support. Carers have a choice over whether they provide care and the type of care they may wish to provide.

## **The Right to Advocacy if you are unable to fully take part in discussions**

An advocate is someone who can help to ensure your voice is heard when decisions are made about your support.

## **Unpaid carers in education and employment**

Under the Social Services and Well-being (Wales) Act, there is a clear requirement for education and employment to be considered as part of a carers' needs assessment. The assessment should consider whether the unpaid carer works or wishes to do so; whether the carer is participating in or wishes to participate in education, training or any leisure activity.

## **At Carers Outreach Service we provide**

- Online support groups / forums, and monthly walking groups.
- Quarterly newsletter and information for carers about services that are available
- We work together with other services and agencies
- Emotional support, we are here to listen and to hear what carers say
- Information on welfare benefits, your entitlements and grant support
- Low level advocacy - we will contact health professionals, social services, or any external agencies on a carer's behalf if he/she feels unable to do so him/herself.
- Annual review contact - if we have not had contact with a carer during the past 12 months we aim to make contact by the carer's preferred contact method e.g. telephone, email or letter.
- On our website there is a link to our planning for the future padlet which contains useful information for parents and carers, visit or scan the QR code.

<https://padlet.com/carersoutreach/onuv8lkgixasg82>



## Carers Outreach Service

is holding an on-line support group meeting for  
parents/carers

**Monday 21 November**  
at 10.30

**Helen Fon Owen, Service Manager of the adults Learning  
Disability Service will be joining us.**

Helen joins our support groups regularly and is always there to answer any questions that are raised. **Do you have a comment or a question for Helen?**

**If you are unable to attend the online meeting please forward your questions to  
Carers Outreach beforehand. We will ask the question on your behalf.**

Join Zoom Meeting

[https://us06web.zoom.us/j/88061732465?](https://us06web.zoom.us/j/88061732465?pwd=WVgwTm5JR29GeEI3blFUVHpyZm5ldz09)

pwd=WVgwTm5JR29GeEI3blFUVHpyZm5ldz09

Meeting ID: 880 6173 2465

Passcode: 204341

Or contact us for a link to join

☎: **01248 370797**; ✉: **help@carersoutreach.org.uk**



## Luxury Bungalow available free of charge for carers

Are you caring for or offering support to a family member?

Do you live in Gwynedd and want a holiday or short break in a rural area with lovely views of the mountains of Snowdonia?

This is an opportunity for you to stay in a 3 Bedroom luxury bungalow which is fully adapted and suitable for individuals using a wheelchair.

Also, there are Adapted bikes available to rent with 50% discount to anyone who stays at the bungalow. The Bungalow is located on the site of Antur Waunfawr.

- No Cost for carers and family
- No animals are allowed on the site other than guide dogs.

To make enquiries and find out about availability contact

✉ **TimAnableddDysguArfon@gwynedd.gov.wales**

☎ **Lowri Jones on 01286 682 751**

