

CARERS TRUST

Crossroads
West Wales



CARERS NEWSLETTER

Spring 2026



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



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If you have any news items, information on carer groups or support services that you would like to include in the next edition of Carers News, or if you are a carer and would like to share your stories, poems etc. with us – please email us at: info@ctcww.org.uk



Disclaimer:

Every care has been taken when producing this newsletter to ensure its accuracy. We reserve the right to edit articles received. The information in this magazine is intended as guidance and opinions expressed may not be those of Carers Trust Crossroads West Wales. Neither are any articles or products given as recommendations, but are reported for the reader to consider and form a personal opinion. All sources/ references are credited wherever they have been provided/ made available. Thanks are further expressed to sources of information, which by being passed on through this magazine are beneficial to Carers in West Wales.

Carers Newsletter Spring 2026

Welcome to Our Carers Community!

Hello and a very warm welcome to all our incredible unpaid carers,

Whether you're supporting a family member, friend, or neighbour, we want to start by saying one simple but powerful thing: thank you. The care, dedication, patience, and compassion you show every single day make a world of difference – often in ways that go unseen, but never unvalued.

This newsletter is just for you. It's a space to share helpful information, local updates, wellbeing tips, inspiring stories, and opportunities designed to support you in your caring role. Because while you spend so much time looking after others, you deserve support, connection, and encouragement too.

We hope you'll find practical advice, moments of reassurance, and reminders that you are not alone. There is a whole community standing alongside you.

Thank you for everything you do – we're so glad you're here.

In this edition, you'll find:

- **Information on Supporting Older People to Achieve Minimum Digital Living Standards**
- **Dementia Action Week and how to book a virtual reality session on the Dementia Bus**
- **Free Ring Doorbells (Pembrokeshire only – criteria applies)**
- **World Parkinson's Day - 11 April 2026**

Warmest wishes,
Carers Trust Crossroad West Wales Team

**YMDDIRIEDOLAETH
GOFALWYR**

Croesffyrdd
Gorllewin Cymru

**CARERS
TRUST**

Crossroads
West Wales



www.ctcww.org.uk



0300 0200 002



info@ctcww.org.uk

**Carers Trust Crossroads West Wales,
Unit 3, The Palms, 96 Queen Victoria Road,
Llanelli, Carmarthenshire, SA15 2TH**



Carers Trust Crossroads West Wales attend key parliamentary event at The Senedd “Unpaid carers and poverty: a focus on what works to alleviate poverty”

Last month Carers Trust Crossroads West Wales attended a national event at the Senedd titled *“Unpaid carers and poverty: a focus on what works to alleviate poverty.”*

The event brought together unpaid carers, carer organisations from across Wales, and Members of the Senedd to highlight the financial challenges carers face and the practical solutions that can make a real difference. Representing Carers Trust Crossroads West Wales was Joanne Baralos and Kayleigh Hiorns, who stood alongside carers, carer organisations, the third sector, academics and Members of the Senedd to highlight the growing pressures faced by unpaid carers. The day focused on the growing financial pressures experienced by unpaid carers, including the impact of the cost of living, reduced employment opportunities, and difficulties accessing financial support. Importantly, the event also showcased effective programmes that are helping to reduce hardship and improve financial stability for carers.

Initiatives such as the Carers Support Fund, Discretionary Assistance Fund, Carers Money Matters, and the Education Maintenance Allowance were highlighted as examples of targeted support that is already making a positive impact. Delivered through the Carers Trust network with support from the Welsh Government, these programmes demonstrate that with the right investment, meaningful change is possible. We were pleased to hear from Julie Morgan MS and Dawn Bowden MS, Minister for Children and Social Care, who both reinforced the importance of continued action to address the financial inequalities faced by unpaid carers.

With unpaid carers providing essential care and support to family members and loved ones across Wales, the message from the day was clear: carer poverty is not inevitable. With strong partnership working and sustained political commitment, Wales can continue to lead the way in improving outcomes for carers.

We were proud to be part of this important national conversation and to stand alongside partners across Wales in calling for continued action to ensure unpaid carers receive the financial support they need.



Welsh Government has confirmed a significant investment of £15.75m over the next three years to continue two vital schemes supporting unpaid carers.



Llywodraeth Cymru
Welsh Government

The Short Breaks Scheme and Carers Support Fund provide a vital lifeline for thousands of carers across Wales. This announcement will see both schemes continued through to 2029.

The Short Breaks Scheme enables unpaid carers of all ages to take personalised breaks from their caring responsibilities, including social outings, leisure memberships and hobby equipment.

In its first three years, the scheme delivered over 50,000 short breaks, significantly exceeding its initial target of 30,000 and reaching carers who were previously unknown to support services.

The Carers Support Fund provides emergency financial assistance to unpaid carers on low incomes, helping them purchase essential items such as food, household goods or pay utility bills.

The fund supported 29,500 unpaid carers between April 2022 and April 2025, almost double its original target of 15,000. Crucially, it also provides advice on welfare benefits and financial planning for sustained positive impact.

Minister for Children and Social Care, Dawn Bowden said,

"This announcement demonstrates our commitment to unpaid carers who play a vital role in communities throughout Wales. The Short Breaks Scheme and Carers Support Fund have proven their worth time and again including reaching carers who need support but were previously not known to services.

These schemes are not just about providing respite and financial support – they're about recognising the invaluable contribution carers make to our society and ensuring they have the support to look after their own wellbeing whilst caring for others."



Director of Carers Trust Wales, Kate Cabbage said,

"Unpaid carers are vital to sustaining our health and social care system providing much needed and valued support within families and communities across Wales.

We know that good care is supported care. Too often carers tell us that they are left to care alone without the right support to look after themselves or to do other things that matter to them. Many reaching out for support when they hit crisis point.

Confirmation of multi-year funding for the Carers Support Fund and National Short Breaks Scheme provides much needed investment in the services that are best placed to be there for carers when they need it most. Together, they will give a lifeline to tens of thousands of carers giving them much-needed opportunities to rest and recharge and offering urgent financial help to those making the difficult choice between heating and eating.

Welsh Government's long-term investment provides much-needed stability and certainty, not only for carers, but also for the local organisations working tirelessly to support them. This funding announcement is an important recognition of the valuable role carers play and the importance of prioritising support for them".

Age Cymru Dyfed - Supporting Older People to Achieve Minimum Digital Living Standards



The world is increasingly moving online, and it is vital that older people have the skills and knowledge needed to live confidently in a digital society and access essential services.

Age Cymru Dyfed is currently working with the Welsh Government on a short-term pilot project running until the end of March, aimed at supporting 40 older people across West Wales to achieve the Minimum Digital Living Standards.

The focus of the pilot is to ensure that households have the necessary, affordable internet access, appropriate equipment, and the skills required to live confidently and securely in a digital world. The standard covers essential, functional and critical skills, including managing online security, evaluating information and maintaining digital wellbeing.

Key Aspects of the Minimum Digital Living Standard:

Infrastructure and Equipment

Access to reliable and affordable home broadband, mobile data and suitable digital devices such as laptops, smartphones or tablets.

Essential Skills. The ability to use digital devices and applications, save and retrieve documents, and confidently navigate online platforms and services.

Critical Knowledge. Understanding how to manage online security, including passwords and privacy settings, evaluate online information, and stay safe when using digital services.

Contextual Needs. The standard recognises the importance of affordability, access to Welsh language options, and tailored support for people living in rural communities.

This initiative aims to address the digital divide and will contribute to establishing a soon-to-be-released national baseline for digital inclusion.

For further information please contact:

Reception@agecymrudyfed.org.uk or ring: 03333 447 874



Do you look after an older person on an unpaid basis? Do you struggle to book a short break/ respite in a residential care home?

If so, Pembrokeshire County Council have a new arrangement with a number of care homes which might be able to help.

For further details please contact the Carers Support Pembrokeshire by email:

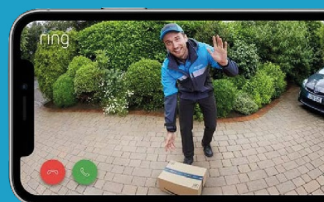
**carerssupportpembs@ctcww.org.uk
or telephone 0300 0200 002**





Ring Doorbell

Are you anxious about leaving the person you care for at home?



A Ring Doorbell is a device that combines a doorbell with a high-definition camera and two-way audio. It allows you to see and talk to visitors at your door through a smartphone app, even when you are not home. Installing a Ring Doorbell at home can offer several benefits for unpaid carers and support opportunities to take a short break:

- **Communication:** With two-way audio features, you can talk to visitors without having to go to the door. This can be helpful for deliveries or coordinating with healthcare professionals.
- **Peace of mind:** Being able to easily check who is at the door can reduce anxiety, allowing you to focus on your caring tasks.
- **Alerts and notifications:** You can receive real-time alerts when someone comes to the door, helping you stay aware of who is visiting.
- **Support for independence:** For those you care for, a Ring Doorbell can help them feel more secure in their own home, knowing that their carer can monitor who is coming and going.

If you would like to find out more about how a Ring Doorbell can support you in your caring role, Carers Support Pembrokeshire are offering a limited number of **FREE Ring Doorbells** to unpaid carers living in Pembrokeshire.

For more information on how to apply, please call Carers Support Pembrokeshire on 0300 0200 002 (option 3) or email carerssupportpembs@ctcww.org.uk

Please note that these are available for low-income working carers who care for someone with dementia.

Funded by Pembrokeshire County Council.



Dementia Action Week 2026: Supporting Awareness and Understanding

Dementia Action Week 2026 will take place from Monday 18th to Sunday 24th May, offering an important opportunity to raise awareness, challenge stigma, and increase understanding of dementia across the UK.

This year, West Wales Regional Partnership Board, working alongside Hywel Dda University Health Board, Ceredigion, Carmarthenshire and Pembrokeshire County Councils and partners from the third sector are pleased to be bringing the Virtual Dementia Bus to communities across the region.



What Is the Virtual Dementia Bus?

The Virtual Dementia Bus is a hands on experience that helps people understand what living with dementia might feel like. It recreates some of the sensory and cognitive challenges people may face, helping participants develop empathy, deepen understanding and learn practical ways to offer more supportive care.

The three-hour experience is free and open to families, unpaid carers, health and social care professionals, students, and anyone interested in learning more about dementia.

Booking in advance is essential, as spaces are strictly limited. However Admiral Nurses and other supportive organisations will also be available at each of the locations providing advice, information and guidance on dementia and carer support.

How to Book

Booking details will be published soon on the West Wales Regional Partnership Board website. For updates, please visit: www.rpb.org.uk/news-and-events/

Where to Find the Virtual Dementia Bus

(Times for each venue will be confirmed soon.)

- 19th May 2026 – Pembrokeshire Archives, Prendergast, Haverfordwest, Pembrokeshire, SA61 2PE
- 20th May 2026 – Parc Dewi Sant, Job's Well Road, Carmarthen, SA31 3HG
- 21st May 2026 – Centre for Independent Living, Penmorfa, Aberaeron, Ceredigion, SA46 0PA

For the latest information and booking announcements, please visit:
www.rpb.org.uk/news-and-events/



World Parkinson's Day - 11 April 2026

World Parkinson's Day takes place on Saturday 11 April, marking the birthday of Dr James Parkinson, who first described the condition in 1817.

The day offers an important opportunity to raise awareness and recognise the experiences of people living with Parkinson's.

This year, Parkinson's UK Cymru will host a national event at the National Botanic Garden of Wales, with further details to follow. Across Carmarthenshire, additional awareness activities will run throughout April. On Wednesday 8 April, a community event will be held at Saron Hall, Saron, Ammanford (SA18 3LH) from 2.00–5.00pm, featuring Lindy hop dancing followed by a buffet.

Parkinson's affects more than 10 million people worldwide. It is a progressive neurological condition that can influence movement, mental health, sleep, pain and many aspects of daily life. Although there is no cure, medication, therapies and lifestyle support can help people manage symptoms and maintain quality of life.

In Wales, an estimated 8,600 people live with Parkinson's—around 1 in 370. As numbers rise, pressures on families and carers also increase. Around 82% of carers report that their role affects their financial, physical and emotional wellbeing.

Support is available locally. Parkinson's UK Cymru provides information, advice and a network of seven community groups across Carmarthenshire, Pembrokeshire and Ceredigion, offering friendly spaces to connect and share experiences.

- **For the Botanic Gardens event** and local information, contact Rebecca Lydon (0344 225 3714, rlydon@parkinsons.org.uk)
- **For the Saron event**, contact Mandy Howells (07815 686807, howellsmandy1@gmail.com).
- **General enquiries:** Parkinson's UK Helpline 0808 800 0303, hello@parkinsons.org.uk, or visit www.parkinsons.org.uk/community/groups



Hustings at Clynfyw Care Farm Wednesday 22nd April 2026.

Clynfyw Care Farm, Abercych, north Pembrokeshire is hosting a Learning Disabilities Hustings on Wednesday 22nd April 2026.

The purpose of the event is to discover what the candidates and parties in the May Senedd elections are planning to do to support people with learning disabilities and their families and so they can demonstrate they understand our needs here in rural west Wales.

With social care cuts forever on the agenda, we welcome the opportunity to learn whether or not they have our best interests at heart. The best way to find out, is to come to a Hustings and ask them yourself.

The Hustings will run from 1-3pm and numbers are limited so please let us know if you would like to come. If you would like to come early and join us for lunch, please let us that too (and if you have any dietary requirements.). **More info: jim.clynfyw@gmail.com**

Supporting Young Carers in Carmarthenshire in 2026: A Busy Start to the Year



The start of 2026 has been a busy and impactful period for the Young Carers Project at Carers Trust Crossroads West Wales, with a strong focus on education, participation, awareness and ensuring young carers' voices are heard.

Giving Young Carers a Voice: In February, we supported young carers and young adult carers to take part in the Welsh Government's consultation on the new National Strategy for Unpaid Carers. This important piece of work focuses on priorities such as early identification, access to support, mental health, financial wellbeing and opportunities for breaks. By helping young people share their experiences and views, we are ensuring their voices help shape future services and policies across Wales. Many young carers told us how important it is to be recognised, understood and included in decisions that affect their lives.

Strengthening Support in Schools

Education remains a key focus of our work. Throughout the early part of the year, our team delivered young carer awareness sessions in schools, helping staff and pupils recognise the signs of caring and understand the challenges some students face at home. School based young carer clubs continue to provide safe spaces during the school day where young people can relax, connect with others in similar situations and talk openly about their experiences. For many, these sessions reduce isolation and help build confidence and resilience. We also welcomed a visit from the Carers Trust UK fundraising team, who saw first-hand the difference these clubs and awareness sessions make to young people's wellbeing and engagement in education.

Shining a Light on Hidden Young Carers

Recent cases have highlighted the reality that many young carers remain hidden, particularly in primary and secondary schools. Through training, advice and partnership working, we are supporting schools to improve identification and put practical support in place, such as flexible approaches to attendance, understanding from staff and access to specialist services. Early recognition can be life-changing, reducing stress, improving confidence and helping young carers feel seen and supported.

At the heart of everything we do is a simple aim: ***"to ensure no young carer feels alone, invisible or unsupported"***.

Young carers make an incredible contribution to their families and communities. We are proud to stand alongside them helping them balance their caring role with education, friendships and the chance to enjoy their childhood.



Senedd Cymru Welsh Parliament

Elektra's Story:



A Christmas Celebration of Young Carers' Strength, Hope, and Future

We are shining a light on the extraordinary lives of young carers, our hidden heroes. Young Carers are children and young people who give so much of themselves, often quietly and without recognition.

We celebrate one remarkable young person who has blossomed over the last year: Elektra.

Elektra is a young carer who supports multiple family members, each with a range of complex needs. For each family member, she puts their needs before her own and does so quietly, confidently, and without drawing attention.

Yet despite the challenges she faces at home, Elektra also competes in Taekwondo to a high standard and at a high level, a testament to her determination, focus, and sheer inner strength. She is the definition of resilience in motion.

But a year ago, when we completed Elektra's initial assessment, she was not the confident young woman we see today. She arrived distressed, overwhelmed, and unsure of herself.

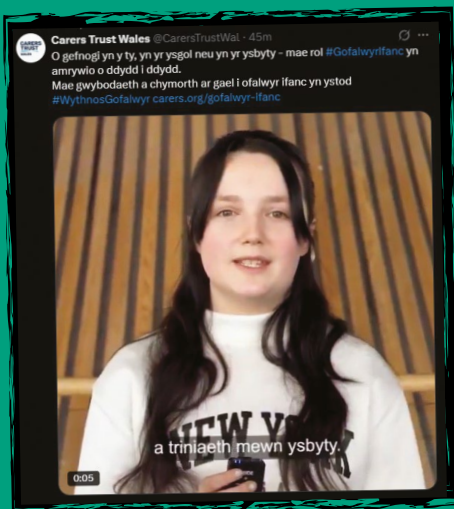
Early identification had passed her by, her caring role unrecognised throughout primary education and by all other professionals she met along the way. Elektra was carrying a lot on her shoulders and reached out for support, and we were honoured to be there for her. Our team sat down with her, talked through her worries, and put a personalised support plan in place. We introduced her to opportunities to meet other young carers across the county, share experiences, learn new skills, and simply have the chance to be young.



Elektra's Motivation: Turning Challenges Into Purpose

Elektra's passion for advocating for young carers is deeply personal. Her caring journey began at just three years old, long before anyone recognised her role. She started by interpreting her baby brother's unique ways of communicating and translating them for her parents – a skill that forged an unbreakable bond between them. As her brother grew, Elektra became his voice, ensuring his needs were understood and met.

When he was due to start school, Elektra didn't hesitate to visit the prospective educational unit herself, armed with a list of questions for the head teacher and determined to assess its suitability. One pivotal moment came when her brother was admitted to hospital.



Elektra wanted to stay overnight to comfort him, but as a child, she wasn't allowed. Refusing to let this barrier stop her, she created an alternative solution: frequent video calls to provide emotional support whenever he needed it. These experiences shaped Elektra's resolve.

She knows what it feels like to be unseen and unsupported, and that's why she speaks so passionately for young carers today.

Her motivation doesn't stop at advocacy. Elektra is determined to achieve good grades, secure a strong career, and earn a salary that will allow her to support her siblings in the future.

“ Her vision is clear: to turn her challenges into opportunities—not just for herself, but for every young carer who deserves recognition and support. ”





Are you a carer without even realising it? You could be entitled to a Carers Needs Assessment

A carer is anyone who provides unpaid support to a family member, friend, neighbour or partner who could not manage without their help.

This support might include practical tasks, emotional support, or helping someone attend appointments.

Under the Social Services and Wellbeing (Wales) Act carers are entitled to a Carers Assessment. A Carer's Assessment is a dedicated conversation about you, focusing on your wellbeing, your responsibilities, and the impact caring has on your daily life. Looking after yourself is just as important as looking after someone else.

Don't be put off by the word 'assessment' – it's certainly not a test of your abilities as a carer. It's a chance to let your local council know how your caring responsibilities affect you physically and emotionally. They will use the assessment to find out what support you need, whether you're willing or able to carry on caring, what you want to achieve in your daily life and whether you qualify for help.

Most assessments are carried out face to face, although some local councils offer the option to have the assessment online or over the phone. It should be done at a time and place that is convenient for you. The assessment may also happen in more than one part with the first part being called a 'What Matter's' conversation.

If you live in Carmarthen, Llandovery, Nantgaredig, Llandeilo, St Clears, or Whitland why not call in to your local GP practice Carer Drop-In sessions with Charlotte McMillan, Carer Assessment Coordinator or contact your GP Practice for further information.

Got 3 minutes to spare? This short, easy to watch video will give you an understanding of what a carers needs assessment is and how you could benefit from having a carers needs assessment: <https://www.youtube.com/watch?v=2uZfwOeuUvw>

Or check out Carers Wales for more detailed information:

<https://www.carersuk.org/media/5ojff505/assessments-wales-april-2025-26.pdf>

Micro Care Services in West Wales

The growth of Micro care in West Wales Micro Care in Carmarthenshire, Pembrokeshire and Ceredigion is going from strength to strength!

The project first launched in Pembrokeshire in September 2019, expanded to Carmarthenshire in March 2023, and to Ceredigion in January 2024. The latest figures shared are based on a survey of 121 micro care services across the region, completed in August 2025.

The Catalysts for Care project is helping people across the Hywel Dda region to set up and develop small, independent micro care and support services. These services are intentionally small, which means they can offer something many of the carers value highly – time, consistency and the opportunity to build genuine, trusting relationships with the people they support.







By keeping services local and personal, micro care providers are able to respond flexibly to individual needs. This includes not only practical help around the home or personal care, but also meaningful social and emotional support. The overall aim of the project is to increase the choice of preventative services available, helping people to stay well, connected and living independently in their own homes and communities for as long as possible.


Families and professionals can search for micro care services in their local area using a simple postcode search on our website or by using the Enquiry form.


<https://planed.org.uk/projects/catalysts-for-care/>



The Impact of Micro Care Services In the Hywel Dda Region

 3,733 Hours per week delivered	 
 85 People supported home from hospital	
 1,007 Clients supported annually	
 165 Micro Care Services	

 **Catalysts for Care**
MICRO ENTERPRISES WEST WALES

 **PLANED**

Does the law in Wales support you as a carer?



Help us Track The Act and have your say on how the law works or doesn't work for you as a carer.

What is Track The Act?

Track The Act is a monitoring project carried out in Wales to examine how well the Social Services and Well-being (Wales) Act 2014 is being implemented for unpaid carers.

The project gathers information from unpaid carers about their experiences of receiving support, information, and assessments under the law. It also collects feedback and data from local authorities and health boards to understand how the legislation is being put into practice.

Track The Act produces reports that highlight what is working well and where improvements are needed. Its aim is to ensure that carers receive the rights and support they are legally entitled to.

Why take part in Track The Act?

It has now been 10 years since the introduction of the Social Services and Well-being (Wales) Act 2014, so completing the survey will show whether those rights have been implemented and whether carers are actually receiving the help they are entitled to.

By taking part, you can highlight what is working well and what isn't.

The findings are used to influence local authorities, health boards, and decision-makers, helping to shape future policy and services. This has never been more important with the Act fully matured and a potentially systemic change in who governs Wales after May.

To take part follow the link: www.surveyhero.com/c/TrackTheAct8



Big Congratulations to the Hubberston & Hakin Stroke Survivors Group!

We're thrilled to share that the Hubberston & Hakin Stroke Survivors Group has been officially recognised with a certificate of appreciation for all the support, friendship, and community they've provided to stroke survivors in the Pembrokeshire area.

This amazing group brings people together, offers peer support, and helps members rebuild confidence and wellbeing after stroke showing just how powerful community support can be.

Whether it's through shared activities or just being there to listen, their work truly makes a difference.

www.westerntelegraph.co.uk/news/25833780.hubberston-hakin-stroke-survivor-group-recognised/

Well done to everyone involved – volunteers, members, and supporters! Here's to even more positive impact ahead.



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



Neuroinclusion Matters! - Supporting Neurodiverse Families Across Wales

The National Neurodivergence Team (NNDT) is dedicated to helping build a Wales where neurodivergent people and their families feel understood, supported and equipped to thrive.

Our team, funded by Welsh Government and hosted by the WLGA, works to ensure communities, professionals and carers have access to **free, trusted information and practical resources**. We are a **neurodiverse team**, and our resources are **coproduced with neurodivergent people including parents, carers and professionals**, ensuring lived experience is at the heart of everything we do.

Neurodiverse households often face additional challenges navigating daily life. That's why our website offers a wide range of supportive, accessible information, including a dedicated Parents & Carers section, developed with families and experts to provide tools and trusted guidance for those caring for neurodivergent children and adults - plus helpful information for neurodivergent parents & carers: <https://neurodivergencewales.org/en/parents-carers>

This March, we're excited to host **Neuroinclusion Matters!** a pair of **free online events** during **Neurodiversity Celebration Week**. These sessions explore how we can build a more neuroinclusive Wales, featuring keynote speakers and powerful neurodivergent voices sharing their lived expertise and insights.

Whether you're seeking understanding, reassurance, or ideas to support your family, we're here for you.



For resources, events, and updates, visit:

NirowahaniaethCymru.org
NeurodivergenceWales.org



Contact: autismwales@wlga.gov.uk

Follow us on Facebook, Bluesky & LinkedIn...



[NeurodivergenceWales](https://www.facebook.com/NeurodivergenceWales)



[@ndwales.bsky.social](https://bsky.app/profile/@ndwales.bsky.social)



[neurodivergence-wales](https://www.linkedin.com/company/neurodivergence-wales)

Neuroinclusion Matters!

The 'why' and 'how' of neuroaffirming practice

Monday
16 March
10am - 12pm



Friday
20 March
10am - 12pm

A pair of online events to mark
Neurodiversity Celebration Week 2026

*Supporting the delivery of Welsh Government's
National Neurodivergence Improvement Programme*

www.NeurodivergenceWales.org

Do you need specialist legal advice regarding your caring role?



FREE Legal Advice Surgeries for Unpaid Carers
Carers Trust Crossroads West Wales are delighted to partner with Hains & Lewis Solicitors who offer free, confidential one-to-one advice for carers.



Legal advice in relation to your caring role can include:

- Wills • Trusts for vulnerable people • Funding for Care • Mental Capacity
- Lasting Powers of Attorney • Estate/Tax planning • Protection of Assets
- Court of Protection and Deputyship • Estate Administration

To book an appointment or for further information, please contact us on
0300 0200 002 or email info@ctcww.org.uk



01437 701123

Unpaid Carers Travel Information Sheet

Fflecsi Buses

Bookable, flexible travel, operating in various areas around Pembrokeshire. Can accommodate additional mobility needs including wheelchair travel - must call to reserve wheelchair space.
Download the app or call 0300 234 0300

RVS Country Cars (Royal Voluntary Service) ***

Able to access a second journey per week. Carer travels free of charge with the cared for person. Young carers can accompany the person they care for, providing that person is an adult. Call 07585 997091 or email them on pembshub@royalvoluntaryservice.org.uk

Concessionary Travel Pass (from TFW) / mytravelpass

Available for age 60 and over and eligible disabled persons. Companion Card available if travel assistance is required (companion travels free).
Call 0300 303 4240 or go to <https://portal.tfw.wales/en>.
mytravelpass provides people in Wales aged 16 - 21 with approx 1/3 off their bus fare. Call 0300 200 2233 to get an application form in the post

www.pacto.org.uk

admin@pacto.org.uk (general enquiries)
transportconnector@pacto.org.uk (transport enquiries)

Pembrokeshire Voluntary Transport (PVT)

Wheelchair accessible vehicles (including minibuses) for hire, either self-drive or with a volunteer driver. Call them on 07494 275538 or email bookings@pembrokeshirevoluntarytransport.org.uk

Non-Emergency Hospital Transport (Welsh Ambulance Service)

Free transport for eligible patients to and from routine outpatient appointments at clinics, hospitals and day centres – providing you meet certain criteria. 48 hours' notice required.
Call 0300 123 2303 for more information

PCISS Carers Recognition Card

This free card entitles unpaid carers to multiple benefits including support, help with respite, and various discounts & benefits across Pembrokeshire.
Email pciss@adferiad.org or call 01437 611002 for more information

Dial-a-Ride Buses

Door to door service, set days for each area, need 48 hours' notice. Wheelchair spaces available.
Green Dragon Bus is the main provider across Pembrokeshire, call on 01239 698506. Bloomfield Bus is specific to Narberth and surrounding villages, call on 01834 860293

Blue Badge (for the cared for person)

Lets the cared for person (or their carer) park closer to their destination. It can help the person you care for to stay active and independent.
Go to: <https://www.gov.wales/apply-or-renew-blue-badge>

All services subject to availability. Most services require at least 48 hours' notice. *** Requires a valid PCISS Carers Card

Journey Together: Short Breaks for Unpaid Carers in Pembrokeshire

The VC Gallery is pleased to share the continued success of Journey Together, our short breaks project supporting unpaid carers across Pembrokeshire, delivered with support from Pembrokeshire Association of Voluntary Services (PAVS).

Since launching, the project has welcomed new carers, many of whom had not previously accessed support. Through fully funded group outings, carers can take time out from their caring role, meet others with shared experiences, and focus on their own wellbeing. Transport, entry fees, and refreshments are included to ensure the breaks are accessible and stress-free.

Recent highlights include visits to Folly Farm and boat trips delivered in partnership with Blue Horizons, providing valuable opportunities for relaxation, confidence building, and peer connection.

“

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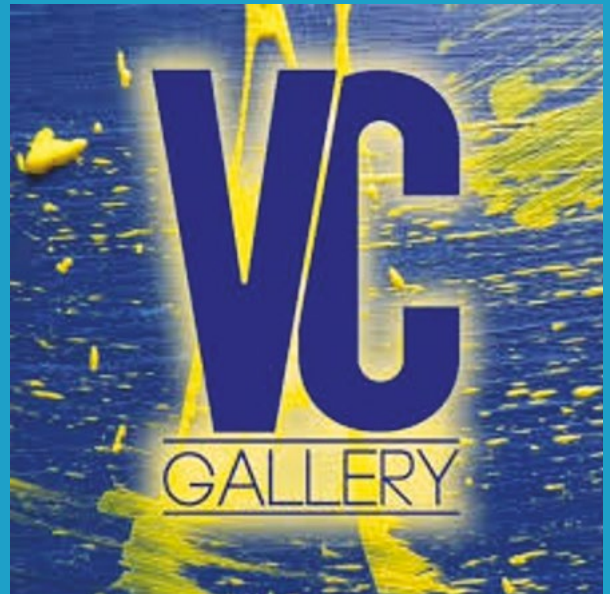
We are also looking forward to upcoming trips to St Davids and Cardiff, offering carers a chance to enjoy a change of scene and meaningful time for themselves.

Alongside the outings, we continue to work with partner organisations and health professionals to help carers access wider support, including carers cards, grants, and wellbeing services.

To find out more or register your interest, please contact

☎ **01646 685688** or

✉ **steph@thevcgallery.org**



CARERS TRUST

Crossroads
West Wales

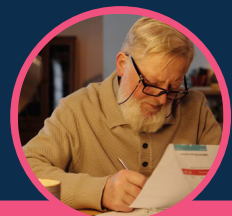


**Carmarthenshire
Financial
Wellbeing Support
Service**

Drop-in Specialist Financial Wellbeing Sessions can help with:

- Welfare Benefit Checks, Advice & Form Filling
- Specialist Benefit Case Work & Appeal Tribunal Representation
- Budget Planning & Income Maximisation
- Food Bank Vouchers
- Accessing Grants & Emergency Funds
- Debt Support & Debt Resolution

FREE DROP-IN



Pop-in and chat to one of our advisers at the Hwbs

📍 **Carmarthen** – Wednesdays 1.00pm – 3.00pm
(appointments available 3.00pm – 4.30pm)

📍 **Llanelli** – Thursdays 10.00am – 12.00pm
(appointments available 12.30pm – 2.30pm)

📍 **Ammanford** – Fridays 10.00am – 12.00pm
(appointments available 12.30pm – 2.30pm)



0300 0200 002

cfwss@ctcww.org.uk



Funded by
UK Government

Warm Homes Workshops

Thanks to funding from Carers Trust UK's Money Matters Programme, we were pleased to collaborate with Frank Farrer of Frame to deliver two 'Warm Homes' workshops for carers in Carmarthenshire and Pembrokeshire recently.



The sessions provided practical guidance and valuable advice on improving energy efficiency and reducing household heating costs. Twenty carers attended the workshop at the Royal Ivy Bush Hotel in Carmarthen, with a further twenty attending at St Brides Hotel in Saundersfoot.

In addition to receiving complimentary Warm Homes packs and enjoying a delicious lunch, carers had the opportunity to take some well-deserved time away from their caring responsibilities, connect with fellow unpaid carers, and relax and recharge.

Feedback from attendees was extremely positive, with one carer commenting:

"This has been a wonderful morning, with lots of useful information. Thank you so much for the Warm Homes pack and delicious lunch."

We are looking forward to facilitating our final workshop for carers in Ceredigion in the beautiful Cardigan Castle on 20th March.



**YMDDIRIEDOLAETH
GOFALWYR**

Croesffyrdd
Gorllewin Cymru

**CARERS
TRUST**

Crossroads
West Wales

Your views are important to us!

Carmarthenshire County Council are inviting residents and interested individuals to provide feedback on local activities and support aimed at enhancing people's well-being, community connections, and overall quality of life.



Building on the feedback they gathered in 2023, they want to hear from you again to understand if your needs or views have changed. They specifically want to know what is important to you and what activities would best improve your quality of life.

If you use local community services, please share your thoughts by completing their survey. Your input directly influences the support available in your community.

Get involved by completing their online survey:

<https://www.carmarthenshire.gov.wales/council-democracy/have-your-say/improving-community-wellbeing-in-carmarthenshire/>

Are you or the person you care for experiencing hearing difficulties?

RNID Near You in West Wales – Free Hearing Support in Your Community

RN I:D

RNID is proud to offer our RNID Near You services across West Wales, providing free hearing checks, practical support, and community information sessions to help people stay connected and confident with their hearing. Our friendly volunteers deliver drop ins in local community venues, making it easy for people to access support close to home.

We offer free hearing checks, helping identify early signs of hearing loss and guiding people towards the right next steps. Our volunteers can also help with hearing aid maintenance, including basic troubleshooting, re tubing and advice on getting the best out of your device.

RNID also offers free community talks, perfect for carer groups, social clubs, residential settings and local organisations. These sessions raise awareness about hearing loss, communication tips, and the everyday challenges faced by people who are deaf, have hearing loss or tinnitus.



You can find our monthly West Wales drop ins at:

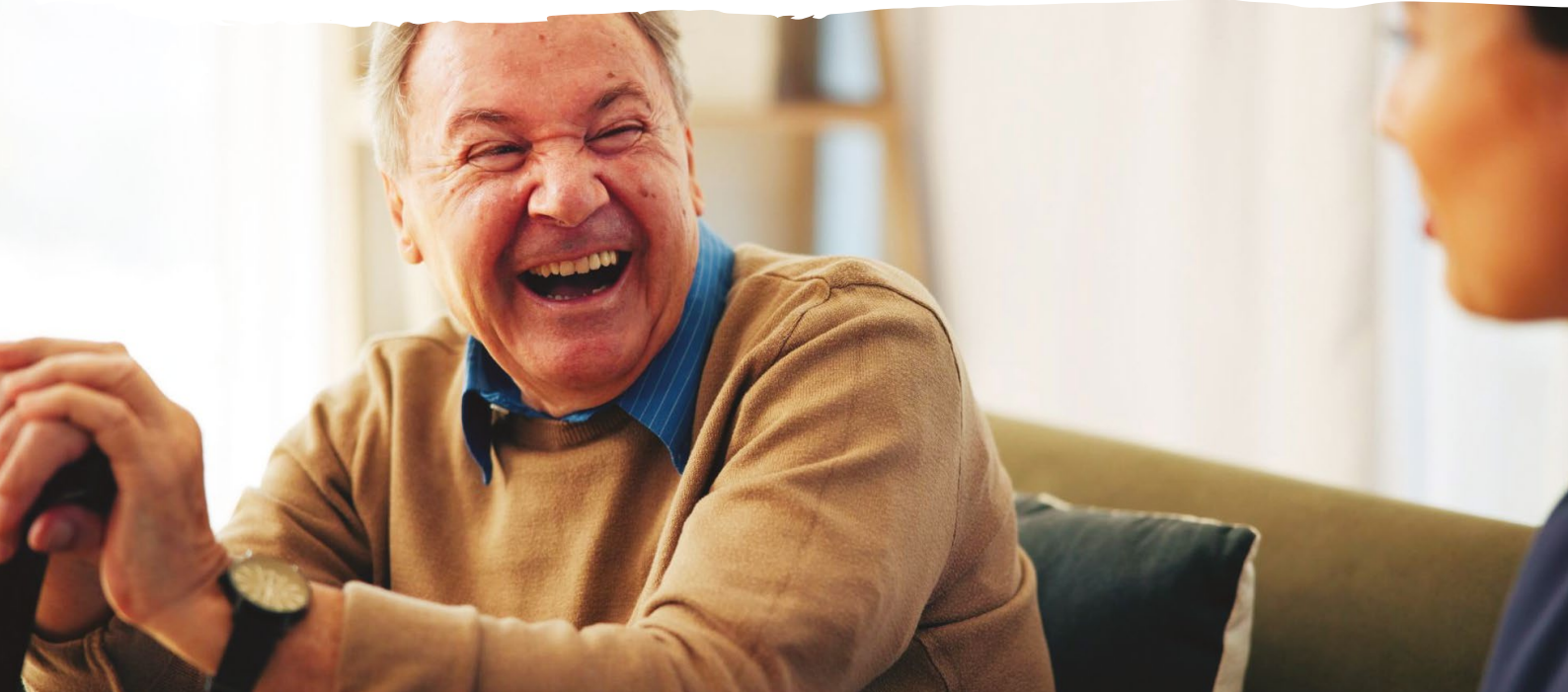
- Borth Community Hub – 2nd Monday, 1–3pm
- Tregaron Bowls Club – 3rd Monday, 1–3pm
- Llandeilo Town Hall – 1st Wednesday, 1.30–3.30pm
- Llandysul Neuadd Tysul Hall – 1st Thursday, 11am–1pm
- Carmarthen Wesley Methodist Church – 3rd Friday, 11am–1pm (opening March 2026)

To book a community talk or hearing check session, please contact:

joanne.hobson@rnid.org.uk

For all other RNID enquiries:

✉ contact@rnid.org.uk ☎ 0808 808 0123





Pembrokeshire Supported Employment Programme.

In January we launched the **Connect to Work** programme, funded by the Department for Work and Pensions (DWP) The aim is to help and support people across Pembrokeshire to move into and stay in meaningful employment.

The programme supports people who may face barriers to work, including autism, health conditions, disabilities, or a lack of confidence following time away from employment. By offering personalised, one-to-one support, **Connect to Work** focuses on helping individuals find roles that match their skills, interests, and circumstances.

Delivered locally, the service benefits from strong partnerships with health services, community organisations, and local employers. This joined-up approach ensures participants receive practical support not only with job searching, but also with wellbeing, workplace adjustments, and building confidence.

A key strength of **Connect to Work** is its ongoing in-work support. Participants continue to receive guidance once they start a job, helping them settle into the workplace, overcome challenges, and plan for future career development. Employers also benefit from advice and support to create inclusive workplaces and retain valued staff.

By combining local knowledge with personalised support, Connect to Work is helping more people across Pembrokeshire access sustainable employment, improve wellbeing, and contribute to the local economy. The programme reflects a shared commitment to creating inclusive opportunities and stronger communities throughout the county.

Referrals and enquiries can be made to us directly at:

getinvolved@pembrokeshire.gov.uk or contact us on **01437 776609** to discuss support with a member of our team.



Would you like to understand more about your rights as an unpaid carer?



carers
WALES

If so, Carers Wales are running a free 1-hour online session on Wednesday 25 March, 11am-12pm: **Carers Rights**

This session will cover your rights as an unpaid carer in Wales, as set out by the Social Services and Wellbeing Act. Find out about what is available to help you in your caring role, from local authorities and other services.

Book your place by clicking here.



Pembrokeshire Community Hub is now firmly established as part of the local landscape.

Did you know you can use the Hub to find the answer to almost any question?

Together with a team of Community Connectors, we provide a solution focused approach to issues raised with us and we partner with other voluntary sector colleagues, the public sector and some of the agencies in the private sector to help us find the answers we need.

We speak to people about a whole range of things – care, transport, groups and activities, technology, food, energy and our Community Connectors can visit you to have a chat about what matters to you.

Did you know that there are over a thousand voluntary groups just in Pembrokeshire – so the chances are that there's one that does something that's of interest to you...and more start up every month!

We have a website where you can have a look for groups and activities – visit **www.pembrokeshirecommunityhub.org.uk** and see what's on offer. At your GP surgery, you may see one of our digital touch screens – you can use these to find out a host of information too!

Start your journey to the answers you're looking for by contacting Pembrokeshire Community Hub – by email on **enquiries@pembrokeshirecommunityhub.org** or by phone on **01437 723660**



Hwb Cymunedol
Sir Benfro
Pembrokeshire
Community Hub

How can Carers Trust Crossroads West Wales support unpaid carers?

- **Carers Newsflash** – quarterly e-bulletin updates
- **Crossroads Care** – Replacement Care and Regulated Care – providing carers with a break from their caring role (Carmarthenshire & Ceredigion).
- **Young Carers Support Service** – one-to-one support, workshops, training, group peer support, clubs, and activities for carers age 5 – 25 years (Carmarthenshire).
- **Carmarthenshire Financial Wellbeing Support Service** – benefit advice, checks, form filling, Appeal Tribunal Representation, income maximisation, grants, budget planning and debt support (Carmarthenshire).
- **Carers Support Pembrokeshire** – information, advice and one-to-one support to help you manage your caring role and work towards improved wellbeing, inc. Carer Recognition Cards and Carer Emergency Cards.
- **Hospital Discharge Support Service** – help with communication with medical staff when the person you care for is in hospital and support to help carers understand their rights and to be involved in discharge planning (Carmarthenshire).
- **Community Discharge Support Service** – help with communication with staff when the person you care for is in a community hospital or temporary care facility and follow-up post discharge support for carers and family members to ensure a smooth transition from hospital to home (Carmarthenshire).
- **Money Matters Service** – help for unpaid carers to maximise income, improve budgeting skills, access to workshops, access to carer grants, discounts, and concessions (Carmarthenshire, Pembrokeshire & Ceredigion).
- **Independent Professional Advocacy as part of the 3CIPA Service** – advising carers of their rights, support during assessments and/or care planning reviews, complaints, and safeguarding concerns (Carmarthenshire, Pembrokeshire & Ceredigion).
- **Time Together Project** – offering a range of short break options for carers along with wellbeing activities for carers and the person they care for (Carmarthenshire & Pembrokeshire).
- **Community Home Support Service** – Free practical support at home for up to 4 weeks to help maintain or regain independence. Flexible support can be offered with light household tasks, essential shopping, collecting prescriptions to help maintain a safe living environment (Carmarthenshire only).
- **FREE Legal Advice Surgeries** – in partnership with solicitors who offer free confidential advice on issues such as Lasting Power of Attorney, Court of Protection & Deputyship, Will & Trust Funds, Protection of Assets, etc. (Carmarthenshire & Pembrokeshire).



To register for a quarterly e-bulletin update or for further information on any of the above services contact us on 0300 0200 002 or email info@ctcww.org.uk

Top Tips on improving your Wellbeing

Caring for someone else often means putting their needs first – but your health and wellbeing matter just as much. Taking time to rest, eat well, stay active, and check in on your own emotional needs isn't a luxury; it's essential.

Looking after yourself helps prevent burnout, strengthens your resilience, and enables you to continue caring safely and sustainably. Remember, caring works best when the carer is cared for too – and seeking support is a sign of strength, not weakness.

Here's a few tips from an unpaid carer 'Pam' that helped her:

- Take each day at a time
- Find the support you need for your loved one and yourself
- Training to help you understand the illness really helps – all jobs need training
- A sense of humour helps
- You will need buckets full of patience
- Take joy in the little moments
- Make time for yourself and do something that you enjoy
- Find daily positives
- Make happy memories to help you cope in the future
- Try to eat and sleep well and exercise if you can
- Ask for help when things may be difficult



Information for unpaid carers



@carerssupportww



**Carers Support
West Wales**
CARING FOR CARERS



carerssupportwestwales.org



Useful Numbers

Carers Trust Crossroads West Wales	0300 0200 002
West Wales Action for Mental Health	01267 245572
Stroke Association	0303 3033 100
Age Cymru Dyfed	03333 447 874
Alzheimer's Society	0333 150 3456
Care & Repair	01554 744300 / 01437 766 717
Mencap	community.partners@mencap.org.uk
Adferiad Carmarthenshire – Carers Information Service	0333 1211 332
Delta Wellbeing	0300 333 2222
West Wales Carers Support	carerssupportwestwales.org
Advocacy West Wales	01267 223197
Connecting Carmarthenshire	0800 917 6255
Carers UK Helpline	0808 808 7777
PACTO	01437 701123
Citizens Advice Bureaux	Pembrokeshire - 01437 806070 Carmarthen - 01267 234488 Carmarthen - 01269 569267 Llanelli - 01554 759 626

Mental Health & Emotional Wellbeing Helplines

- CALL Mental Health Helpline for Wales 24-hour helpline 0800 132 737
Or text help to 81066
- Age Cymru Mental Health Support Telephone: 08000 223444
 - Mind Info Line 0300 123 3393
 - Samaritans 116 123
- Iawn - <https://hduhb.nhs.wales/healthcare/services-and-teams/iawn/>

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