

Posy Akande

Carer and member of Carers UK

'Carers have long campaigned for recognition, help and support in their unpaid contribution to health and social care. This Strategy is momentous and the accompanying delivery plan demonstrates the Health Board's determination to make a difference for carers.'

Margaret McLaughlin

Cardiff and Vale UHB Carers Champion

'I welcome this Strategy which sets out the Health Board's commitment to work alongside carers, ensure they receive the support and information they need and involve them in decisions about the person they care for.'

Lesley Rapa

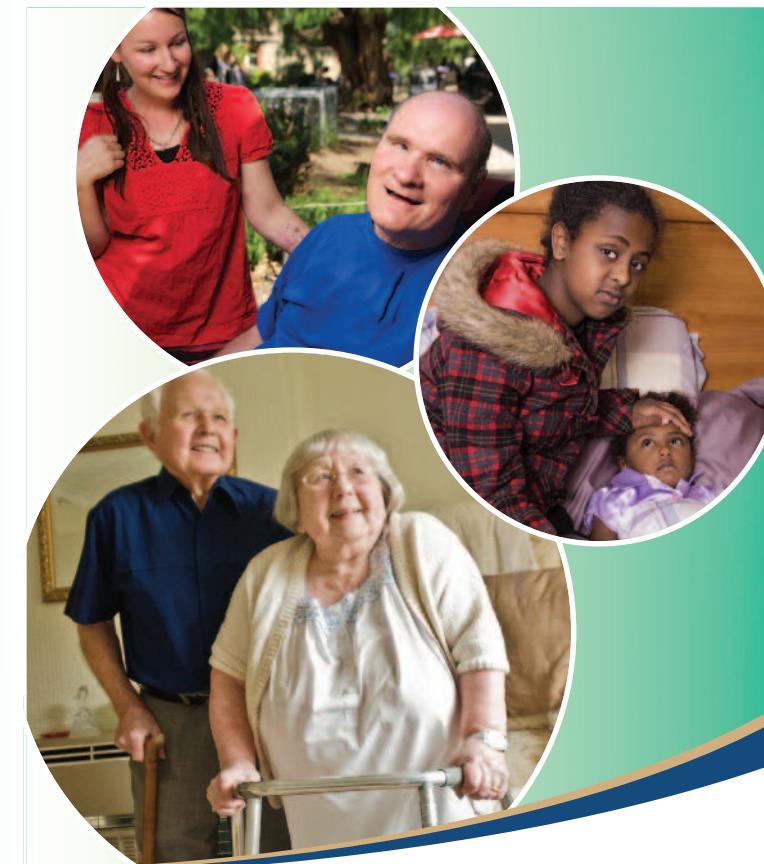
GP Carers Champion

'It gives me a great sense of satisfaction to know that my role as Carers' Champion helps those carers who may not have an insight into all of the services available to them'.



'Partners in Care'

Carers Information and Consultation Strategy 2012-2015



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IMPORTANT PEOPLE



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Finding out what carers want

Although carers and the organisations that support them have long been aware of the needs of carers, we know that bodies like the NHS and Local Authorities have sometimes let them down. This new Carers Strategy aims to change that.

To start with we have been listening to local carers' concerns:

- Carers have been part of the working group helping to develop the strategy.
- We sent a questionnaire to over 1000 carers. The responses have given us local information about carers' views and experiences and will be used to measure improvements.
- We asked carers and the people who support them to complete an online survey about what information they want and how they would like to receive it. What they have told us will help with planning training and education for carers.
- We talked with many carers during Carers Week 2012 and at other carers' events and presentations. These opportunities have helped us work out what action we need to take to improve information and support for carers.

What the Strategy is about

- **Identifying** - getting carers to recognise themselves in that role and helping staff to spot carers
- **Informing** - giving carers information that is accurate, appropriate and up-to-date
- **Involving** - carers are consulted with in a timely way, and their knowledge of the cared for person is treated with respect
- **Supporting** - recognising that carers often need support long-term support

The strategy recognises the vital role carers play as our partners in care in Cardiff and the Vale of Glamorgan.

Carers are important people

The next steps

The strategy will cover a 3 year period, from 2012 – 2015.

Over the next three years we intend to take the following action:

- Examine the different needs carers have throughout their time as a carer
- Ensure that all carers can get hold of the information they need when they need it
- Make all our staff 'carer aware' and in particular those working directly with patients and their carers.
- Provide training and education for both staff and carers
- Build on the strong working relationships already established between the Health Board, Local Councils and voluntary sector organisations so that together we can work better to support carers

