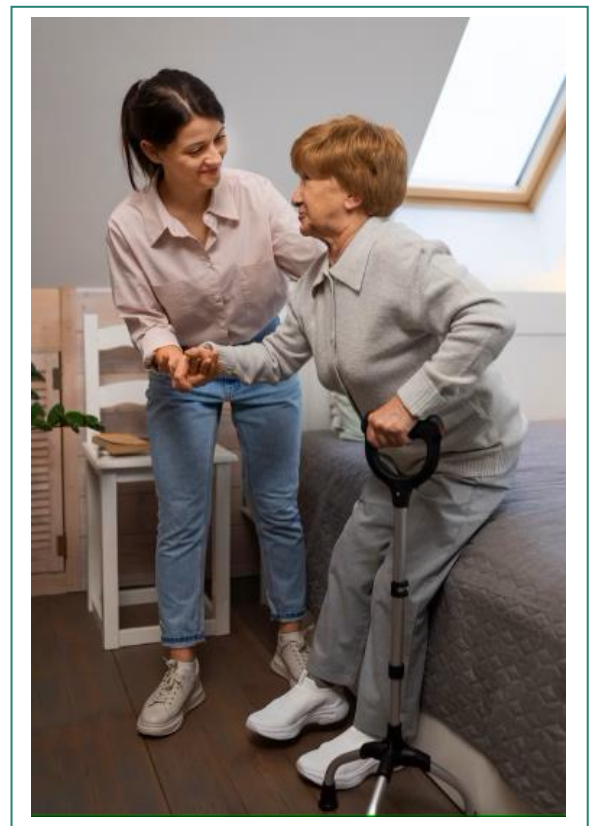


Support for Unpaid Carers in Powys



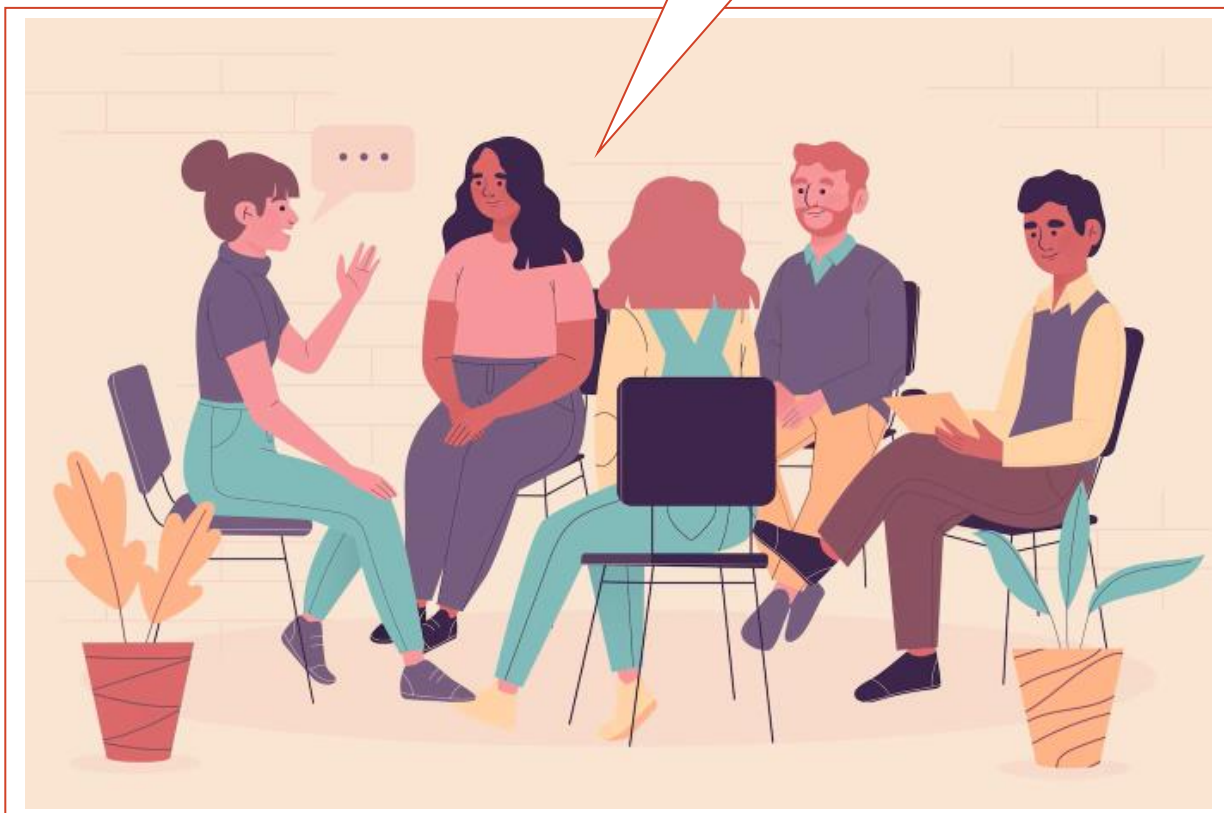
**What we learned about
support for unpaid carers in
Powys**

Who We Are

We are **Llais Powys**.

We listen to carers and help make things better for them.

We listen



What this Report is about

Many people in Powys look after family or friends.

This is being an **unpaid carer**.

We wanted to know:

- What problems carers have.
- What help carers need.
- How to make things better.

We spoke to carers in **meetings**, at **events**, and in a **survey**.

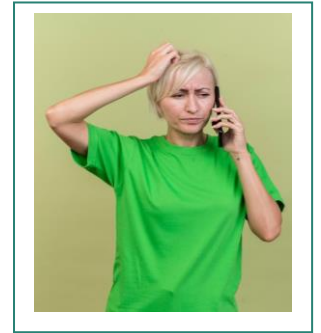


What Carers told us

1. Getting Help from Health and Social Services

Many carers find it **hard** to get help.

They have to keep **calling** and **asking**.



Some don't know what services are available.



What Can Help?

Easier ways to get help.

More **information** about services.

2. Money Problems

Some carers don't have enough money to live on.



It is **hard** to get benefits like Carer's Allowance.

Carer's Allowance Claim form

Carer's Allowance gives financial help to people who cannot take up full-time paid work as they provide regular care to a disabled person.

The quickest and easiest way to claim Carer's Allowance is online. Check if you can get Carer's Allowance and make a claim at www.gov.uk/carers-allowance

We have many different ways we can communicate with you
If you would like us to communicate with you by braille, British Sign Language, a hearing loop, translations, large print, audio or something else please contact us. Please see details below.

About this form

- Use this form to claim Carer's Allowance.
- Check if you can get Carer's Allowance by using the checklist on page 2 of the notes.
- If you cannot get Carer's Allowance, go to www.gov.uk to see what other help you might be able to get.
- You, the carer, must fill in this form, not the person you provide care for.
- Please fill in this form with **BLACK INK** and in **CAPITALS**.
- Please answer all the questions and send us all the documents we ask for.
- Contact us if you cannot fill in this form or send us the documents we ask for, because this might delay your claim.
- This form and the notes are available in Welsh, large print or braille. Please ring **0800 731 0297**.
- If you have speech or hearing difficulties, you can contact us by textphone on **0800 731 0317**. The textphone service does not receive messages from mobile phones.

Calls to **0800** numbers are free from landlines and mobiles.

Normally, you can expect us to get back to you within 6 weeks. This may change at busy times of the year.

Remember

If someone else also cares for the same person as you, only one of you can claim Carer's Allowance, or the carer's element of Universal Credit.

If you both meet the criteria, you must decide between you who will claim.

When you claim Carer's Allowance, the person you provide care for may stop getting:

- a severe disability premium paid with their benefits, if they get one
- an extra amount for severe disability paid with Pension Credit, if they get one
- reduced Council Tax, if their local council offers it

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What Can Help?

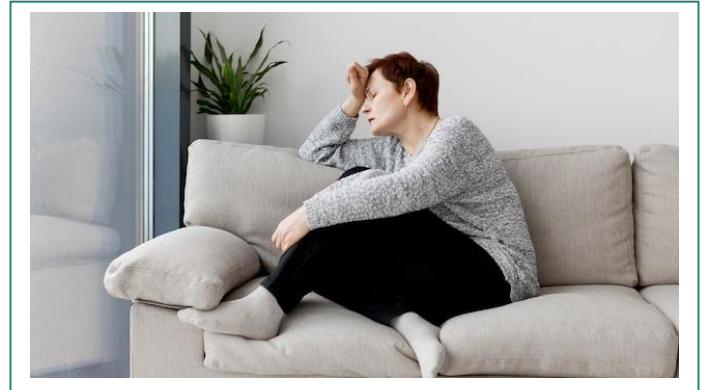
Make it **easier** to get financial help.

Give carers better **information** about benefits.

3. Feeling Lonely and Stressed

Many carers feel **tired, stressed, and lonely.**

They don't get time for themselves.



What Can Help?

More **carer groups** to talk to others.

Better **mental health support.**



4. Transport Problems

It is **hard** to get to the doctor or hospital.

Buses don't always run at the right times.



What Can Help?

Better **transport options** for carers.

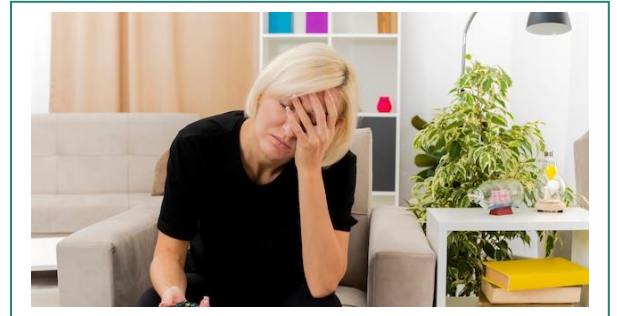
More **help with travel costs**.



5. Getting a Break (Respite Care)

Some carers never get time off.

Respite care is **too expensive** or not available.



What Can Help?






More **affordable** respite care.

Flexible **short breaks** for carers.



What Needs to Change?

Here are some ideas to **make things better** for carers.

| | |
|--|---|
| Better information so carers know what help they can get. |  |
| More transport to help carers get around. |  |
| More breaks so carers can rest. |  |
| More support for carers' mental health. |  |
| More money for carers to help them live well. |  |

Next Steps

We will:

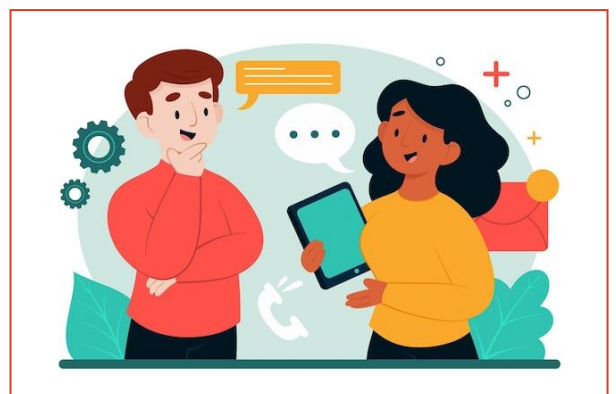
Talk to **Powys Health Board** and **Council** about these issues.



Work with carer support groups like **Credu**.



Keep asking carers what they need.



Do You Want to Share Your Story?

Call us: 01686 627632

Email: powysenquiries@llaiscymru.org