

# Cardiff and Vale Unpaid Carers Charter

Approximately 1 in 10 of us who live in Cardiff and the Vale of Glamorgan provide unpaid care to a family member or friend.

This Charter pledges commitment of partners across the region including; NHS, local authorities, voluntary and third sector organisations and outlines how we will support you if you care for someone.



## Are you an unpaid carer?

**Many people do not think of themselves as an unpaid carer. In Wales, we recognise unpaid carers as someone who provides unpaid care to an adult or disabled child.**

The cared for person may be a family member or a friend, who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Examples of support you might give to someone if you are an unpaid carer include:

- Helping someone wash and dress themselves and with other personal care
- Housework, food shopping and picking up and administering medication
- Taking someone to hospital and GP appointments
- Providing company and emotional support



Scan the QR code to find out more

**Our commitments**



## Our commitments to you:

- We will ensure unpaid carers are identified and recognised in our communities to be able to provide the information, advice and support needed as soon as possible
- We will ensure the right information and advice around services, financial and wellbeing support is given to unpaid carers at the right time to empower choice and understanding
- We will work to improve the quality of support provided to unpaid carers
- We will develop and improve the skills of our workforce to help unpaid carers achieve what matters to them
- We will make best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things that they enjoy
- We will work together to ensure unpaid carers are supported in education and in work

## We want unpaid carers to help us improve services, therefore:

- We will ask you to tell us what you think
- We will listen to the voice of unpaid carers to inform the development of services and support

We as partners across the NHS, local authorities, voluntary and third sector organisations recognise our responsibility in supporting unpaid carers in our community.

Therefore, we want to identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring.



### Adults caring for someone aged 18+ in Cardiff:

Independent Living Services  
First Point of Contact

E: [ContactILS@cardiff.gov.uk](mailto:ContactILS@cardiff.gov.uk)

T: 02920 234 234  
- Option 2

### Adults caring for someone aged under 18 in Cardiff:

Cardiff Family Advice &  
Support

E: [ContactFAS@cardiff.gov.uk](mailto:ContactFAS@cardiff.gov.uk)

T: 03000 133 133

### Adults caring for someone aged 18+ in the Vale of Glamorgan:

Vale Unpaid Carers Hub

E: [valecarershub@tuvida.org](mailto:valecarershub@tuvida.org)

T: 02921 921024

### Adults caring for someone aged under 18 in the Vale of Glamorgan:

Families First Advice Line

[familiesfirstadvice@valeofglamorgan.gov.uk](mailto:familiesfirstadvice@valeofglamorgan.gov.uk)

T: 08000 327 322