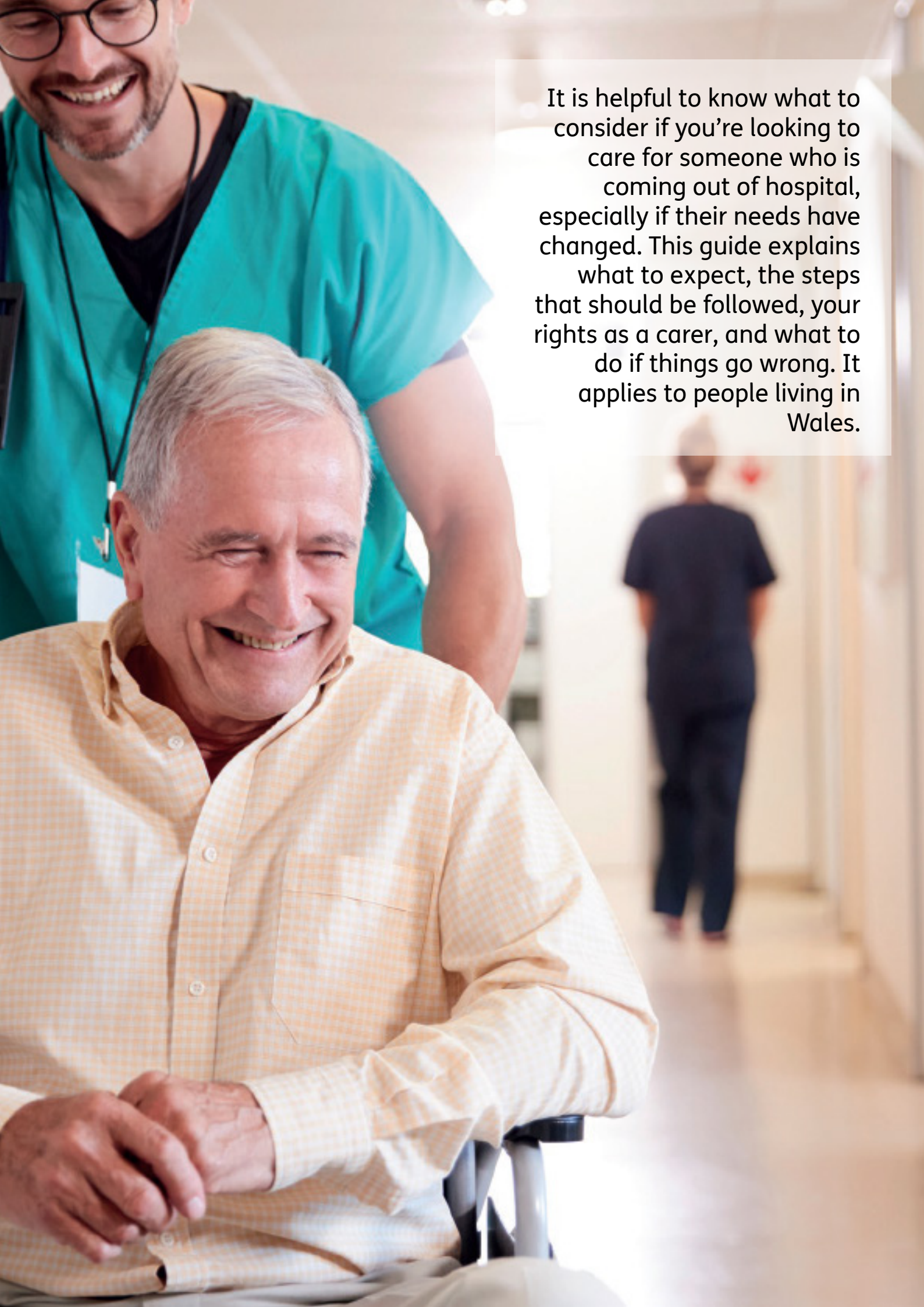


A photograph of a hospital ward. In the foreground, a woman in light blue scrubs is leaning on a wooden counter, looking towards another woman in dark blue scrubs who is holding a clipboard and smiling. In the background, another person in light blue scrubs is walking. The ward has blue curtains and bright lighting.

# Coming out of hospital

A guide for carers



It is helpful to know what to consider if you're looking to care for someone who is coming out of hospital, especially if their needs have changed. This guide explains what to expect, the steps that should be followed, your rights as a carer, and what to do if things go wrong. It applies to people living in Wales.

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**Join Carers Wales for support, understanding and lasting change.**

However caring affects, you, we are here for you. By joining Carers Wales, you can be part of a supportive community and movement for change.

It's free to join us. Visit: [www.carersuk.org/join](http://www.carersuk.org/join) or call **029 2081 1370**

# Going in to hospital

When the person you care for goes into hospital, it can be a stressful and uncertain time. Whether the admission is planned or happens suddenly in an emergency, it often brings changes to your caring role, routines, and responsibilities. You may find yourself needing information quickly, making decisions, or preparing for what happens when the person returns home. Understanding what a hospital admission means, what your rights are as a carer, and what support should be offered to you can help you feel more confident and better prepared during this time.

## What “admittance” means

Being admitted to hospital refers to a stay of at least 48 hours, including at least one overnight stay in a ward. Admission may happen in an emergency, through a planned procedure or due to complications from a planned procedure. A hospital admission usually involves ongoing treatment, monitoring, or recovery time, for example, if the person needs further procedures or time on medication.

## What it is not

The following do not count as being admitted to hospital:

- GP or outpatient appointments
- Hospital visits lasting less than 48 hours
- Staying overnight in A&E or an emergency observation unit (unless transferred to a ward and formally admitted)

## Your role as a carer during hospital admission

If you provide unpaid care, it's important that hospital staff are aware of your role. You should be identified as, or identify yourself as, the person's primary carer.

You can be given permission from the patient to receive more detailed information about their treatment. If you have medical/health power of attorney, or are a parent of a child under 12, you have the right to be updated directly by medical staff.

## Information you should receive

You should be kept informed about:

- Any medical treatment or health conditions that will directly impact your caring role
- An estimated timeline for this stage of treatment
- The likelihood of discharge and return home

You should also be signposted to further information and support for unpaid carers, which may vary depending on your local health board.

### Planning for changes to your caring role

A hospital stay can change what support is needed when the person returns home.

If it is clear your caring role will change significantly, you should be referred to your local authority for a Carer's Needs Assessment

This assessment looks at what support you may need moving forward.

You should also begin to consider:

Whether you are willing and able to continue providing care after discharge

What additional support or adjustments might be required

# When the person you care for is in hospital

If the person you care for is in hospital you may be faced with important decisions. You may be considering taking on a caring role for the first time and don't know what to expect. You may have already been caring for the person but their needs may have changed or increased.

One important thing to remember is that it is your legal entitlement under the Social Services and Well-being (Wales) Act to choose whether you are willing and able to take on the caring role and the extent of the care that you wish to give. You should not feel pressured to agree to care arrangements that you are not able or willing to provide. If you decide you cannot take on a caring role, or can only provide limited care, the local authority has a legal duty to arrange appropriate support.

You will need to think about the amount and type of care you are willing and able to provide and what other help or support you may need. For example, you may be able to help with shopping and meals but feel you would like someone else to help with the personal care of the person you look after.

It is important for you to consider how your caring role is likely to affect your life and wellbeing, including things such as your emotional and physical health, other relationships, finances and work or studies.

If you decide to take on a caring role, you have a legal entitlement to receive information and advice relating to your caring role, and to have your needs assessed as an unpaid carer by your local authority, to access any support you may need.

You do not have to be related to or live with the person you care for to be entitled to an assessment. The Local Authority (LA) can do an assessment of your needs while the person you care for is still in hospital or once the person has been discharged.



If more than one of you are planning to take on and share the caring role then you are all entitled to an assessment. Carers Wales has a factsheet about assessments. You can request a copy by contacting the office on [info@carerswales.org](mailto:info@carerswales.org) or view and download a PDF copy on our website.

Visit

<https://www.carersuk.org/media/50jff505/assessments-wales-april-2025-26.pdf> to download a copy.

## Should I, as a carer, be involved in the discharge procedure?

Planning for a patient's discharge starts as soon as the patient is admitted to hospital, so it is important to let the hospital staff know as early as possible that you are a carer or thinking about taking on this role.

Hospital stays may be short or longer depending on medical need. Discharge processes can differ, but hospitals in Wales follow Welsh Government discharge guidance and should involve patients and carers wherever appropriate.

**For stays longer than 48 hours each hospital will have its own discharge policy based on guidance from the Welsh Government. For more information, please see Welsh Health Circular; Hospital Discharge Planning Guidance ([WHC \(2005\) 035](#)) or Welsh Health Circular: Implications of the Social Services and Wellbeing (Wales) Act 2014**

The guidance emphasises the importance of involving the patient and their carers at all stages of the discharge planning. A discharge plan may be requested if someone is admitted for a minimum of two nights in hospital. This can be done through a ward manager, patient liaison team or local Llais team.

You can request a copy of the hospital's discharge planning policy from the ward manager or your local Llais team. Llais is the independent statutory body that represents the interests of the public in the health service in their district. It exists to give people an independent voice in their local NHS and the service it provides.

You can contact your local Llais team if you want to raise any concerns about the services you or the person you care for are receiving from the NHS. They are able to support you through offering an Independent Complaints Advocacy service.

Find your local Llais team:  
<https://www.llaiswales.org/>



Hospital wards can sometimes seem like busy or intimidating places and you may feel pressure from the hospital or the patient to get the person home quickly. However, it is important that your views are taken into consideration and the person is not discharged before services are put in place.

If the patient lacks mental capacity you may be able to make certain decisions about health and welfare matters if you have a Lasting Power of Attorney (LPA). If there is no LPA, the law requires professionals to act in the 'best interests' of the person you care for and you should be involved in the decision-making process. For more information about Lasting Power of Attorney please visit the Carers UK information page by visiting:  
[www.carersuk.org/help-and-advice/practical-support/managing-someone-s-affairs/](http://www.carersuk.org/help-and-advice/practical-support/managing-someone-s-affairs/)

# The discharge process

## Discharge to Recover and Assess (D2RA)

Discharge to Recover and Assess (often called D2RA) is a way of supporting someone to leave hospital as soon as they are medically ready, with further assessments and decisions about their longer-term care taking place after they return home or move to a short-term setting.

This approach aims to support recovery in a more familiar environment and reduce unnecessary time spent in hospital.

- D2RA means care and support needs are assessed after discharge, not always while the person is still in hospital.
- Short-term support may be put in place to help the person recover safely at home or in another setting.
- Longer-term decisions about care, equipment or housing are made once the person's needs are clearer.

- Longer-term decisions about care, equipment or housing are made once the person's needs are clearer.
- You should not be expected to provide care you are not willing or able to give.
- Essential support to enable a safe discharge must still be in place before the person leaves hospital.

More information on Discharge to Recover and Access can be found online at:

<https://www.gov.wales/sites/default/files/publications/2025-05/hospital-discharge-guidance-for-health-and-social-care-staff.pdf>

### **When the person you care for is nearing their expected date of discharge, the following steps should be taken:**

- A doctor or healthcare professional will check that they are medically ready to be discharged.
- Plans will be made to make sure they can leave hospital safely, with any essential support in place.
- Some assessments of future need and decisions about longer-term support may happen after discharge, once the person is back home or in a short-term setting.
- You should be offered or you can request a Carer's Needs Assessment to look at the support you will need. You should have a planned appointment or have received the assessment before discharge happens if you feel it would be beneficial.
- If the person may need NHS continuing healthcare, an assessment for their eligibility should be considered.
- If longer-term support is agreed, a care and support plan should be drawn up and you should receive a copy.
- If services are chargeable, a financial assessment will be carried out. There is a maximum weekly charge for non-residential social care in Wales.
- You should not be expected to provide care that you are unwilling or unable to give.
- For advice about charges or assessments, contact Carers Wales or email [advice@carersuk.org](mailto:advice@carersuk.org)

On the day of discharge, you and the person you care for should be given clear verbal and written information about what support is in place, what will happen next, and who to contact if there are concerns.

Information should be provided in a language and format you understand. It is normal to feel overwhelmed, so you should feel able to ask questions, request information again, or ask for it to be explained differently.

## You and the person you care for should expect certain arrangements to be made for the day of discharge:

- The person is medically ready to leave hospital
- Safe transport is arranged, if needed
- Essential support for a safe discharge is in place
- Medication and necessary equipment are provided with clear instructions
- Written information about care and next steps is given
- Copies of any care and support plans are shared, if agreed
- Support starts on the day of discharge, where required
- A discharge letter is sent to the GP within 96 hours
- Up to six weeks of free intermediate or reablement care, if appropriate
- You are not expected to provide care you cannot manage

## Carers Notebook

Carers spoke to us about needing more support to capture accurate information from meetings and having a space to plan their thoughts beforehand.

This notebook is a simple document that collects your thoughts before a meeting with room to capture the information as the meeting happens or after the meeting has ended.

This paper document was designed for those who also don't like to use technology within meetings.

The notebook can be downloaded for free or we can provide one for free to carers in Wales by contacting us at [info@carerswales.org](mailto:info@carerswales.org)

You can also download a copy at our website:

<https://www.carersuk.org/wales/help-and-advice/guides-and-tools/available-physical-resources/>



# Following discharge

## Intermediate care

These are a range of services designed to promote faster recovery from illness and to prevent delays in discharge from hospital. These services can include nursing, occupational therapy, or physiotherapy. Intermediate care can take place in a person's own home, a day care facility or in residential care for up to six weeks. No charges should be made for the first six weeks of intermediate care services.

## Reablement services

These are after-care services to help promote independent living and make it less likely that readmission to hospital is necessary. The focus is on working jointly with agreed goals to improve the patient's independence and confidence and to reduce the need for longer term home care services.

Reablement services are usually free for the first six weeks. The reablement services may be delivered in a variety of ways. If you, or the person you care for, does not believe the current arrangements are appropriate, you may speak to Llais for possible alternative arrangements.

After the initial reablement period, a review should take place to decide whether longer-term support is needed. You should be involved in this discussion where you are providing care.

Medical equipment and incontinence products can be provided free on the NHS if the person you care for is assessed as needing such items.



## Palliative care

Palliative care can be provided free on the NHS and is for people who have a health condition which is not expected to be cured by medical treatment. There is a difference between this and 'terminal illness' where death is expected to take place within a given period of time.

Palliative care will consist of pain relief and other appropriate medical care. It may take place in a hospice, residential care home or in someone's own home. Where the illness is thought to be terminal the individual may be 'fast tracked' for the provision of NHS continuing healthcare.

## NHS continuing healthcare

NHS continuing healthcare (CHC) is a package of ongoing care for those who have a 'primary health need' that is arranged and paid for by the NHS. This package of care is provided outside the hospital setting and can be provided in any setting, including the home of the person you care for or in a care home.

In a care home, if you are eligible for CHC, the NHS pays for your care home fees in total. CHC is funded by the NHS, unlike help from social services for which a charge may be made depending on your income, savings, and capital assets.

The 'primary health need' is a nursing or other medical need that is not just incidental to services that the local authority could provide. For example, someone with a complex medical condition or conditions requiring specialist nursing care may qualify for NHS continuing healthcare.

A public information booklet was published in April 2022 by NHS Wales and the Welsh Government and states:

### If you are found to be eligible for CHC, the NHS will pay:

- If you live at home the NHS pays for healthcare such as services from a community nurse or specialist therapist and associated social care needs, help with washing and dressing for example. This does not include the cost of accommodation, food or general household support.
- If you live in a care home, the NHS will contract with the home to pay fees covering your accommodation and assessed health and personal care needs.

There is no charge for NHS continuing healthcare services and while there is no time limit for services the patient's eligibility will be regularly reviewed. To read the public information booklet in full please visit:

<https://www.gov.wales/continuing-nhs-healthcare-chc-information-booklet-individuals-families-and-carers>

To learn more about national framework for the implementation of NHS continuing healthcare you can read the Welsh Government publication: [gov.wales/national-framework-continuing-nhs-healthcare](https://www.gov.wales/national-framework-continuing-nhs-healthcare)

You may be able to get additional support via a carer's needs assessment. This would be separate from NHS continuing healthcare as this support is provided by the local authority rather than the NHS. Only your needs, additional to the NHS continuing healthcare support, would be considered.



## Community Care Services from the local authority

Most people being discharged from hospital won't need or be eligible for NHS continuing healthcare. Instead, they should have an assessment from the local council to decide whether they are eligible to receive any help or support. Support could include things like equipment or adaptations to the home or a care worker to help provide personal care etc. The person you care for needs to give consent for you to be involved in the process. If you are required to be involved in their care, you have the legal right to be involved in that part of the conversation, with or without permission.

The local authority can, with both of your consent, combine the person's needs assessment with an assessment of your support needs if it considers that it is beneficial to do so. They must consider your views and the extent to which you are willing and able to provide care, and any personal well-being outcomes that you wish to achieve.

# The Carer's Needs Assessment

Where it appears that you may have needs for support the local authority is under a duty to offer an assessment to decide whether you are eligible for any support. If you are assessed as needing support these services could be provided directly to you or to the person that you look after, which in turn would help with your caring role.

The duty to assess applies regardless of the local authority's view of the level of support you may need, your financial resources or the financial resources of the person that you care/ intend to provide care for. The assessment must include the extent of the care that you are willing and able to provide and are willing and able to continue to provide. It must also consider whether or not the caring role will impact on your health and also have regard to your own personal well-being and any outcomes that you wish to achieve.

The assessment must consider several things, including whether you work or wish to work, whether you are participating or wish to participate in education or training, or whether you wish to participate in leisure activities.

A local authority, when carrying out an assessment, must involve you and where feasible the person you look after or intend looking after. Going through the carers assessment process does not guarantee eligibility for support.



## Your carer's needs assessment must cover:

- your caring role and how it affects your life and well-being
- your health – physical, mental and emotional issues
- your feelings and choices about caring work, study, training and leisure relationships, social activities and your goals
- housing
- planning for emergencies.

Having a carer's needs assessment does not mean you are committing to providing care long-term.

For more information on the different types of assessment, you can read our online information or download our factsheet on assessments.

You can also view an easy-access video with BSL on carers' assessments, or an easy-read version. To access these resources please visit: <https://www.carersuk.org/media/5ojff505/assessments-wales-april-2025-26.pdf>

You can also contact our office for more information or to request a printed copy of the assessment's factsheet - see final page for our contact details.

If you do not feel like you require additional support or already have support in place, you do not have to undergo a Carer's Needs Assessment. However, it could be useful to contact your Local Authority to find out about support in the community that may offer added benefit.



# Discharge from a mental health facility

The Mental Health (Wales) Measure 2010 supports the assessment and treatment of people with mental health problems and deals with how patients access and receive treatment in Wales. It allows people who are voluntarily having treatment for mental health problems in Wales the right to advocacy if they so wish.

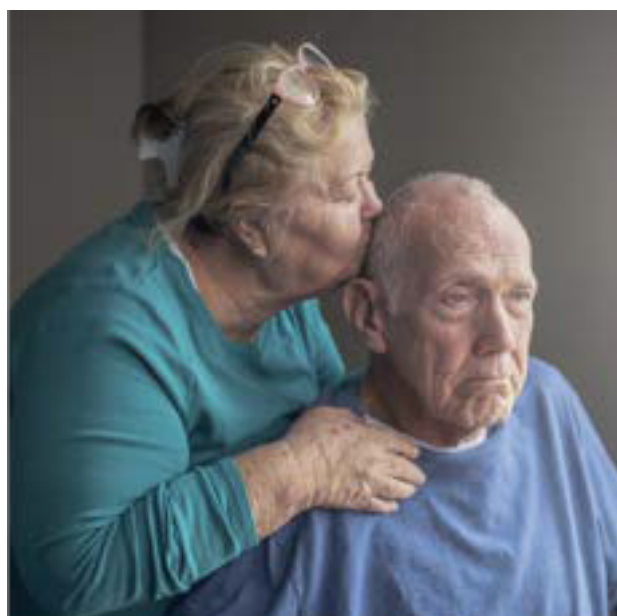
The law does not deal with compulsory admission and treatment of individuals, these remain matters for the Mental Health Act 1983.

## Care Coordination and Care and Treatment Planning

For patients who have been assessed as requiring treatment within secondary mental health services (those that are delivered through hospitals) the Measure places a duty on health services to appoint a care coordinator and put in place a written Care and Treatment Plan. The care coordinator will be responsible for coordinating the provision of mental health services and working with the patient, their carers and service providers.

When developing the Care and Treatment Plan, the care coordinator must treat you as an equal partner in the care of the person that you care for. Your views should be taken into account where it is practicable and appropriate. As part of the partnership, you should be provided with access to additional information and advice from independent sources like third sector organisations and be signposted to well-being services that can support your mental health.

They will also be responsible for keeping in touch with the patient and reviewing and revising the Care and Treatment Plan.



They will act as the principal source of information and will ensure that the patient is involved and engaged as much as possible in the planning process.

When developing the Care and Treatment Plan, care coordinators should focus on the needs of the patient rather than think about the existing services that could be used.

The Care and Treatment Plan should be based on a recovery approach and not be limited to the specialist mental health services available.

Consideration should also be given to other services such as leisure, education, employment, training and other services offered by the voluntary sector.

## Engagement with carers

Regulations in the Mental Health (Wales) Measure 2010 state that care coordinators should take all practicable steps to consult with carers during the preparation or review of the care plan. Before any consultation with you takes place, the care coordinator has to take into account the views and wishes of the patient about whether they want you to be consulted. However, where the patient has indicated that they do not wish you to be consulted the care coordinator may still consult against the patient's wishes provided that they have given due consideration to the views of the patient. The care coordinator will decide whether to disclose the whole care plan or part of the care plan. They may also decide to withhold the entire care plan. This decision is made in the patient's best interests.

It is good practice for the care coordinator to record the reasons why part or all of the care plan was withheld, and this should be regularly reviewed.

Where appropriate, carers should be treated as partners in care planning and offered information, advice and signposting to support services.

## Assessments of 'Former Users' of Secondary Mental Health Services

This part of the measure is for individuals who have been discharged from secondary mental health services. It means that if they subsequently believe that their mental health is deteriorating, they can refer themselves back for assessment to secondary mental health services without having to go elsewhere for referral first. The entitlement to make the request for assessment lies only with the person who was previously the patient. No other person can make the request. There is a three year time limit for the person making the request. If they have been discharged from secondary mental health services for over three years then they would need to go back to primary care for assessment and referral.





## Mental health advocacy

The Measure created an expanded statutory scheme of independent mental health advocacy, both for patients subject to compulsion under the Mental Health Act 1983 and for those informally (voluntary or informal) patients. Help and support should therefore be available for all in-patients to help them make decisions and choices about their care and treatment.

## Patients detained under a section of the Mental Health Act 1983

If you are the patient's nearest relative and they are in hospital under a Section 2 or 3 of the Mental Health Act, you can give notice that you wish to discharge the patient. This must be done in writing and addressed to the Mental Health Act managers in the hospital. A responsible clinician can 'bar' this notice if they feel there would be a risk of the patient harming themselves or others.

Most mental health facilities will have an Independent Mental Health Advocate (IMHA) available for you to speak to about this. You can also contact Mind or Adferiad Recovery for advice.

## Support following discharge: community mental health services

If the person you care for is being discharged from a mental health facility, they will usually be under the care of a Community Mental Health Team (CMHT). The services provided by CMHTs will vary in different parts of the country but could include Community Psychiatric Nurses, Social Workers, Occupational Therapists, Support Workers and Day Services. The patient may also be eligible for Section 117 Aftercare services.

## Section 117 Aftercare

If the patient has been detained under certain sections of the Mental Health Act, they have a right to aftercare services through Section 117. This applies to people who have been in hospital for treatment under Section 3, under a Section 37 (with or without restriction order) or following a transfer from prison under Section 47 or 48.

Aftercare services are designed to reduce readmission to hospital and, in addition to the care at home services mentioned, could also include residential care. There is no charge for aftercare services under Section 117. For more information on what kind of services can be offered, please visit Mind's website: [www.mind.org.uk/](http://www.mind.org.uk/)



# Important things to think about if the person you care for is in hospital

## Benefits

It is important to notify the relevant benefit office that the person you care for is going or has gone into hospital, as this may affect their benefits as well as your own. If the person you care for was 18+ when they went into hospital then all direct disability benefits - DLA, PIP and AA will stop if the person you care for has been in hospital for more than 28 days.

If the person has the mobility component of one of these benefits and uses it to be part of the Motability scheme, you need to contact the charity if those benefits have been stopped. The 28-day clock will reset each time the person leaves the hospital or care home. You may have to return the vehicle or make alternative payment.

For information about Motability please visit: [www.motability.co.uk/](http://www.motability.co.uk/)

Stays in hospital or a care home which are separated by 28 days or less are added together when working out when the benefit should stop (called the 'linking rules').

If the DLA, PIP or AA of the person you care for stops, your Carer's Allowance will also stop. When the person you care for is ready to be discharged, inform the office dealing with the particular benefits to make sure that payments restart.

The person you care for may also be eligible for benefits at an increased rate if their care needs have changed. The rules relating to benefits are complex. For further advice and information, contact Carers Wales or Carers UK Helpline – see final page for details.

If the person you care for was under 18 when they went into hospital then their DLA or PIP can continue to be paid for the whole time they are there. If the person has been in hospital longer than 90 days, you may need to put in a new application for Carer's Allowance.



## Help at work

If you are in paid work, you may need to make some adjustments if the person you care for goes into hospital and/or when they come out of hospital. This could be anything from needing to make regular phone calls to check on them, through to taking off an extended period of leave.

### Working carers have the following rights:

- the right to request flexible working
- the right to time off in emergencies
- the right not to be discriminated against or harassed under the Equality Act.
- the right to up to five days unpaid Carers Leave from the start of their employment

For more information on your rights in work visit [www.carersuk.org/work](http://www.carersuk.org/work)

Visit our working carers hub - [www.carerswales.org/working-carers-hub](http://www.carerswales.org/working-carers-hub)

or contact Carers Wales or the Carers UK Helpline.



# Complaints

Unfortunately, there may be times when you need to make a complaint about a hospital discharge procedure, for example if you feel the person is being or was discharged without consultation and without the necessary support being in place.

When making a complaint, what matters is that you explain as clearly as possible what went wrong, what you would like to happen or what should have happened. You should complain as soon as you can.

## Informal complaint

You may want to make an informal complaint by speaking to the discharge coordinator or social care professional immediately involved with the arrangements. This is often sufficient to resolve the matter. If this informal approach does not resolve matters, then you can use the NHS formal complaints process listed below.

## Two stage formal complaints process

Either you or the patient can make the complaint about how you have been treated or the care provided. The complaint should normally be made within 12 months of the incident in question.

### First stage complaint – local resolution

- In Wales since April 2011 arrangements been put in place to deal with your complaints or concerns.
- You can request a copy of a leaflet called 'Putting things Right' from the hospital which gives information on how to make a complaint.

### Second stage complaint – Public Ombudsman for Wales

- If you are not happy with the response received to the complaint then you can take the complaint further by contacting:

The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF45 5LJ Tel: 0845 601 0987

Email: [ask@ombudsman-wales-org.uk](mailto:ask@ombudsman-wales-org.uk)  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## Complaints about the assessment for NHS Continuing Healthcare

If you are not satisfied with the way the NHS Continuing Healthcare initial assessment was carried out or the outcome of the assessment, make your complaint to the NHS professionals involved in making the decision. The NHS should work closely with you and the multidisciplinary team to resolve the decision informally whilst making sure that all the necessary assessments and procedures have been properly undertaken.

If the Health Board keeps to its original decision and you wish to challenge this further, you can ask to raise the complaint through the NHS complaints procedure. If you remain dissatisfied at the outcome you can then contact the Public Services Ombudsman for Wales (details above).

The Welsh Government has published a Public Information Leaflet called Continuing NHS Healthcare for Adults in Wales – WAG 10-033339 August 2010. You can request a copy by calling **029 2082 3683** or emailing [wag-en@mailuk.custhelp.com](mailto:wag-en@mailuk.custhelp.com)

## Assistance in making a complaint to social services

Llais is an independent national body, which will represent people across Wales in planning and delivering health and social care services. Llais replaces the community health councils (CHCs) in their role of representing the voice of patients within healthcare. They can support you through NHS and social care complaints and provide independent advocacy. Contact Llais on 02920 235 558

## Complaints about social services

If your complaint is about social services, you should use the local authority's statutory complaints procedure. Ask your local authority for a copy of their complaints procedure.

Once your complaint has been dealt with fully by the local authority concerned, if you are not happy with the outcome you can refer your complaint to the Public Services Ombudsman for Wales on **0845 601 0987**.

## Being Heard

Caring can be rewarding but also very isolating. You may not know what help to ask for, how to ask, or indeed who to ask.

**Being Heard** can help you get your voice heard when you care for someone. Self advocacy is also about being able to have your own needs listened to, as well as speaking up for the person you care for.

As well as being a solid source of information on your rights as a carer, the guides offer helpful tips on how to speak up and look after your wellbeing.

You can download a copy of Being Heard from our website:

<https://www.carersuk.org/help-and-advice/guides-and-tools/being-heard-a-self-advocacy-guide-for-carers/>

## Assistance in making your complaint to social services

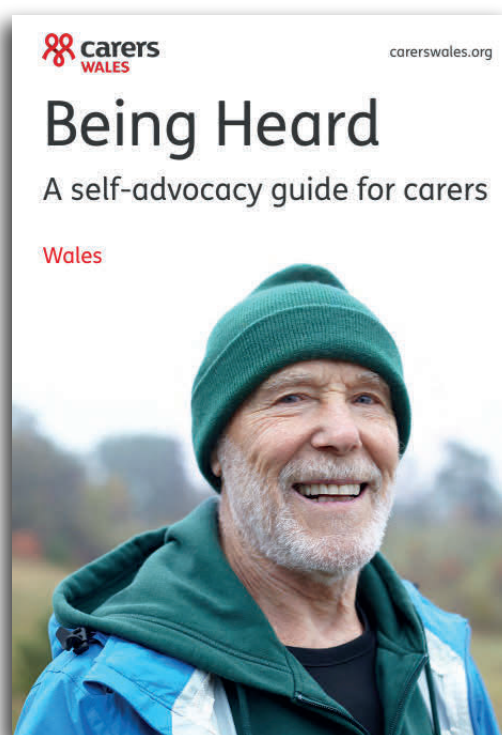
You may be able to get assistance with making a complaint to social services from a local carers' centre, Citizen's Advice service or advocacy service. You can also speak to your local Assembly Member or local councillor.

## Judicial review

In some cases, an application for judicial review of a social services or NHS decision by the High Court may be possible. An application for judicial review must be made within a maximum period of three months so it is important to get legal advice as quickly as possible.

## Making a complaint - a guide for carers

We have a guide to help you if you want to make a complaint. You can view or download a free copy by visiting our website: <https://www.carersuk.org/wales/help-and-advice/practical-support/arranging-care-and-support-for-someone/making-complaints/>



# Further help

For information and advice contact the Carers UK helpline on **0808 808 7777** (open Monday - Friday, 9am to 6pm) or email **advice@carersuk.org**

Information is also available on our website – visit **www.carersuk.org**

## Carers Wales

**w:** [www.carerswales.org](http://www.carerswales.org)  
**t:** 029 2081 1370  
**e:** [info@carerswales.org](mailto:info@carerswales.org)

## Other organisations

### Llais

If you need to raise a concern about an NHS or social care service you can talk to Llais who have a trained, dedicated complaints advocacy team who can provide you with free, independent and confidential support.

Contact your local Llais team

**w:** [www.llaiswales.org](http://www.llaiswales.org) **t:** 02920 235 558  
**e:** [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

### Public Service Ombudsman for Wales

Can offer advice and investigate complaints about public services in Wales.

**w:** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk) **t:** 01656 641150 / 0300 790 0203 **e:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

### Equality Advisory Support Service

The helpline advises and assists individuals on issues relating to equality and human rights across Wales, England and Scotland. **w:**

[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com) **t:** 0808 800 0082

## Older people

### Older People's Commissioner for Wales

Can provide help and support for older people and put them in touch with organisations who can help.

**w:** [www.olderpeoplewales.com](http://www.olderpeoplewales.com) **t:** 08442 640670 / 029 20445030 **e:** [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

### Age Cymru

Are able to offer free help and advice for older people on a range of topics.

**w:** [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru) **t:** 08000 223444 / 029 2043 1555

## Children

### Children's Commissioner for Wales

Can offer support to children and young people and help them find out about their rights. **w:**

[www.childcomwales.org.uk](http://www.childcomwales.org.uk)  
**t:** 01792 765600 / 01492 523333 / 0808 801 1000

(number for children & young people)

**e:** [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

### Children in Wales

Charitable organisation that promotes the interests of and takes action to identify and meet the needs of children, young people and their families in Wales.

**w:** [www.childreninwales.org.uk](http://www.childreninwales.org.uk) **t:** 029 2034 2434  
**e:** [info@childreninwales.org.uk](mailto:info@childreninwales.org.uk)

### Contact a Family

A national charity that supports the families of disabled children.

**w:** [www.cafamily.org.uk](http://www.cafamily.org.uk) **t:** 0808 808 3555 / 029 2039 6624 **e:** [cymru@cafamily.org.uk](mailto:cymru@cafamily.org.uk)

# Further help

## Legal help

### Citizens Advice Cymru

Provides free, independent, confidential and impartial advice.

**w:** [www.citizensadvice.org.uk/wales/](http://www.citizensadvice.org.uk/wales/) **t:** 03444 772020  
**advicelink:** 0800 702 2020

## Mental Health

### Adferiad Recovery

They work with individuals recovering from serious mental health illness and their families.

**w:** [www.hafal.org](http://www.hafal.org) **t:** 01792 832400 **e:** [Hafal@hafal.org](mailto:Hafal@hafal.org)

### Mind Cymru

They provide advice and support to anyone experiencing a mental health problem. **w:** [www.mind.org.uk](http://www.mind.org.uk) **t:** 0300 123 3393 / 029 2039 5123 **e:** [info@mind.org.uk](mailto:info@mind.org.uk)

As well as these listed above, there may also be condition specific charities that may be able to help such as Parkinson's UK, Stroke Association, Alzheimer's Society, National Autistic Society, etc.

There are also many support groups and organisations ready to help locally. Visit [www.carersuk.org/localsupport](http://www.carersuk.org/localsupport) to see what is available where you live.

## Benefit helplines

### Attendance Allowance

**t:** 0800 731 0122  
**textphone:** 0800 731 0317

### Carer's Allowance

**w:** [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance) **t:** 0800 731 0297  
**textphone:** 0800 731 0317

### Disability Living Allowance

If you were born on or before 8 April 1948:  
**t:** 0800 731 0122 **textphone:** 0800 731 0317

If you were born after 8 April 1948:  
**t:** 0800 121 4600 **textphone:** 0800 121 4523

### For Jobseeker's Allowance, Income Support and Employment and Support Allowance:

### Jobcentre Plus

New claims:  
**t:** 0800 055 6688 **textphone:** 0800 731 7339

Existing claims:  
**t:** 0800 169 0310 **textphone:** 0800 169 0314

### Pension Credit

**t:** 0800 731 7898  
**textphone:** 0800 169 0133

### Personal Independence Payment

New claims:  
**t:** 0800 917 2222 **textphone:** 0800 917 7777

Existing claims:  
**t:** 0800 121 4433 **textphone:** 0800 121 4493

### Tax Credits

**t:** 0345 300 3900  
**textphone:** 0345 300 3909

We would recommend contacting the Carers UK Helpline or visiting our website for the latest information. Please share your feedback on this factsheet by emailing your comments to [info@carerswales.org](mailto:info@carerswales.org)





## Carers UK Helpline

For expert information and advice about caring.

**t: 0808 808 7777**

(Monday – Friday 9am-6pm)

**e: [advice@carersuk.org](mailto:advice@carersuk.org)**

## Carers UK

20 Great Dover Street  
London SE1 4LX  
020 7378 4999  
[info@carersuk.org](mailto:info@carersuk.org)

## Carers Wales

**t: 029 2081 1370**

**e: [info@carerswales.org](mailto:info@carerswales.org)**

## Carers Scotland

**e: [info@carerscotland.org](mailto:info@carerscotland.org)**

## Carers Northern Ireland

**t: 028 9043 9843**

**e: [info@carersni.org](mailto:info@carersni.org)**

## Carers Wales is part of Carers UK working together to make life better for carers.

Caring will affect us all at some point in our lives.

With your help, we can be there for the 6,000 people who start looking after someone each day.

We're the UK's only national membership charity for carers: join us for free at [carersuk.org/join](https://carersuk.org/join)

We're both a support network and a movement for change.

Visit us at our website to join us, help us or access more resources: [carerswales.org](https://carerswales.org)

**This information can be requested in large print or as a text file.**

This guide was updated in March 2026. Next review due March 2027.

Did you find this guide useful?

Please let us know by completing this short survey

<https://www.surveymonkey.com/r/5JM89W3>



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We work to ensure that our information is accurate and up to date. We would recommend contacting Carers Wales or visit our website for more information.

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