



YOUR FIRST STEPS

**HOW TO GET SUPPORT AS AN
UNPAID CARER IN WALES**

Contents

Introduction 3

Understanding your rights as an unpaid carer 4

The right to information and advice 6

The right to a carers needs assessment 6

Wellbeing and employment 7

Resources from Carers Wales 8

Support from your local authority 13

Introduction

Understanding Your Rights as an Unpaid Carer

If you provide care for a family member, friend, or loved one in Wales, you have specific rights designed to support your well-being and recognise your vital role.

The Social Services and Well-being (Wales) Act 2014 sets out these rights to ensure you receive the support you deserve.

So who is an unpaid carer?

- Carers can be any age and may be juggling caring with work or education
- May be caring 24hrs/day or just a few hours per week
- Some carers look after more than one person
- Some people won't think of themselves as an unpaid carer and this could prevent them asking for the help they need.

This guide covers key rights for unpaid carers, helping you understand the support available to you, the services you can access, and the protections in place to support your health, well-being, and financial stability.



Understanding your rights

The Social Services and Well-being (Wales) Act 2014 gives you the same rights as those you look after to:

- keep healthy and stay free from abuse, harm or neglect
- have access to a social life and a safe and secure home
- have access to employment, education & training
- have the chance to be involved in social activities
- be a valued part of community life
- have positive relationships with friends and family

Find out more about your rights as a carer and the practical support available to you on our website:

<https://www.carersuk.org/wales/help-and-advice/practical-support/>

Don't hesitate to ask for help if you need more support – whether it's emotional, practical, or financial.

Local support groups and national organisations can also provide valuable resources.



You can search for local support where you live at our website:

<https://www.carersuk.org/wales/help-and-advice/support-where-you-live/>



The right to information and advice

As a carer, you are entitled to clear and accurate information about the resources available to help you. Local authorities must provide access to information, advice, and support, enabling you to make informed decisions about your caring role and know where to turn for help.

Access to Information:

Local authorities must offer up-to-date information on services, financial support, respite care, and more.

Tailored Advice:

You have the right to advice that reflects your unique needs and those of the person you care for, ensuring any recommendations are relevant to your specific situation.

The right to a Carers Needs Assessment

Carers in Wales have the right to a Carer's Needs Assessment, which evaluates your personal needs, regardless of whether the person you care for is receiving services or support from the local authority.

This assessment is the first step toward creating a support plan tailored to you, addressing areas like mental health, physical health, and overall well-being.

Find out more about Carers Needs Assessments on our website:
<https://www.carersuk.org/wales/help-and-advice/practical-support/needs-assessment/>

You can request an assessment at any time, even if you've had one previously – especially if your circumstances have changed.

Carer's Assessment:

A chance to discuss your caring role, personal needs, and the kind of support you need to continue caring safely.

Personalised Support Plan:

Following the assessment, a support plan may be developed to provide practical, financial, or emotional help. This could include assistance with time off, mental health or wellbeing resources and support to help you with your caring duties.



The right to wellbeing and employment

Right to Protection, Safeguarding, and Equal Treatment

Your well-being and safety are a priority, and you should never be at risk due to your role as a carer. You have the right to protection from any form of harm, including abuse or neglect, and equal access to services.

Local authorities have a duty to ensure carers' safety and can offer intervention and support if there are concerns about your well-being.

You are entitled to the same level of respect and access to services as any other individual. This includes access to health, employment, and community services without discrimination.

Your rights at work

Unpaid carers across Britain, including Wales have the right to Carers Leave under the Carers Leave Act (2024)

The Carer's Leave Act:

- Provides a flexible entitlement to one week's unpaid leave per year for employees who are providing or arranging care for a relative or dependant
- Is available from the first day of their employment
- Allows employees to take the leave flexibly for planned and foreseen caring commitments

- Offers the same employment protections to employees taking this leave that are associated with other forms of family-related leave, meaning they will be protected from dismissal or any detriment because of having taken time off.

If you provide care to someone who relies on you, you will be able to take extra unpaid time off



Find out more about balancing work and care at our website:
<https://www.carersuk.org/wales/help-and-advice/work-and-career/>

Resources from Carers Wales

Carers Wales can offer you, as an unpaid carer, a wealth of resources to help you navigate your new role. This includes information about benefits, managing work and care and where to go when things don't work out.

You can find information about different topics through our extensive list of publications:

Looking after Someone

Our main guide, which contains everything you need to know about taking on a caring role. It covers the challenges of caring, benefits, financial and practical help, technology, work and how to get support.

Download a copy in English, Welsh and other languages at:

<https://www.carersuk.org/wales/help-and-advice/guides-and-tools/looking-after-someone-guide/>

Caring for a Child

This guide covers what you need to know when caring for a child who is ill or disabled. It looks at the common issues which affect parents who become carers such as accessing support from school and the transition in to adult care.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/practical-support/caring-role-specific-hub/caring-for-a-child/>

Caring for a Parent

We worked alongside carers of parents to discuss issues that concern them and developed guidance on a number of subjects that many shared in common.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/practical-support/caring-role-specific-hub/caring-for-a-parent/>



Resources continued

Working Carers Guide

This guide tells you everything you need to know about balancing work and care.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/work-and-career/carers-in-employment-hub/being-a-working-carer/>

Coming out of hospital

Our guide on what to expect when someone you're caring for has been in hospital, what steps should be followed, and what to do if things go wrong.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/practical-support/coming-out-of-hospital/>

Making a complaint

If you or the person you care for receive services from public bodies (ie health or local authority) or a care home, you may find occasionally things go wrong.

Download a copy at:

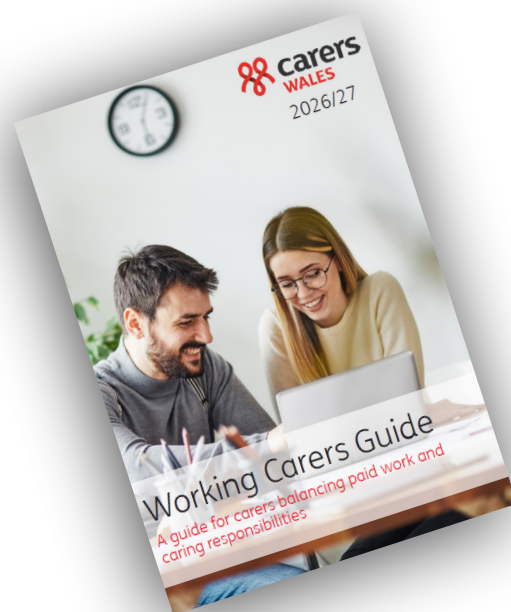
<https://www.carersuk.org/wales/help-and-advice/practical-support/arranging-care-and-support-for-someone/making-complaints/>

Assessments

Our assessments factsheet is your guide to getting a carers needs assessment in Wales.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/practical-support/needs-assessment/>



Resources continued

Being Heard - a self advocacy guide for carers

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

Download a copy at:

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

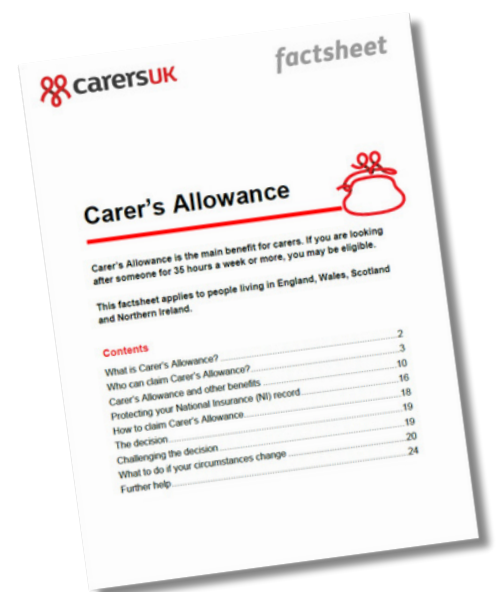


Making a complaint

If you or the person you care for receive services from public bodies (i.e NHS or Social Services) or a care home, you may find occasionally things go wrong. You may be unhappy with aspects of the service you have received. Our guide to making a complaint can give you practical information and suggestions to help you put things right.

Download a copy at:

<https://www.carersuk.org/wales/help-and-advice/practical-support/arranging-care-and-support-for-someone/making-complaints/>



We also have a range of factsheets on benefits:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Carers Allowance

You can download these factsheets and others at:

<https://www.carersuk.org/wales/help-and-advice/guides-and-tools/our-factsheets/>



Physical resources

Carers Wales has developed some useful resources that can support you in your caring role.

Carers Notebook

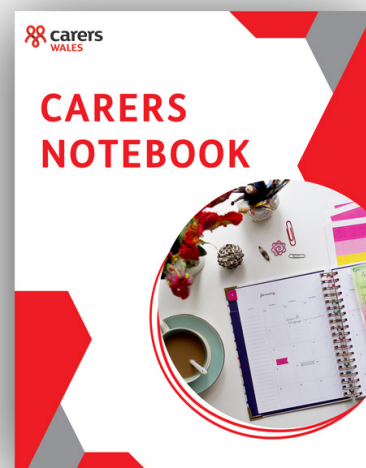
This notebook is a simple document that collects your thoughts before a meeting with room to capture the information as the meeting happens or after the meeting has ended.

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

Download a copy here:

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



Carers Wales have a YouTube channel which contains videos on a range of topics, including:

- Taking on a caring role
- managing work and care
- What happens when caring ends or changes

<https://www.youtube.com/@carerswales2350>

Emergency card and key fob

The Carers Wales emergency card and key fob is an independent resource that identifies you as an unpaid carer if you get in an accident or other emergency situation.

All you need to do is fill in contact information for someone who knows the person who needs care so they can be informed you are out of action. Get your free emergency card by emailing us at info@carerswales.org

Support from your local authority

Each Welsh local authority provides tailored services for unpaid carers.

The support varies across regions and often includes information and referral services, respite care, counselling, and financial assistance through direct payments.

Your local authority will be able to advise you on support available to you and the person you care for.

Anglesey

01248 752752

<https://www.anglesey.gov.wales/en/Council/Jobs-careers-and-training/Social-Care-Workforce-Development-Partnership/What-is-available-for-you-as-an-unpaid-carer.aspx>

Blaenau Gwent

01495 315700

<https://www.blaenau-gwent.gov.uk/en/resident/health-wellbeing-social-care/getting-the-help-you-need/help-for-adults/carers/>

Bridgend

01656 642279

<https://www.bridgend.gov.uk/residents/social-care-and-wellbeing/carers/>

Caerphilly

0808 100 2500

<https://www.caerphilly.gov.uk/carers>

Cardiff

029 2023 4234

<https://www.cardiff.gov.uk/ENG/resident/Social-Services-and-Wellbeing/Carers/Pages/default.aspx>

Carmarthenshire

0300 333 2222

<https://www.carmarthenshire.gov.wales/home/council-services/social-care-health/support-for-carers/>

Ceredigion

01545 574000

<https://www.ceredigion.gov.uk/resident/wellbeing-and-care/support-for-carers/>

Conwy

0300 456 1111

<https://www.conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Carers.aspx>

Denbighshire

<https://www.denbighshire.gov.uk/en/resident/health-and-social-care/carers.aspx>

Flintshire

03000 858 858

<https://www.flintshire.gov.uk/en/Resident/Social-Services/Carers.aspx>

Gwynedd

01758 704 099

<https://www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Carers/Carers.aspx>

Support from your local authority

Merthyr Tydfil

01685 724507

<https://www.merthyr.gov.uk/resident/social-care-and-wellbeing/adult-social-care/carers/>

Monmouthshire

01600 773041

<https://www.monmouthshire.gov.uk/carers/>

Neath Port Talbot

01639 686802

<https://beta.npt.gov.uk/adult-social-care-and-health/support-and-information-for-carers/>

Newport

01633 656656

<https://www.newport.gov.uk/social-care-and-wellbeing/carers>

Pembrokeshire

01437 611002

<https://www.pembrokeshire.gov.uk/social-services-and-wellbeing/unpaid-carers>

Powys

01597 823800

<https://en.powys.gov.uk/article/1673/Help-for-Carers>

Rhondda Cynon Taf

01443 281463

<https://www.rctcbc.gov.uk/EN/Resident/AdultHealthandSocialCare/Carers/Carers.aspx>

Swansea

01792 636519

<https://www.swansea.gov.uk/carers>

Torfaen

01495 762200

<https://www.torfaen.gov.uk/en/HealthSocialCare/AdultServices/Carers/Carers.aspx>

Vale of Glamorgan

02921 921024

https://www.valeofglamorgan.gov.uk/en/living/social_care/adults/Carers.aspx

Wrexham

01352 752525

<https://www.wrexham.gov.uk/service/adult-social-care/carers>

In Wales, in a typical week there are 311,000 people looking after family or friends who are older, disabled or seriously ill.

However caring affects you, we're here.

For information and tailored support, contact the Carers UK Helpline:

E: advice@carersuk.org

T: 0808 808 7777

This guide was proudly supported by



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Carers Wales

T 029 2081 1370 E info@carerswales.org W carerswales.org



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This guide is designed to provide helpful information and advice. While we work to ensure that our information is accurate and up to date, we would recommend contacting the Carers UK Helpline or visiting our website for more information.

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