

27 April 2020

Dear Colleague,

Supporting informal carers during the COVID-19 pandemic

We would like to extend a heartfelt thank you to you and all pharmacy colleagues for your dedication to patient care during the Covid-19 pandemic.

We appreciate that pharmacy teams have adapted quickly and made appropriate changes to ensure local communities can continue to benefit from community pharmacy across Wales. These changes will impact on all who attend community pharmacy, including un-paid and informal carers – those who provide support to a friend or family member who due to illness, disability, a mental health condition or an addiction cannot cope without their support.

Supporting carers with medication needs during the current pandemic is very important. Carers Trust Wales, Carers Wales, the Royal Pharmaceutical Society and Community Pharmacy Wales have been working together to understand the pressures facing carers at this time and to propose ways in which they can be supported.

We have heard that the key issues faced by unpaid carers in accessing medicines at this time are:

- Coping with long queues at the pharmacy as a result of social distancing measures
- Accessing and arranging medicines delivery slots
- Young carers being turned away from pharmacies

We would therefore like to call on pharmacy teams to support carers by:

- Providing support and information to assist un-paid carers in store
- Allowing 2 people into store when the carer has no choice but to take the person being cared for to the pharmacy with them
- Making necessary adjustments to support the carer and the cared for
- Consider prioritising un-paid carers of vulnerable / shielding people for medicine delivery slots
- Review guidance on 'Children collecting medicines from a pharmacy' and recognise that, for some families, young carers are the only people able to collect medicines in the household

Identifying carers can be difficult but Carers Trust Wales and the Welsh Government have developed a letter for carers which we hope will help with identification. We would be very grateful if you and your teams could become familiar with this ID to ensure an appropriate response - please see attached copy. There are also many other complementary local identification schemes that it is important to be aware of. We would ask that at this time you take a proactive and open approach to identifying unpaid carers who might need assistance.

We will also be issuing carers with advice to help them get the most from their pharmacy team at this time - please see attached for further information.

We are proud of the response of pharmacy teams to the Covid-19 pandemic. Thank you for continued support for patients and carers in your communities.

Kind regards,



Simon Hatch
Director, Carers Trust Wales



Elen Jones
Director, RPS Wales



Claire Morgan,
Director, Carers Wales



Russell Goodway
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