

# CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 19/03/24

**Title:** Ceredigion Carers Unit Annual Report 2022-2023

**Purpose of the report:** To report on the achievements of the Ceredigion Carers and Community Support Team and progress against their agreed targets and objectives during the year 2022-2023.

**For:** Information

**Cabinet Portfolio and Cabinet Member:**

**Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for Through Age and Wellbeing**

**Introduction**

The Carers and Community Support Team bring together our Carers Development Officers, Community Connectors and Ageing Well Officer to work in a single team focussing on providing information advice and assistance to unpaid carers and supporting community members in Ceredigion.

A Carer is defined as 'Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support'.

Carers have a right to a life beyond their caring role and to do so, need both effective services to support the people they care for and for them as Carers in their own right.

Welsh Government refers to a "Carer Friendly Wales", noting that unpaid Carers of all ages are a valued and valuable part of society. The 2021 census revealed that there were approximately 310,000 unpaid carers in Wales which equates to 10.5% of the over 5 population of the country. The census also showed that there were 7,246 people in Ceredigion providing unpaid care. Of this number 3,664 were providing more than 20 hours of unpaid care a week. A report written jointly by Carers UK and the University of Sheffield shows that unpaid carers in England and Wales contributes £162 billion per year to the economy. Furthermore, Carers make a positive difference by holding families together, enabling loved ones to get the most out of life whilst making an enormous contribution to society.

Welsh Government have set out their expectation under the Social Services and Wellbeing Act (Wales 2014) that health, local authorities and the third sector will work in partnership to support Carers under the Act. In 2021, The Welsh Government under their Strategy for Unpaid Carers, set out 4 priorities:

- Identifying and valuing Carers
- Providing information, advice and assistance
- Supporting life alongside caring

- Supporting Unpaid Carers in Education and the Workplace.

Provision of information via the DEWIS and Family Information Service platforms continues to be a priority for the Carers and Community Support Team.

**Wellbeing of Future Generations:**

**Has an Integrated Impact Assessment been completed? If not, please state why.**

Not required as the report does not involve the implementation of a new policy.

**Summary of Integrated Impact Assessment:**

**Long term:** N/A  
**Collaboration:** N/A  
**Involvement:** N/A  
**Prevention:** N/A  
**Integration:** N/A

**Recommendation(s):**

**In support of the Ceredigion County Council Carers and Community Support Team, to note and accept the 2022-2023 Annual Report.**

**Reasons for decision:**

**2022-2023 Ceredigion County Council Carers and Community Support Team Annual Report is brought before Cabinet for information.**

**Overview and Scrutiny:**

Healthier Communities Overview and Scrutiny Committee- 11.03.2024

**Policy Framework:**

Corporate Strategy 22-27: Creating Caring and Healthy Communities  
Ceredigion Through Age and Wellbeing Strategy 2021-2027

**Corporate Well-being Objectives:**

Creating Caring and Healthy Communities

**Finance and Procurement implications:**

None

**Legal Implications:**

None

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

None

**Statutory Powers:**

Social Services & Well-being (Wales) Act 2014

**Background Papers:**

None

**Appendices:**

Appendix 1- Carers and Community Support Team Annual Report 2022-2023

**Corporate Lead Officer:**

Greg Jones, Corporate Lead Officer: Porth Cymorth Cynnar

**Reporting Officer:**

Iwan Davies, Corporate Manager: Early Intervention

**Date:**

30/01/24

**CARERS AND COMMUNITY SUPPORT TEAM**

# Annual Report

2022 - 2023



Cyngor Sir  
**CEREDIGION**  
County Council



**Cysylltu Ceredigion**  
Gofalwyr a Chymorth Cymunedol  
**Connecting Ceredigion**  
Carers and Community Support







# MEET THE TEAM



**TEAM MANAGER - Sara Humphreys**



**CARERS AND COMMUNITY SUPPORT COORDINATOR (North Ceredigion) - Mel Walters**



**CARERS AND COMMUNITY SUPPORT COORDINATOR (South Ceredigion) - Bethan James**



**CARERS DEVELOPMENT OFFICER - Susan Kidd**



**COMMUNITY CONNECTOR - Enfys James**



**AGEING WELL DEVELOPMENT OFFICER - Paul Lewis**



**COMMUNITY CONNECTOR - Carys Owens**



**COMMUNITY CONNECTOR - Sarah Kendall**



**COMMUNITY CONNECTOR - Sian Salcombe**



**COMMUNITY CONNECTOR - Sam Henly**



**DIGITAL CONNECTOR - Lucy Steere**



**COMMUNITY CONNECTOR - Diane Williams**



**APPRENTICE BUSINESS ADMINISTRATOR - Sophie Richards**



**DIGITAL CONNECTOR - Fraya Grattan**



# INTRODUCTION



## **A MESSAGE FROM CORPORATE MANAGER - EARLY INTERVENTION, IWAN DAVIES**

**I am delighted to present the Carers and Community Support annual report. The report reflects the breadth of the work undertaken by the Carers and Community Support Team and it's commissioned partner Gofalwyr Ceredigion Carers along with the positive impact on those receiving services.**

At the centre of the team's work is the provision of high-quality information to users of the service and it is encouraging to see that the numbers of unpaid carers registered on the Carers Information Service and Young Carers Information Service has increased, meaning that more of the county's unpaid carers have access to information such as the Carers Magazine.

The team has also been pro-active in engaging with Ceredigion communities organising events, drop ins with our Community Connectors and have supported the Warm Spaces initiatives, again providing up to date information to those attending.

I would therefore very much like to thank the team and partner organisations for their continued hard work and commitment over the past year and we very much look forward to developing and introducing new areas of work in 2023-2024.

*Iwan Davies*





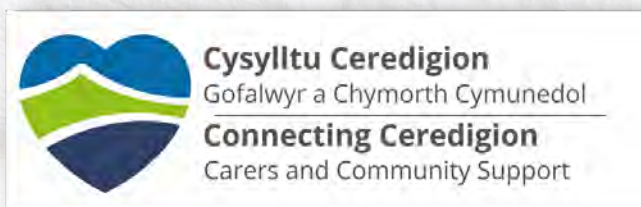
# BUSINESS OBJECTIVES

## EMBED THROUGH AGE WELLBEING STRATEGY ACTION PLAN AND HYBRID WORKING INTO THE TEAM

### What did we do?

#### Rebranding the team

Created a new team logo and contact details, updated our leaflets:



#### Team work

As a team we have got back into the swing of being out and about engaging with a range of groups and individuals.

#### Age Friendly Communities

- Ageing Well Officer appointed.
- Engagements at local supermarkets to coincide with International Older Persons Day.
- Work began on contacting and visiting local groups to gather feedback on **8 domains**:

- 1 Outdoor spaces and buildings
- 2 Transport
- 3 Housing
- 4 Social participation
- 5 Respect and social inclusion
- 6 Civic participation and employment
- 7 Communication and information
- 8 Community support and health services

The feedback will form the foundation of the Age Friendly Communities Self-assessment, which the council will submitted to the World Health Organisation in early 2024. The aim is for Ceredigion to become a recognised Age-Friendly Community.



# PROVIDE INFORMATION ADVICE AND ASSISTANCE

## What did we do?



Increased Carers Information Service membership by

**14%**



Increased Young Carers Information Service membership by

**144%**

Printed and distributed

**4250**

Carers Magazines across Ceredigion.



**Charter for Unpaid Carers**



Welsh Government's Charter for Unpaid Carers distributed to

**100%**

of the Carers Information Service.

**3000**

Information for Young Carers booklets distributed to schools across the county.



Worked with Gofalwyr Ceredigion Carers to support

**158**

young carers to have a life outside their caring role.








**607**  
referrals received by Community Connectors

**78**  
unpaid carers contacted the Community Connectors for support

**13**  
unpaid carers were referred on to Porth Gofal for a carers needs assessment

**The top 3 reasons people contacted the Community Connectors were:**

 Loneliness and isolation

 Blue Badge applications

 Cost of living

Of the **137** clients who requested support due to loneliness and isolation **117** did not have any family members or friends who they could rely on for support.

**North Ceredigion - 177 referrals**

 **47**      **21**      **17**



**Mid Ceredigion - 207 referrals**

 **64**      **35**      **19**



**South Ceredigion - 210 referrals**

 **49**      **37**      **30**



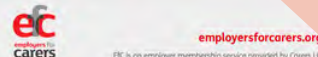
Supported Gofalwyr Ceredigion Carers to deliver information and advice to

**805**  
carers, and provide  
**2016**  
hours of replacement care to give them a break from their caring role.



Supporting carers in your workforce

*A manager's handbook*



**39**  
members of staff, including managers, supported through carer training and information events.



## Public engagement across the county

2022-23 has been the first year, since the Covid pandemic, that the team have been able to arrange and attend public events. In total we have held and attended **96** events across Ceredigion.

**243** people attended community drop-in events

**49**  
community drop-in events

**24**  
partner events attended

**16**  
themed events organised by the team

Participated in  
**7**  
tackling hardship groups





## Gofalwyr Ceredigion Carers Young Carer Service recommissioned and rolled out.

In April 2022 we were pleased to announce that Gofalwyr Ceredigion Carers (GCC) successfully won the tender to deliver the Young Carers Support Service in Ceredigion. Throughout the year, **357** carers have engaged with the service since it commenced. GCC have supported young carers and their families through the provision of 1:1 support and a range of activities.



### Young carers get soaked at pantomime!

At the end of January, Gofalwyr Ceredigion Carers (GCC) invited young carers from all over Ceredigion to see Mother Goose at Aberystwyth Arts Centre.

The show was enjoyed by young carers of all ages, alongside a full-capacity crowd at Theatr Y Werin. The hilarious performance was full of festive fun, complete with catchy songs, slapstick comedy and the lots of booing and hissing!!

At one point the cast, equipped with water guns, ran from the stage, up the steps and right through the seats soaking the audience. It was the perfect opportunity for the young carers to let loose and enjoy, which they did. Their cheers were the loudest of all!!

The trip was organised by Jamie, GCC's Young Carer and Family Outreach Worker. In the last 12 months Jamie has organised lots of fun trips and activities for young carers, including laser tag and paddleboarding.

**Excerpt from Carers Magazine (March 2023)**

"I was worried I'd be the oldest here and wasn't sure whether to come to be honest. I've actually had a really nice time, I wasn't sure what to expect but I definitely want to come back next year."

"That was awesome! My favourite part was when they ran up into the seats with the water guns. I got soaked and it was so cool."



**NEW**

Resilience and wellbeing:  
**a self help course for unpaid carers**

Available in English and Welsh

It's easy to forget to look after your own wellbeing when you are looking after a family member or friend, who needs your support.

This new online course reminds unpaid carers that **you are important too.**

During the course you will also learn about ways you can:

- lower your stress levels
- balance your wellbeing
- build emotional resilience

The course is completely free, you can do it in your own time and at your own pace.

[www.ceredigion.gov.uk/carercourse](http://www.ceredigion.gov.uk/carercourse)

SCAN ME

Ceredigion County Council  
 Cynllun Ceredigion  
 West Wales Care Partnership  
 wawcp

## Carers resilience and wellbeing training

The team developed an online resource for unpaid carers which aims to support unpaid carers to:

- Lower stress levels
- Balance wellbeing
- Build emotional resilience

The online toolkit can be accessed, for free, by anyone on Ceredigion County Council's website.

## Dewis Cymru

All Community Connectors are trained Dewis editors. They can now support businesses and groups in getting their information published on Dewis. Administration staff can also provide support at renewal and with content.



## Service inductions

We delivered service induction presentations to **91** members of council staff, 3rd sector staff and health professionals. This includes:

- Social Workers and Social Work Assistants
- Agency Social Workers
- Bronglais Hospital's Occupational Therapists
- Hywel Dda Community Outreach Team
- Hywel Dda Social Prescribers
- DDAS
- CAMHS
- CMHT
- Older People's Care Forum





# DEVELOP WORK WITH GROUPS, BUSINESSES AND 3RD SECTOR TO BUILD COMMUNITY RESILIENCE

## What did we do?

### Employers for Carers

Ceredigion County Council continues to honour and participate as a regional member of Carers Wales 'Employers for Carers' scheme. As part of the council's commitment to support unpaid carers within our own workforce, the Carers and Community Support Team have provided two tiers of advice and support through a programme of sessions for managers and staff.

**12** staff carer newsletters distributed through monthly staff Newyddion

**11** carer drop-in sessions

**4** 'Carers know your rights' sessions delivered

**4** 'Managers - supporting the care conversation' information sessions



### Harm reduction

- All staff trained as Alzheimer's Society Dementia Friends and two team members became Dementia Ambassadors. Dementia Ambassadors can deliver the friends training.
- Alcohol and older person training
- Women and gambling
- Benefits training





## Identifying gaps – befriending and transport

As in previous years, **the top two gaps we have identified are in the provision of transport and befriending services.** The following case study is an example of how we identify gaps like these and how we approach addressing them.



**Community Connector, Sarah Kendall**, noticed a growing need for befriending services and transport support to facilitate social activities and daily tasks in Aberystwyth. After researching available services, she discovered Hafan Y Waun Day Centre's plan to start a new social club open to the community, offering various activities. Sarah supported a carer and her spouse with dementia to attend the club, which they found enjoyable and fulfilling. Impressed by the positive impact, Sarah recommended the club to others but identified transportation challenges. Upon discussing this with the Day Centre Manager, Sarah learned that they had received a grant for an electric minibus, enabling them to offer transport for attendees. The Day Centre expanded its services by initiating a fortnightly shopping service. Sarah maintained close communication with the Day Centre, assisting them in accessing Warm Hub Grants, resulting in the club becoming a Warm Hub during winter and introducing a popular lunch club at various locations in Aberystwyth.



### OUTCOMES:

- Referred clients now have a social network and regularly attend activities
- Hafan Y Waun successfully applied for funding to become a Warm Hub and is now a safe space for people in the community
- Identified a shopping service and transport for clients who are socially isolated to attend activities



*It has been a real pleasure for me to see my client enjoying going to Tuesday Club and seeing my client making new friends.*

*I have also enjoyed working closely with the Manager and keeping her informed of any potential grants that may support the projects further.*

*I now regularly inform clients about the Tuesday Club, Lunch Club and the fortnightly shopping trips.*

**Sarah Kendall -  
Community Connector**





## Addressing the cost of living crisis

To address the cost of living crisis, the team collaborated with various partners and teams within the local authority to deliver events and disseminate information leaflets. These efforts were focused on delivering crucial information and support, aiming to educate and assist the community in managing the financial challenges of the crisis. Our collaborative approach significantly enhanced the reach and impact of these initiatives.

Special carers' newsletter -  
'Cost of Living' edition  
January 2023

**CEREDIGION CARERS NEWSLETTER**  
• COST OF LIVING EDITION •  
JANUARY, 2023

**CITIZENS ADVICE BUREAU (CAB)**  
CAB offer free, confidential advice on many subjects including:

- Debt and money
- Benefits including Carers Allowance
- Energy
- Housing
- Work
- Low and rights

Welcome to the Carers and Community Support Team's special Cost of Living Newsletter.

We know the rising cost of living is making things tough for many people, so we wanted to share advice and information on the support available to you.

We also wanted to share some of the information from the Carers Rights Day events that we held in November. We know that some of you were not able to attend and we didn't want you to miss out.

Citizens Advice Bureau, Nest and Gofalwyr Ceredigion Carers were among some of the organisations who joined us at our events, read on to find out more...

Produced by: Carers and Community Support Team  
connecting@ceredigion.gov.uk  
01545 574200

# DEVELOP SUSTAINABLE BREAKS FOR CARERS

## What did we do?

### Ceredigion Carer Card

Issued

**189**

new adult carer cards, an increase of **136%** from the previous year

A total of

**394**

unpaid carers in Ceredigion are using a Ceredigion Carer Card to access free leisure facilities in the county.

Issued

**55**

new young carer cards, a **500%** increase

Have you applied for  
your **FREE**  
Ceredigion Carer Card?



Apply here  
today, for...

**FREE** unlimited  
access to leisure  
centre facilities



For more information  
and to apply for the  
card visit:  
[www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard)



vcp  
Cysylltu Ceredigion  
Connecting Ceredigion  
Care Partnership



# TEAM HIGHLIGHTS

## £500 UNPAID CARER SUPPORT PAYMENT

The team worked with Finance and Procurement to process and pay applications for the Welsh Government's £500 support payment which was available for unpaid carers to apply for between May and September 2022. The team was instrumental in advising unpaid carers of their entitlement. Which we disseminated through social media and by post. Thanks to our efforts, Ceredigion achieved one of the highest proportions of claims, in Wales, received from carers who were eligible for the payment.



*"Please accept my thanks for all your support and hard work on this scheme. Take up is currently 77.5% which is an excellent outcome and I know the Deputy Minister for Social Services is very pleased with this figure and would wish to join me in conveying her thanks to everyone involved. To date, nearly 44,000 unpaid carers have benefitted from this payment."*

**Message of thanks from Duncan Hall, Corporate Lead Officer, Finance & Procurement**

**703**

eligible applicants received £500

A total of

**£351,000**

paid

Register with us for the **unpaid carers £500** payment, **before 15 July 2022.**



If you were receiving **Carer's Allowance** on 31 March 2022, you may be entitled to an extra **£500** from the Welsh Government.

**Registration open now.**





# CEREDIGION CARERS FUND

Carers applied for up to £150 to improve their health and wellbeing.

## WHAT DID CARERS SPEND THE MONEY ON?

### Top 5 requests

- Short breaks (179)
- Therapies and treatments (84)
- Sports, fitness and outdoor activities (67)
- Clothing (56)
- Technology (52)

## CARERS SAID...

*"Thank you so much, this has made a huge difference to my mental state of mind. It's a great cause."*

*"Thank you so so much. I was so pleased it made me cry... this is going to make so much difference to me."*

*"Thank you so much for this, my daughter is extremely excited, she's been wanting a new Harry Potter game.... Thank you again she's over the moon."*

*"I just wanted to thank you so very much for this, I am so excited to book a holiday very soon. I'm so grateful to you all."*

*"I have now used the fund to great effect and purchased the music keyboard I've had my eye on for a long time - thanks to you I no longer have to window shop."*



**£116,197**  
awarded

**591**  
individual and  
family applications  
processed

**776**  
carers  
benefitted




# WARM WELCOME SPACES

Throughout winter 2022/23, Ceredigion's team of Community Connectors worked with CAVO and community groups across the county to set up Warm Welcome Spaces.

Warm Welcome Spaces are safe warm places that are free and welcoming to all ages, some of them also provide hot drinks, snacks and activities.

Cafes, churches, community centres, village halls, libraries and book shops across the county opened their doors and welcomed people of all ages.

The Warm Welcome Spaces provided a social meeting place for people to come together, and build friendships.



### Community Connector case study

During a team meeting, we discussed the Warm Welcome Spaces project and agreed that involving Community Connectors would be instrumental in disseminating information about the available funding across Ceredigion. It was unanimously decided to proactively reach out to all communities in the region.

In my role, I received valuable input from my Team Manager, who promptly shared details on how to apply for the funding. Without hesitation, I distributed this information to various community hubs, including Borth Community Hub, Local Churches, Cletwr Community Café, Hafan Y Waun, and Community Halls.

Moreover, I made a personal visit to the recently established Coffee Morning at Rhydypennau Hall to tell them about the new funding opportunity. The response from the Rhydypennau Hall Committee was overwhelmingly positive, and they promptly applied for the grant on the same day. I was delighted that they successfully obtained the grant, which supported their Warm Welcome Coffee Morning initiative.

I was equally pleased that due to our proactive outreach efforts, several other community spaces, namely Borth Community Hub, Cletwr Café, Hafan Y Waun, Llanbadarn Fawr Church, The Iron Rooms in Eglwysfach, Talybont Hall, and Rhydypennau Hall in Bow Street Hall, accessed Warm Spaces funding for their activities.


The response from these community groups has been highly positive, and they expressed their gratitude for the prompt and effective delivery of information concerning the funding available for the Warm Welcome Spaces project.


Due to the strong, positive relationships the team have been able to foster with organisations while developing the Warm Welcome Spaces, we will continue to build on this work in 2022-23.





There were **42** Warm Welcome Spaces across Ceredigion

### The Community Connectors handed out:

**150** radiator reflectors 

**300** draught excluders 

**50** blankets 

**60** lightbulbs 



# WORKING WITH HEALTH - SOCIAL PRESCRIBING

## Borth Multi Agency Team (MAT)\*

The Carers and Community Support Team have established good contacts and created strong working relationships amongst the MAT members who have been extremely approachable when further support has been required. We have got to know the surgery team well and from a learning perspective we now understand the roles of professionals such as Admiral Nurses, District Nurses, and other Allied Health Professionals. We also have a clearer idea of their involvement in a person's care, where that person is in their journey both physically and mentally and it informs us in our work to ensure the best positive outcomes. Any pre-existing barriers between our team and health colleagues have now been removed through participating in this project.

150

patients seen by  
Borth and  
Tregaron MAT



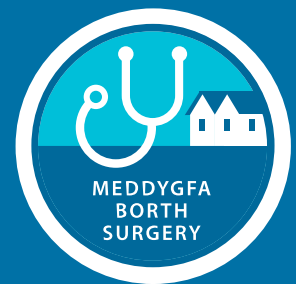
19

patients directly  
referred to the Carers  
and Community  
Support Team

## Expanding social prescribing in Ceredigion

In January 2023, following the widespread recognition of the Borth MAT accomplishments, the GP surgery in Tregaron was invited to join. We hold a positive outlook regarding the potential advantages it will offer to the patients and the community of Tregaron throughout 2023 - 2024.

*\*Please note: MAT (Multi Agency Team) was previously referred to as MDT (Multi-Disciplinary Team) up to February 2023*



Watch the video to  
view information  
about Borth MAT



[bit.ly/BorthMAT](https://bit.ly/BorthMAT)

## Patient outcomes

- 11 supported to join social groups in local area
- 4 referred to commissioned carer support service for in depth support
- 3 supported to access mental health services
- 2 were supported to access practical support at home from Red Cross and Age Cymru
- 2 supported to access Citizens Advice Bureau surgeries
- 1 supported to access Country Cars for help with transport



# A YEAR FULL OF ACTIVITIES

## COMMUNITY DROP IN SESSION

Let's talk about keeping warm

Join Community Connector, Sarah Kendall for information and advice

Tuesday, 6 December  
3pm - 5pm

White Lion Pub, Talybont



Community Connectors are experts on what is going on in your area!  
This includes community groups and working with both groups and individuals to find and deliver information to keep you connected with your community.



"I wasn't sure about coming as I have so much going on. My husband encouraged me to come today and I'm so glad I did as I really enjoyed."

## TEA AND CAKE FOR UNPAID CARERS

Join your local Community Connector for a chat and a relaxing cuppa.



Venue:  
Talbot Tregaron  
Date:  
27/09/2022  
Time:  
3pm

Limited Places - Booking Is Essential



## Pop-up and drop-in

Pre-loved school uniform shop

Discount with Carers Card

Information and advice for unpaid carers

Everyone welcome



Eco Hub Aber

Bath St, Aberystwyth, SY23 2NN

Friday 8 July, 4 - 6pm

&

Saturday 9 July 11am - 1pm

For more information, contact Mandy @ Gofalwyr Ceredigion Carers, 07975 906975 or mandy@creducymru



## FREE EVENT

## Carers Rights Day 2022

Do you help care for a family member or friend? If you do, join us for advice and support.

Change of Venue

Gorsgoch Village Hall 10 November 10am - 3pm Neuadd yr Hafod Gorsgoch Llanybydder Ceredigion SA40 9TE	Aberystwyth University 17 November 12pm - 4pm Medrus Room Aberystwyth University Aberystwyth Ceredigion SY23 3BY	Y Man a'r Lli 24 November 10am - 3pm Y Man a'r Lli (Coleg Ceredigion Campus) Park Place Cardigan SA43 1AB
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Learn more about your rights as a carer and get the support that you are entitled to!

- Finance advice
- Employment and benefit advice
- Energy saving tips
- Plus, lots more
- Free soup, bread, tea & coffee



A limited amount of FREE goodie bags at each event

If you would like to come but are not sure how you can make that happen, please give us a call and we will try to help find the right support.

Carers and Community Support Team:  
Phone: 01545 574200  
Email: [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)



## CYSYLLTWYR CYMUNEDOL

Sesiynau Galw Heibio - Cadw'n Gynnes

## COMMUNITY CONNECTOR

Drop-in Sessions - Keeping Warm



"It was absolutely fabulous to put faces to people that I've spoken to on the phone. Everyone was friendly and informative. Looking forward to the next event!"





**Carers have the right to...**  
Find out more about your rights as an unpaid carer

**Wednesday 23 November**  
10am - 11am

Join Carers Wales, the Carers and Community Support team and HR to ask any questions you have about your caring role and work.

**FIND OUT ABOUT:**

- THE COUNCIL'S CARER'S POLICY
- THE CARER'S PASSPORT
- SUPPORT IN WORK
- SUPPORT IN THE COMMUNITY

This session is open to all staff.

Book now through Ceri self-service 'Carers Rights'

"It was really helpful, everyone was so friendly, we have plenty to read up on. A very productive day out, thank you."



**Carers drop-in**

The last Thursday of every month, next meeting:

**Thursday, 23 February**  
2pm - 3pm  
on Teams: [bit.ly/3dlbxnD](https://bit.ly/3dlbxnD)

Drop-in to ask the Carers and Community Support Team and HR for advice on your caring role and chat with other carers at any time between 2pm and 3pm.

"I Enjoyed the chance to speak with other carers."

"This was a great opportunity to reach vulnerable customers facing energy and cost of living crisis. But equally useful for reaching partners and dispatching marketing to frontline workers. Thank you/Diolch!"



**VIRTUAL DEMENTIA TOUR FOR UNPAID CARERS**

- Tuesday, 7 March - Aberystwyth
- Wednesday, 8 March - Aberaeron

Places limited book now

**DEMENTIA BUS**

Logos for Ceredigion, Cymdeithas Cymunedol Ceredigion, experience, and DREAMS.

**Woodland Craft Activities with Tir Coed**

For carers (and the people they support)

- Experience and explore a wonderful Welsh woodland.
- Be inspired by the nature that surrounds you.
- Lose yourself in the moment and unleash your creativity.
- and find your adventure!

**OCTOBER 19**

10AM TO 3PM

Where? Coed Tyllywd, Llanfarian, SY23 4QE

Spaces limited! Please book your place by the 7th October 2022 by filling in the form attached to this email and email it back to: [carers@tircoed.org.uk](mailto:carers@tircoed.org.uk)

For more information about the event including ticket facilities, parking, terrain and more. Head on reading.

To find out more about Tir Coed and their upcoming courses and programs you can check them out by clicking the following link: <https://www.tircoed.org.uk/>

**GOOD START TO THE NEW YEAR!**

Want to get a good start to the new year? Head over to Aberystwyth Bandstand for information, advice, assistance and workshops to help you kick start your new year off to a healthy start.

**Wednesday 11 and Thursday 19 January**  
Time: 9:30am - 5:00pm  
Place: Aberystwyth Bandstand, Marine Terrace, SY23 2BY

Open to people of all ages!

For more information on the event and how to get there contact us on: [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk) or 01545 574200

Information, advice and support provided on the day by Forth Cymorth Cynnar and their partners



"I was advised of different groups to attend but getting there is difficult due to lack of transport."



**Digital Taster Session for Carers**

**FREE UNPAID CARERS EVENT**  
Tuesday, 28 March 2023  
10:30am - 2:30pm  
Aeron Room, Penmorfa Council Offices, Aberaeron, SA47 0PA

**Need help with something digital?**

- Sending emails
- Connecting to Wi-Fi
- Video calls

Free fee to bring your tech and ask our digital experts for help!

**Want to try out some tech?**

- Laptops
- iPads/tablets
- Smart home tech - e.g. speakers/bulbs/plugs

Places limited - book now by 21 March! If you would like to come but are not sure how you can make that happen, please give us a call and we will try to help find the right support.

Carers and Community Support Team:  
Phone: 01545 574 200  
Email: [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)



# WHAT DO WE NEED TO DO NEXT?

## BUSINESS OBJECTIVES - 2023/24

- 1 Proactively provide quality information advice and assistance to a range of groups across Ceredigion
- 2 Develop work to build community resilience across Ceredigion
- 3 Develop a range of sustainable short breaks for carers

**Carers and Community Support Team**  
**Porth Cymorth Cynnar**  
**Ceredigion County Council**

 **01545 574200**

 **[connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)**



**Cysylltu Ceredigion**  
Gofalwyr a Chymorth Cymunedol  
**Connecting Ceredigion**  
Carers and Community Support





## CYNGOR SIR CEREDIGION COUNTY COUNCIL

<b><u>Report to:</u></b>	<b>Cabinet</b>
<b><u>Date of meeting:</u></b>	<b>19.03.2024</b>
<b><u>Title:</u></b>	<b>Ceredigion Carers Unit Annual Report 2022-2023</b>
<b><u>Purpose of the report:</u></b>	<b>To provide feedback following the Healthier Communities Overview and Scrutiny meeting on the 11<sup>th</sup> of March 2024</b>

### **Background:**

The Carers and Community Support Team bring together our Carers Development Officers, Community Connectors and Ageing Well Officer to work in a single team focussing on providing information advice and assistance to unpaid carers and supporting community members in Ceredigion.

### **Recommendation:**

Following discussion, Committee Members agreed to recommend that Cabinet:

1. Approve the Carers and Community Support Team Annual Report.

Councillor Alun Williams, Cabinet Member, apologised for the lateness of the report and confirmed that the team are now at full capacity. The Chair congratulated the Team for their hard work and commitment.

**Councillor Caryl Roberts**  
***Chair of the Healthier Communities Overview and Scrutiny Committee***