Understanding your rights as a carer

Read this booklet to learn more about your rights under the Social Services and Well-being (Wales) Act.
The Social Services and Well-being (Wales) Act came into effect on 6 April 2016.

This law exists to improve the well-being of people in Wales, particularly those who need care and support, and carers who need support.

The Act explains that well-being is:

- Making sure you know about your rights and what they mean for you
- Being healthy
- Protection from abuse, harm and neglect
- Having access to employment, education, training, sports and leisure
- Having positive relationships with family and friends
- Being part of the community
- Having a social life
- Having a safe and secure home
There are several rights included in the Act that are important for you to know and understand. These rights are the same for all carers, whether you are a child, a young person or an adult. They are explained in the next few pages.

The right to well-being

Your local authority, local health board and Welsh Ministers must promote the well-being of people who need care and support, and carers who need support.

The right to have information, advice and assistance

Your local authority must provide information, advice and assistance about support services so you can find and access them.
The right to an assessment if your needs cannot be met by information and advice

Your local authority must carry out a carers’ needs assessment for **carers**, who **may** need support.

This assessment is to find out what help you need.

Your right to an assessment is not affected by how much money you have, but you may be asked to contribute to the cost of your support.
The right to have your voice heard and have control over decisions about your support

During your assessment your local authority must ask you **what matters to you** as a carer, or a young carer.

You must be involved in all decisions about your support. If you'd like, you can choose to have a friend or family member by your side to help you.

Some local authorities may combine a carers’ needs assessment with an assessment for the person being cared for. This can only be done if you give your consent.
The right to advocacy

If you are unable to fully take part in discussions yourself, an advocate is someone who can help make your voice heard when decisions are made about your support.

An **independent** advocate must be arranged if you are unable to speak up for yourself or do not have someone to support you to express your views, wishes and feelings.
Local Authorities Social Services Information, Advice and Assistance Helplines

Isle of Anglesey County Council: 01248 752736
Blaenau Gwent County Borough Council: 01495 315700
Bridgend County Borough Council: 01656 642279
Caerphilly County Borough Council: 0808 100 2500
Cardiff City Council: 02920 234234
Carmarthenshire County Council – Delta Wellbeing: 0300 333 2222 (24hrs)
Ceredigion County Council: 01545 574000
Conwy County Borough Council: 0300 456 1111
Denbighshire County Council: 0300 456 1000

Flintshire County Council: 01352 803444
Gwynedd Council:
• Llŷn area: 01758 704099
• Caernarfon area: 01286 679099
• Bangor area: 01248 363240
• Eifionydd and Meirionnydd
  North: 01766 510300
  South Meirionnydd: 01341 424499
Merthyr Tydfil County Borough Council: 01685 725000
Monmouthshire County Council: 01633 644644
Neath Port Talbot Council: 01639 686802
Newport City Council: 01633 656656
Pembrokeshire County Council: 01437 764551
Powys County Council: 01597 827666
Rhondda Cynon Taf County Borough Council: 01443 425003
Swansea Council: 01792 636519
Torfaen County Borough Council: 01495 762200
Vale of Glamorgan Council: 01446 700111
Wrexham County Borough Council: 01978 292066

Other useful contacts

**Carers Wales:** Provides advice and information to carers and the professionals who support carers.
Advice line – Monday and Tuesday: 0808 808 7777
www.carersuk.org/wales

**Carers Trust Wales:** Committed to improving support and services for unpaid carers.
0300 772 9702
www.carers.org/country/carers-trust-wales-cymru

**All Wales Forum:** Provides a national voice to empower parents and carers of people with learning disabilities.
029 2081 1120  www.allwalesforum.org.uk

**Children’s Commissioner for Wales:** Protects and promotes the rights of children throughout Wales.
01792 765600  www.childcomwales.org.uk

**Age Cymru:** Information and advice for matters affecting over 50’s in Wales.
08000 223 444  www.agecymru.org.uk/advice

**Older People’s Commissioner for Wales:** Protects and promotes the rights of older people throughout Wales.
03442 640670 / 02920 445030  www.olderpeoplewales.com