

# DIGITAL HEALTH AND CARE WALES

## CARER'S POLICY

This policy sets out the procedures to request support for staff who are carers. It identifies the options, procedures and contacts as well as signposting to Organisation's policies and guidelines.

<b>Document Version</b>	V1
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<b>Status</b>	Approved
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Document author:	Velindre NHS Trust
Approved by:	Host Organisation until 31/03/2021
Date approved:	19/02/2021
Review date:	31/03/2022

<b>STRATEGIC OBJECTIVE</b>	Delivering High Quality Digital Services
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<b>WELL-BEING OF FUTURE GENERATIONS ACT</b>	A healthier Wales
If more than one standard applies, please list below: A prosperous Wales, A resilient Wales, A more equal Wales, A Wales of cohesive communities, A Wales of vibrant culture and thriving Welsh language, A globally responsible Wales	

<b>DHCW QUALITY STANDARDS</b>	ISO 20000
If more than one standard applies, please list below: ISO 27001, ISO 9001, BS 76000:2015, BS76005, SDI (Service Desk Institute Standard)	

<b>HEALTH CARE STANDARD</b>	Staying Healthy
If more than one standard applies, please list below: Individual Care, Staff & Resources	

<b>EQUALITY IMPACT ASSESSMENT STATEMENT</b>	Date of submission: October 2012
No, (detail included below as to reasoning)	Outcome: Approved
<p>Statement: Digital Health and Care Wales (DHCW) is committed to ensuring that, as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflects their individual needs and does not discriminate against individuals or groups. An Equality Impact Assessment (EQIA) has been undertaken on this policy and the way it operates. The Organisation wanted to know of any possible or actual impact that this policy may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues) race, disability, sexual orientation, welsh language, religion or belief, gender identity, age or other protected characteristics.</p> <p>The assessment found that there was no impact to the equality groups mentioned and this policy will have a positive impact on all the 'protected characteristic' groups. Where appropriate, the organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.</p>	

<b>APPROVAL/SCRUTINY ROUTE:</b>		
Person/Committee/Group who have received or considered this paper prior to this meeting		
Local Partnership Forum	23/03/2021	Approved

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	Yes, please see detail below
	The policy provides clear guidance for managers and employees as to support available and due process. This will ensure equitable access to help for employees and is specific about their entitlements.
SOCIO ECONOMIC IMPLICATION/IMPACT	Yes, please detail below
	This will ensure there is equity for all with regard to job security should employees have caring responsibilities.

## TABLE OF CONTENTS

1	DOCUMENT HISTORY .....	5
	REVISION HISTORY .....	5
	REVIEWERS .....	5
	AUTHORISATION .....	5
	DOCUMENT LOCATION .....	5
2	PURPOSE .....	6
3	INTRODUCTION .....	6
4	DEFINITION OF WHO IS A CARER .....	7
5	PRINCIPLES .....	7
6	DEVELOPMENT OF THIS POLICY .....	7
7	SUPPORT INITIATIVES .....	8
8	RESPIRE SUBSIDY .....	8
9	STRESS MANAGEMENT, TRAINING AND INITIATIVES .....	9
10	OTHER FORMS OF COUNSELLING .....	9
11	ENTITLEMENT TO PAID CARERS LEAVE .....	9
12	UNPAID LEAVE .....	9
13	FLEXIBLE WORKING ARRANGEMENTS .....	10
14	MANAGER'S RESPONSIBILITIES .....	10
15	EMPLOYEE RESPONSIBILITIES .....	10
16	REQUESTS FOR SUPPORT .....	11
17	TELEPHONE ACCESS DURING WORKING TIME .....	11
18	AWARENESS TRAINING .....	11
19	APPEAL .....	11
20	MONITORING THE POLICY .....	11
	Staff Member C .....	12
21	APPENDICES .....	13
	Appendix 1 – Main Legislative/ Policy Developments affecting carers in Wales since 1995* .....	13
	Appendix 2 – Application Form Request for Variation to Working Pattern .....	15
	Appendix 4 – Application form – Respite Subsidy .....	20

# 1 DOCUMENT HISTORY

## REVISION HISTORY

Date	Version	Author	Revision Summary
19/02/2021	V1	Velindre NHS Trust	Policy Finalised

## REVIEWERS

This document requires the following reviews:

Date	Version	Name	Position
31/03/2022	V1	Velindre NHS Trust	Host Organisation until 31/03/2021

## AUTHORISATION

Signing of this document indicates acceptance of its contents.

<b>Author's Name:</b>	Velindre NHS Trust		
<b>Role:</b>	Host Organisation until 31/03/2021		
<b>Signature:</b>		<b>Date:</b>	

<b>Approver's Name:</b>	Velindre NHS Trust		
<b>Role:</b>	Host Organisation until 31/03/2021		
<b>Signature:</b>		<b>Date:</b>	

## DOCUMENT LOCATION

Type	Location
Electronic	Integrated Management System

## 2 PURPOSE

This policy sets out Digital Health and Care Wales's approach and procedures in relation to requests for support for staff who are carers. It identifies the options, procedures and contacts as well as sign posting to Organisation policies and guidelines.

The policy is intended for all managers and staff as well as forming part of the induction process for new staff as part of the recruitment process.

All requests for support, flexible working etc will be considered on an individual basis taking into account the business needs to ensure that service delivery is not negatively affected. The policy includes:

- Legal rights to request flexible working
- Manager's role
- Staff members role
- Maintaining high standards of service delivery
- Options for flexibility

## 3 INTRODUCTION

The Organisation is committed to improving the working lives of its staff, and supports them in maintaining a healthy work life balance. In recent years, the Organisation has revised its Flexible Working Policy and introduced a range of initiatives to support staff.

The Organisation recognises that as the social environment changes, more people are taking on caring responsibilities, and that it has a duty to ensure that it provides adequate support to enable staff to maintain a healthy well-being. This policy will identify the various areas of support on either a short term or long term basis, and provide a framework which is flexible to the needs of both the employee, as well as the needs of the service, providing managers with the tools they need to fully support their staff.

Currently, more than 3 million people – one in seven of the workforce – juggle the responsibilities of caring and paid employment.<sup>1</sup> Recent reports and statistics from organisations such as Carers UK, demonstrate that staff may at any stage of their career face differing caring responsibilities.

The aim of this policy is to provide flexibility which will in turn have a positive impact around areas such as recruitment and retention, sickness absence and organisational performance. The caring responsibilities that staff have outside the workplace is an essential function and the Organisation therefore does not just have a legal but moral obligation to ensure that caring responsibilities do not jeopardise staff future career prospects.

Recent changes in legislation give stronger protection to staff that have caring responsibilities, more information on the law can be found in appendix 1.

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<sup>1</sup> Caring for carers: the business case – Carers UK

## 4 DEFINITION OF WHO IS A CARER

A carer is defined as someone who looks after a dependant. This could be a partner, child, parent, or person that lives in the same household (but not an employee, tenant or lodger) who cannot manage without help due to sickness, frailty or disability. The carers role is unpaid, unlike that of a care worker or foster carer for example. Someone can be a carer on a short or long term basis.

A carer may or may not live in the same household of the person they are caring for and may share the caring responsibility with others in the family or a professional.

A dependant may also be someone who relies on the carer for assistance either as a primary carer or as the only person who can help in an emergency. This includes partners or relatives living with the family. A member of staff's family may extend beyond the common understanding of a family, and these responsibilities need to be catered for. This may be linked to culture for example and therefore careful consideration should be given to broader family commitments.

## 5 PRINCIPLES

Linking to the Organisation Flexible Working Policy, any request to change working responsibilities, the following principles apply:

The request will be looked at on an individual basis, although a consistent approach will be taken when considering requests. As identified in the Organisation's Flexible Working Policy, once a change has been agreed, it will be subject to a review. This is to the benefit of both the member of staff and the manager to allow for any amendments to the request or alternative solutions identified.

Any solution will be tailored to the Organisation and the individual's needs at any given time and therefore solutions for different scenarios and divisions of the organisation will, by their very nature be different. Managers will be required to provide a reasonable explanation for the decision that has been reached.

An agreement made on a short-term basis (less than 6 weeks) may not be sustainable on a long term basis and therefore there is no guarantee it will be deemed suitable if a need becomes long term. Therefore, alternative solutions should be sought by both parties.

## 6 DEVELOPMENT OF THIS POLICY

It was recognised that to develop a policy that addressed carers' needs it was vital that carers were involved in its design. Staff were invited to become involved and 16 members of staff came forward, this was made up of line managers, HR staff, staff who were carers, or had been carers and those who were interested in the subject. The Organisation also sought the advice of Carers Wales to give their expertise and assistance to ensure that the finished policy supported all staff and managers around this stressful situation. The group has been involved at every stage of the development of

this policy.

## 7 SUPPORT INITIATIVES

The Organisation introduced several initiatives to support staff, these include:

### **Employee Assistance Programme (EAP).**

The EAP was introduced to provide specialist information and assistance and a confidential telephone counselling service. It is available to all Organisation employees, their family members and significant others on a 24/7 basis. Areas covered by the EAP include:

- Childcare
- Eldercare
- Benefits
- Taxation and Income Tax
- Probate and Wills
- Debt Issues

The counselling service provides up to six goal focused counselling sessions per issue. The Service can be accessed via a helpline, Email or the web.

Tel no: 0800 243 458

Minicom: 0208 987 6574

Email: [assistance@ear.co.uk](mailto:assistance@ear.co.uk)

Web: [www.ear.co.uk](http://www.ear.co.uk)

## 8 RESPITE SUBSIDY

To assist staff with main carer responsibilities the Organisation has introduced a fund to allow staff to apply for financial assistance towards respite care. The fund will pay up to 75% of the respite costs, to a maximum £300 per application. As the funds are limited, the Organisation cannot guarantee that every application will be successful.

All respite will need to be registered and insured, for the welfare of the person requiring respite.

Staff with caring responsibilities for elder parents, a partner, siblings, or disabled children can apply at any time of the year. The Organisation aims to be as flexible as possible to support the staff member.

Any leave requests will need to be via flexi, time in lieu, unpaid leave or annual leave. A copy of the application form can be found in appendix 4.

It is advised that Staff contact their local Social Services Department for help in arranging respite care.

## **9 STRESS MANAGEMENT, TRAINING AND INITIATIVES**

Stress is one of the key barriers for staff who are carers, it is difficult to find time to 'switch off'. The overall impact of stress can be detrimental to all parties, from the carers themselves to the person they are caring for, any other dependants they may have, as well as the organisation needing to deal with time off work, for example. It is therefore crucial that the Organisation supports each member of staff to its best ability and one of the key areas is recognising the signs of stress and putting workable solutions in place.

The Organisation has a well-established Health and Wellbeing group, whose role is to safeguard staff health by implementing stress awareness training and developing stress risk assessments.

## **10 OTHER FORMS OF COUNSELLING**

As well as the Employee Assistance Programme, you can access a workplace counselling service via Occupational Health, for more information contact your Manager or Workforce and Organisational Development.

## **11 ENTITLEMENT TO PAID CARERS LEAVE**

In order to meet any immediate caring emergencies, managers may grant up to a maximum of 5 days paid carers leave per year (pro rata for part time staff) this leave is covered under the NHS Wales Special Leave Policy..

The aim of carers leave is to provide a suitable response to an employee whose normal care arrangements breakdown at short notice or who finds that they have to care for a child or dependant who suddenly becomes ill. Carers leave may also be granted to enable the employee to make alternative arrangements, to cope with long term care challenges.

Carers leave cannot be granted for scheduled hospital appointments, as either flexi leave, time in lieu or annual leave should be used. Further information on this area is covered in the Managing Attendance At Work policy

Please note that carers leave is at the manager's discretion and authorisation is required. Managers will need to explain any reason for refusal. If a member of staff is unhappy with the decision they can follow the appeal process outlined in section 13.

## **12 UNPAID LEAVE**

When all paid forms of leave have been utilised, in exceptional circumstances and with the approval with the line manager staff may be granted unpaid leave. This will be dependent on service requirements.

## **13 FLEXIBLE WORKING ARRANGEMENTS**

Carers leave is designed to cover emergency situations, but this is not necessarily the only option required. It is important that staff who are carers are aware of the work life balance options available to them, which include:

- Part time working
- Temp reduced hours
- Compressed hours
- Term time working

More information on these and other options can be found in the Organisation Flexible Working Policy and Procedure including the form and procedure for making requests.

## **14 MANAGER'S RESPONSIBILITIES**

The manager needs to look at all options and seek where possible and reasonable to accommodate a long or short term caring need on an individual basis.

- Be consistent adhering to the Organisation's Equality policy and Flexible Working Policy, ensuring that where possible individual needs are met.
- Balance the needs of the service and that of the individual.
- Be flexible in identifying options if original request cannot be met. Including where possible looking at alternative ways in which responsibilities and tasks can be undertaken.
- Confirm any agreement in writing, as set out in the Organisation's Flexible Working Policy and Procedure, a copy of form can be found in appendix 2
- Where a particular need cannot be accommodated and alternatives have been sought the manager need to provide clear and justifiable reasons.
- Ensure that any arrangements agreed do not have any negative impact on other members of staff in the team or division.

## **15 EMPLOYEE RESPONSIBILITIES**

In requesting any change to their working arrangements, either short or long term the employee must:

- Provide, where possible, reasonable notice of a request to change work pattern due to caring responsibilities. The Organisation realises this is not always possible and will seek to support the request to its best ability.
- Provide clear reasons, as set out in the Flexible Working Policy and Procedure including an indication of timescales.
- Be flexible in identifying options and suggesting alternative ways in which responsibilities and tasks could be undertaken.
- Update their manager on a regular basis, good communication is the key to a successful arrangement.
- Be prepared to consider alternative options.

## 16 REQUESTS FOR SUPPORT

Any member of staff who has caring responsibilities may need further support at times, as well as the initiatives covered in this policy, staff can contact their Occupational Health Department to obtain counselling or via their GP. Any member of staff who becomes a carer is advised to inform the GP, so they can support you where needed.

## 17 TELEPHONE ACCESS DURING WORKING TIME

The Organisation will provide reasonable access to a telephone if required, to enable the employee to check on the person that they are caring for or to arrange appointments if necessary. This is in relation to urgent carers needs.

It would be seen as best practice that any requests to use the phone, including an indication of frequency, **must** be agreed in advance with the manager and not negatively impact on service requirements.

Any abuse of this could lead to phone use being withdrawn.

## 18 AWARENESS TRAINING

To ensure that the policy is applied consistently throughout the Organisation, awareness sessions will be provided for managers as part of manager's training. In addition, managers should seek advice from the Workforce and Organisational Development Department in respect of the allocation of carers leave when necessary; again this is to ensure equity among all Organisation staff.

## 19 APPEAL

Employees who have had an application for carers leave rejected are entitled to request a written explanation from their manager. This policy will be interpreted in a flexible, caring and individualistic manner, whilst taking into consideration the needs of the service at both a divisional and Organisation level and those of the employee.

If however the employee is dissatisfied with the decision they may lodge an appeal. Any appeal must be made within 14 days using the Organisation's Grievance Procedure.

## 20 MONITORING THE POLICY

All carers leave applications and outcomes should be recorded, regardless of whether they have been approved or not by the Workforce and Organisational Development Department.

## **Case Studies – The Life of a Carer in Digital Health and Care Wales**

### **Staff member A**

Staff member A looks after her mother, who has to attend fortnightly clinic, she approaches her manager to ask for advice in managing this. It is suggested that she works a condensed fortnight, so they work out her hours for the fortnight.

#### **Carer and Manager agree:**

Staff member A works 75hrs a fortnight

Working hours 8-4

Hours of work amended 8-4.50

Extra 50 mins a day over 9 days = 7.5 hours

Allowing for 1 day off each 10 working days

### **Staff Member B**

Staff member B cares for his son, during the night his son becomes seriously unwell and has to go to hospital, staff member B calls into work before 9am and asks to take the day off sick. He explains the situation to his Manager who explains that under the Special Leave policy he can apply for carers leave to look after his child.

### **Staff Member C**

Staff member C needs to assist a dependant in getting up, toileted and give them breakfast and into a chair first thing in the morning. They want to work flexibly allowing them to come into work for 10am, as arrangements for care have been put in place for the rest of the day. Staff member C completes request for flexible working, to change their hours allowing them to come into work later, allowing them to fulfil their caring duties.

#### **Carer and Manager agree:**

Option 1 – carer will take half an hour for lunch instead of one hour? And work on for an extra half hour at the end of the working day

Option 2 – carer will work the extra hour at the end of each working day

Option 3 – carer will consider reducing weekly hours if appropriate

## 21 APPENDICES

### Appendix 1 – Main Legislative/ Policy Developments affecting carers in Wales since 1995\*

<b>Development</b>	<b>Key change for carers*</b> column highlights selected provisions, and does not aim to summarise all aspects of the development indicated.
<b>Carers (Recognition and Services) Act (1995)</b>	Introduced the concept of a Carers Assessment
<b>Carers Strategy in Wales: Implementation Plan 1 (2000)</b> Policy document	Stressed that enabling carers to combine paid work and care was a priority for government, in line with the UK national Strategy issued in 1999.
<b>Employment Relations Act (1999)</b>	Gave employees the right to 'reasonable time off' to deal with emergencies.
<b>Carers and Disabled Children Act (2000)</b>	Gave carers the right to an assessment (carers of adults and disabled children). Allowed carers to receive services in their own right, introduced Direct Payments to purchase these. Direct payments offered to parents of disabled children to manage on their children's behalf.
<b>Changes to Invalid Care Allowance</b> (now known as <b>Carers Allowance</b> ) (2000)	Amendment to the Social Security and Benefits Act 1992, which included extending carers' benefits to people aged 65 and over.
<b>Employment Act (2002)</b>	Gave employed parents of disabled children under the age of 18 the right to request flexible working arrangements.
<b>Children Act (2004)</b>	Required local authorities to lead on joined up service delivery through multi agency Children's trusts. Strong emphasis on supporting families and carers, described as 'the most critical influence on children's lives'.
<b>Carers (Equal Opportunities) Act (2004)</b>	Placed a statutory duty on local authorities to inform carers of their rights, and to consider carers' wishes in relation to education, training and employment when conducting Carers Assessments.
<b>Work and Families Act (2006)</b>	Extended the right to request flexible working arrangements to all recognised carers in employment , from April 2007.

<b>Pensions Act (2007)</b>	Recognised carer' situation, and reduced the number of qualifying years needed for a full basic state pension; introduced the new Carers Credit for those caring 20+ hours a week for someone who is severely disabled.
<b>One Wales 2007</b>	Coalition Agreement between Labour and Plaid Cymru includes pledge to introduce legislation to improve support for carers.
<b>Revised National Carers' Strategy (2008)</b>	The Welsh Assembly carried out a consultation exercise to re-focus its Carers Strategy in 2006, issuing an Action Plan in 2007. in 2007 it was working closely with the UK Government in its consultation and has pledged to revise the Wales carers Strategy in light of the New Deal for Carers.
<b>Sharon Coleman v Attridge Law &amp; Steve Law case</b>	Case law established around discrimination 'By Association'. Sharon Coleman was denied flexible working conditions at her employers which were available to other staff, to allow her to care for her disabled son.
<b>Equality Bill 2008</b>	<p>As a result of the Sharon Coleman case, the Equality Bill intends to extend protection not just in relation to employment, but also across the provision of goods and services. The Bill also aims to extend the carers ruling of 'discrimination through association to disability' across other 'protected characteristics' Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief and Age.</p> <p>For the first time carers will be protected from direct discrimination (and harassment) because of their association with people who are protected from discrimination themselves.</p>
*Carers UK – Carers, Employment and Services in Wales: focus on Anglesey and Swansea.	

## Appendix 2 – Application Form Request for Variation to Working Pattern.

### Personal Details

<b>Name:</b>		<b>Payroll No:</b>	
<b>Current Post</b>		<b>Base:</b>	
<b>Directorate</b>		<b>Telephone:</b>	
<b>Line Manager</b>		<b>Email:</b>	
<b>NHS Continuous start date</b>			

Please explain what changes you are requesting

Is this request Permanent or for a temporary period? (if temporary please state period of time)

**What impact (if any) will this variation have on the service?**

**What impact (if any) will this variation have on your colleagues?**

**What (if any) benefits will this amendment to working pattern have for the Organisation?**

**What are the benefits to you?**

**What are the potential problems with this arrangement?**

**What would be the proposed solution to any problems?**

**If the request is refused or amended, what would the impact be?**

**Employee Signed:..... Date:.....**

**Employee Name Print: .....**

To be completed by the Manager

**Date/s of meeting to discuss application:**

**Discussion points:**

**Outcome:**

**If application is rejected, outline reasons:**

**Details of monitoring criteria and timescales:**

Manager Signed:..... Date:.....

Manager Name Print: .....

## Appendix 3 – APPLICATION FOR SPECIAL AND PARENTAL LEAVE

SECTION A: To Be Completed By the Employee	
Name: _____	Post: _____
Division/Department: _____	Base: _____
Type of leave requested - (Please tick the relevant box)	
<p>Bereavement Leave</p> <p>Carer's Leave</p> <p>Domestic Emergency Leave</p> <p>Maternity Support Ante-natal Leave</p> <p>Parental Leave</p>	
Public Duties - Type of leave requested ( <i>please outline duties below – See Appendix C</i> )	
<p style="text-align: center;"><b>I wish to apply for Special Leave / Parental Leave as indicated above</b></p> <p>From: _____ To: _____ inclusive</p> <p>Date Returning / Returned to Work: _____</p> <p>Details of Reason(s) for the Request: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<p>I declare that the information given above is correct and have requested leave as indicated above.</p> <p>Signed: _____ Date: _____</p>	

### SECTION B: To Be Completed By the Manager

I \*authorise/\*do not authorise the above member of staff to take \_\_\_\_\_ day(s) Special Leave/  
Parental Leave as indicated above. (\*Please delete as appropriate)

No. of Days Paid Leave \_\_\_\_\_ No. of Days Unpaid Leave \_\_\_\_\_

Signed: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

Completed form:- To be retained on the Employee's Personal File

**Please copy this completed form, along with supporting documentary evidence to your  
Workforce & Organisational Development Department for central monitoring and reporting  
purposes**

## Appendix 4 – Application form – Respite Subsidy

Name: .....Date of application:.....

Address:.....

Payroll number:.....Organisation Department:.....

Name of recipient/s of respite care.....Relationship to employee.....

Name of respite provider.....Registration no:.....

Address of respite provider.....

.....

.....

Number of days of care.....

Total cost of respite £.....

I have read and understand the pilot scheme guidelines which are available on the intranet or via Workforce and Organisational Development and confirm that the information I have provided in this application form is correct. As such I confirm that I accept and will fully comply with all the conditions and that I am eligible to apply.

Signed:.....Date:.....

**Remember you need to keep your receipts for your respite care costs and send them to the Organisation. Failure to do so will mean that any monies awarded will need to be paid back.**

### Application forms to be returned to Workforce & Organisational Development

#### Official Use

Is respite registered	Yes	No	Total cost of respite
£.....			
			75% of respite cost
£.....			
Approved/	Yes	No	Amount awarded
£.....			
Reason not approved.....			

Approved by Health & Wellbeing Group: 2 signatures needed 1st signature.....

2nd signature.....

## Appendix 5 Helpful Ideas and Organisations

Below is a list of the main organisations that can provide help and assistance but there will be many local facilities in your area that can also help.

Contact your local Social Services Department that will have a list of local organisations as well as being able to provide you with an up to date list of local care homes and respite facilities.

It is also important that all carers ask for a Carers Assessment, young carers too. Your social services department will carry out the assessment.

It is also advised that you inform your doctor should you become a carers, so you look after your own health.

**These organisations can help with form filling, benefits advice as well as your rights around employment and training.**

<b>Carers Wales</b> River House Ynysbridge Court Cardiff CF15 9SS Tel no: 029 20811370 Fax: 029 20811575 <a href="mailto:info@carerswales.org">info@carerswales.org</a> <a href="http://www.carerswales.org">www.carerswales.org</a>	<b>Age Concern &amp; Help the Aged in Wales</b> <b>Ty John Pathy</b> 13/14 Neptune Court Vanguard Way Cardiff CF24 5PJ Tel: <b>029 2043 1555</b> <a href="http://www.accymru.org.uk/">http://www.accymru.org.uk/</a>	<b>Care &amp; Repair Cymru</b> Norbury House Norbury Road Fairwater Cardiff CF5 3AS <b>Tel: 029 2057 6286</b> <a href="http://www.careandrepair.org.uk/">http://www.careandrepair.org.uk/</a>
<b>Hafal</b> Suite C2 William Knox House Britannic Way Llandarcy Neath SA10 6EL Tel: 01792 816 600 <a href="http://www.hafal.org/">http://www.hafal.org/</a>	<b>Christian Lewis Trust</b> 62 Walter Road Swansea SA1 4PT <b>Tel: 01792 480500 Fax:</b> <b>01792 480700</b> <a href="http://www.christianlewistrust.co.uk/">http://www.christianlewistrust.co.uk/</a>	<b>Crossroads Wales</b> 3 <sup>rd</sup> Floor 33-35 Cathedral Road Cardiff CF11 9HB Tel no: 029 20090087 Fax no: 02920228859
<b>All Wales Forum of Parents &amp; Carers</b> The Old House Fedw Hir Llwydcoed Aberdare CF44 0DX <b>Tel: 01685 886558</b>	<b>Alzheimer's Society</b> 3 <sup>rd</sup> Floor Baltic House Mount Stuart Square Cardiff CF10 5FH <b>Tel: 029 2048 0593</b> <a href="http://www.alzheimers.org.uk/">http://www.alzheimers.org.uk/</a>	<b>Learning Disability Wales</b> 41 Lambourne Crescent Llanishen Cardiff CF14 5GG Tel: 029 2068 1160 <a href="http://www.learningdisabilitywales.org.uk/">http://www.learningdisabilitywales.org.uk/</a>

<b>Multiple Sclerosis Society Wales</b>  Temple Court Cathedral Road Cardiff CF11 9HA Tel: 029 2078 6676 Fax: 029 2078 6677 <a href="http://www.mssociety.org.uk/wales/index.html">http://www.mssociety.org.uk/wales/index.html</a>	<b>Contact a Family Wales</b> 33 –35 Cathedral Road Cardiff CF11 9HB Tel: 029 2039 6624 Fax: 029 2039 6625 <a href="mailto:wales.office@cafamily.org.uk">wales.office@cafamily.org.uk</a> <a href="http://www.cafamily.org.uk/inyourarea/wales/index.html">http://www.cafamily.org.uk/inyourarea/wales/index.html</a>	<b>Princess Royal Trust for Carers</b> Victoria House 250 Cowbridge Road East Canton Cardiff CF5 1GZ Tel: 07725416031 Tel: 02920 221788 <a href="http://www.carers.org/">http://www.carers.org/</a>
<a href="http://www.direct.gov.uk/carers">www.direct.gov.uk/carers</a> Government website for the latest information and services.	<b>Counsel and Care</b> Tel no: 0845 3007585 <a href="mailto:advice@counselandcare.org.uk">advice@counselandcare.org.uk</a> <a href="http://www.counselandcare.org">www.counselandcare.org</a>	<b>Community Legal Services Direct</b> Tel no: 0845 3454345 <a href="http://www.clsdirect.org.uk">www.clsdirect.org.uk</a>
<b>Parkinsons Disease Soc</b> Maritime Offices Woodland Terrace Maesycloed Pontypridd CF37 1DZ Tel: 0844 225 3715 <a href="http://www.parkinsons.org.uk/">http://www.parkinsons.org.uk/</a>	<b>The Stroke Association</b> Greenmeadow Springs Business Park Unit 8 Cae Gwyrdd Tongwynlais Cardiff CF15 7AD Tel: 029 2052 4400 Fax: 029 2061 5863 <a href="http://www.stroke.org.uk/">http://www.stroke.org.uk/</a>	<b>SNAP Cymru</b> 10 Coopers Yard Curran Road Cardiff CF10 5NB Tel: 029 2038 8776 <a href="http://www.snapcymru.org/">http://www.snapcymru.org/</a>
<b>Carers Line</b> Tel no : 0808 808777 (Wed & Thurs 10-12 & 2-4) <a href="http://www.carersuk.org">www.carersuk.org</a>	<b>Visit your local Citizens Advice Bureau</b> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>	<b>Working Families</b> 0800 0130313 <a href="http://www.workingfamilies.org.uk">www.workingfamilies.org.uk</a>