



## Support for Carers in Carmarthenshire during covid-19 crisis

Last updated: 23<sup>rd</sup> March 2020

We want to reassure Carers and our partners that we are taking practical steps to minimise the potential impact on our service delivery as a result of the COVID-19 outbreak and recent government guidance.

### Care and support

Our regulated care services continue to provide support to Carers in their local communities and we are working closely with colleagues in health and social care to offer the support of our workforce where possible.

Our clubs for older adults and out-of-school provision for children & young people with disabilities have been suspended for the foreseeable future however, we are exploring alternative ways to offer this support to address loneliness and isolation.

### Carers Information Service

All outreach appointments and Carers support groups have been suspended until further notice due to government advice. Our team are now offering support remotely via telephone and email to offer emotional and, where possible, practical support for Carers during this period.

Carers can download our range of factsheets via our website at <https://carmarthenshirecarers.org.uk/fact-sheets/>. Our regular newsletter can be downloaded at [https://carmarthenshirecarers.org.uk/wp-content/uploads/2019/12/FINAL-Carers-Newsletter\\_Winter\\_2019\\_en.pdf](https://carmarthenshirecarers.org.uk/wp-content/uploads/2019/12/FINAL-Carers-Newsletter_Winter_2019_en.pdf)

### Carers Educational Years (Young Carers) & Young Adult Carers Projects

All 1:1 support and activities for Young Carers & Young Adult Carers have been suspended until further notice following government advice. Our team are now offering support remotely via telephone, text and email to offer wellbeing calls and, where possible, practical support for Young Carers/Young Adult Carers during this period.

We are also keeping children & young people connected via our social media sites (see below for links).

### CATCH UP welfare benefits advice

All outreach appointments for welfare benefits advice have been suspended until further notice. Our welfare benefits team are offering support remotely and are assisting individuals with benefit claim forms over the phone.

## Social Media

Main sites:



[@CarmsCarers](https://twitter.com/CarmsCarers)



[@CarmsCarers](https://www.facebook.com/CarmsCarers)

Young Carers & Young Adult Carers:



[@cey\\_yac](https://twitter.com/cey_yac)



### [Carers Trust Carmarthenshire Children and Young People's Carers Service](#)

All office-based employees are working from home and will remain available to support Carers during this period. Office telephones are being diverted to staff working remotely and we would encourage Carers to contact us by email where possible as we are expecting to receive a large volume of calls during this period. We are actively exploring alternative ways we can offer support during this unprecedented period.

For queries regarding our regulated care services, please email [crossroads@carmarthenshirecarers.org.uk](mailto:crossroads@carmarthenshirecarers.org.uk) or telephone 01554 754957/01267 220046.

For information, advice and support please email [info@carmarthenshirecarers.org.uk](mailto:info@carmarthenshirecarers.org.uk) or contact 0300 0200 002.

Regular updates will be posted via our website at [www.carmarthenshirecarers.org.uk](http://www.carmarthenshirecarers.org.uk)

Our priority will always be the safety and wellbeing of the vulnerable children & young people accessing our services, their families and our staff. We will continue to monitor the situation and will keep you updated. Please do not hesitate to contact us if you have any queries.