Support for young carers

What is a Young Carer?
A young carer is someone under 18 who takes on a regular amount of care for a member of their family who has

- a long term illness
- a learning disability
- a physical disability
- mental health problems
- drug or alcohol problems

The person they care for could be their

- mum or dad
- brother or sister
- grandparent or other relative

The support a young carer provides could include

- housework, cooking and shopping
- looking after younger brothers and sisters
- helping someone to get washed and dressed
- making sure the person they care for is safe
- talking to other agencies (e.g. the doctor) about the person they care for
- giving medication

It’s not always easy being a young carer
Some of the problems young carers might face are:

- difficulties with school and doing homework
- not enough time to see friends
- worrying about the person they care for
- feeling different from others
- other people not understanding what it’s like being a young carer.

If this sounds like you or someone you know there are people who can help and give advice. And remember:

- you don’t have to care the whole time
- it’s OK to say you can’t do stuff and to ask for help.

Young Adult Carers
Young adult carers are carers between 16 and 25 years old. They may be juggling their caring responsibilities with

- the demands of further or higher education
- looking for work or navigating the benefits system
- starting their working lives
- a serious emotional relationship
- thinking about leaving home
Social Services
Social Services doesn’t want to stop people being young carers. We know it’s important for families to stay together and help each other. We want to help you to carry on being a young carer, if you want to, but also have time for yourself, too.

If you get in touch with Social Services, a social worker may give you an ‘assessment’ of what help you need. It is not a test but a chat with a social worker about what help you would like. Sometimes social workers may not be able to give you the help you need but will give you information about other people who can help.

Social Services may be able to provide help for the person you look after. If you have not already asked about this, contact the Intake Team for Health and Social Care (details below).

If you are over 16 you can ask us for a Carers Needs Assessment, and if you provide over 35 hours of care a week you may be entitled to claim Carers Allowance.

You don’t have to contact Social Services yourself. There are other people who can do this for you. It could be someone from the Young Carers Project or the other places where you can find advice – see below.

Contact:
To ask for Social Services support for yourself as a young carer
Children's Central Advice, Referral and Assessment Team
Tel: 01792 635700
Email: access.information@swansea.gov.uk

To ask about help or support for an adult you are caring for
Intake Team for Health and Social Care
Tel: 01792 636519
Text: 07796 275412
Email: intake@swansea.gov.uk

Swansea Young Carers Project
The Young Carers Project, run by the YMCA, can give advice and support to young carers between the ages of 8 – 18 and provides opportunities to meet other young carers and take part in fun activities.

Contact:
The Young Carers Project
YMCA
1 The Kingsway
Swansea SA1 5JQ
Tel: 01792 652032

Info-Nation
General advice and support for all young people at a drop-in centre and online. A counselling service is also available.
Opening hours:
Monday, Wednesday and Friday
1.30 – 5.30

Contact:
Info-Nation
47 Kingsway
Swansea SA1 5HG
Tel: 01792 484010
Mobile/text: 07930 328607
Email: info-nation@swansea.gov.uk
Web site: www.info-nation.org.uk

Young Adult Carers Group
A support group for young adult carers aged 16-25 meets monthly

Contact:
Swansea Carers Centre
Tel: 01792 653344
or email alex@swanseacarerscentre.org.uk
Schools
There are many people at school who may be able to give you help and support including:

- Education Welfare Officer
- PSE Teacher
- School Nurse
- Form Tutor
- Head of Year

Other people who may be able to help you include:

- Doctors
- District Nurses
- Health Visitor
- Youth Workers

REMINDER – it is up to you who you feel comfortable talking to.

Young Carers information online
You may find the following websites useful.

- [https://carers.org/about-us/about-young-carers](https://carers.org/about-us/about-young-carers) from the Carers Trust
- [https://babble.carers.org/](https://babble.carers.org/) is an online community for young carers aged under 18.
- [https://matter.carers.org/](https://matter.carers.org/) is an online space for young adult carers aged 16-25.
- [http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/young-carers-rights.aspx](http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/young-carers-rights.aspx) - information for young carers from the NHS.

The NHS Direct website also has information on medical conditions and advice on support available.

Swansea Social Services and personal information
When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for a factsheet.

Comments and complaints
We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the leaflet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.