An illustration of a young woman with long brown hair, wearing a blue baseball cap and a yellow jacket, looking at a blue smartphone. She has blue earbuds in her ears. In the background, there is a computer monitor with a pink screen and a blue keyboard. To the right, there is a blue rotary telephone. The background is a vibrant, abstract composition of green, purple, and pink geometric shapes and lines. The text "Information for Young Carers" is written in white on a dark purple banner that diagonally crosses the scene.

**Information for
Young Carers**

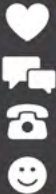
Are you a YOUNG CARER?

Are you under the age of 18?

Do you help look after someone who is ill, disabled, has mental health problems, uses drugs and/or alcohol?

Many children and young people do not see themselves as young carers because they think what they do is 'normal'. Many don't realise that there is help and support for them out there. Your caring role may involve helping around the house. You may also:

- look after a family member
- help look after your brother/sister
- clean
- do shopping
- cook
- do laundry
- help someone dress
- give medication
- go to hospital visits
- pay bills
- complete paperwork
- or just be there for someone to talk to.



Every young carer's life is different and although sometimes you may find it hard, it can be very rewarding and a good experience. Many young carers are faced with similar issues and caring can be hard work. Sometimes you may feel angry and frustrated, confused, lonely and that no one understands what you're going through.

How does being a young carer make you feel?

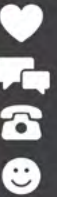
Do you worry about the person you are caring for?

Do you feel stressed?

Are you lonely?

Are you tired?

If you feel any of these things, you can get support.



Where to find help in Ceredigion

Gofalwyr Ceredigion Carers Young Carers Service

☎ 03330 14 33 77

✉ ceredigion@credu.cymru

🌐 gofalwyrceredigioncarers.cymru

🌐 carers.cymru

Ceredigion Carers and Community Support Team

☎ 01545 574200

✉ connecting@ceredigion.gov.uk

🌐 ceredigion.gov.uk

🌐 youngcarers.carers.cymru



Cyngor Sir
CEREDIGION
County Council

Ceredigion Family Information Service

Provides information about services.

Young people can also get help from their Community Connector.

☎ 01545 574 200

Ceredigion County Council

☎ 01545 570881

🌐 ceredigion.gov.uk

Tim Teulu

☎ 01545 572649

Ceredigion Youth Service

🌐 giceredigionys.co.uk

✉ youth@ceredigion.gov.uk

🐦 [@CICeredigionYS](#)



Where to find help in Pembrokeshire

Young Carers Service

Action for Children is the lead support for Young Carers. For information and advice.

☎ 01437 761330

📧 afcwestwales.co.uk

Pembrokeshire Carers Information & Support Service

Provides information about the adult carers service.

☎ 01437 611002

Pembrokeshire County Council

☎ 01437 764551

📧 pembrokeshire.gov.uk

TAF

Offers support to children, young people and their families. They have a dedicated Carers Lead to support young Carers.

☎ 01437 770023

Pembrokeshire Youth Service

Provides lots of support to young people.

📧 www.pembrokeshireyouth.co.uk

✉ youthoutreach@pembrokeshire.gov.uk

📘 [SHPPI/CYPRO](#)



Where to find help in Carmarthenshire

Carmarthenshire Young Carers Service

Based with Carmarthenshire County Council they support young carers aged up to 18 years.

☎ 01554 742630/ 07812 475470

✉ youngcarersservice@carmarthenshire.gov.uk

Carmarthenshire Carers Educational Years Service (CEY)

Based within Carers Trust Crossroads West Wales (CTCWW). They work with young carers aged 5-18.

☎ 0300 0200 002

✉ youngcarers@ctcww.org.uk

Carmarthenshire Young Adult Carer Service (YAC)

Based within Carers Trust Crossroads West Wales (CTCWW). They work with young carers aged 16-25 and their families.

☎ 0300 0200 002

✉ youngcarers@ctcww.org.uk

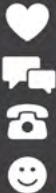


Carmarthenshire Family Information Service

Provides information on services for young carers and their families.

✉ childreninfo@carmarthenshire.gov.uk

📺 fis.carmarthenshire.gov.wales

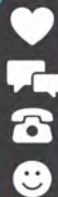


Covering all three counties

TGP Advocacy Service help make sure that children and young people are listened to and their rights are respected. More information is available on their website or you can telephone the team for advice and support.

 0808 168 2599

 tgpcymru.org.uk



Other Nationwide Organisations

Family Information Service

Family Information Services (FIS) are the first point of contact for advice and information on local services for families and carers.

They provide free help, support and advice on a range of family issues.

 01545 574200

 fis.wales

Dewis is the place to go if you want information or advice about your well-being or want to know how you can help somebody else.

 dewis.wales

When we talk about your well-being, we don't just mean your health. We mean things like where you live, how safe and secure you feel, getting out and about, and keeping in touch with family and friends.

Meic Cymru

Meic is the helpline for children and young people up to the age of 25. Meic will listen even when nobody else will. They won't judge you and will help by giving you information, useful advice and the support you need to make a change.

 080880 23456 Text- 84001


 meiccymru.org

 [/meiccymru](https://www.facebook.com/meiccymru)

 [/meiccymru](https://twitter.com/meiccymru)

NSPCC

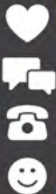
Offers support to children and young people about child protection, child safety and counselling.

 0800 1111

 nspcc.org.uk

 [/nspcc](https://www.facebook.com/nspcc)

 [/NSPCC](https://twitter.com/NSPCC)



Action for Children

A national organisation that supports children and young people, providing practical and emotional care and support.

 [actionforchildren.org.uk](https://www.actionforchildren.org.uk)

 [/ActionforChildrenCymru](https://www.facebook.com/ActionforChildrenCymru)

 [/cymru_AFC](https://twitter.com/cymru_AFC)

Children's Society

This is a national charity that can support you through serious life challenges.

 0300 303 7000

 [childrenssociety.org.uk](https://www.childrenssociety.org.uk)

 [/childrenssociety](https://www.facebook.com/childrenssociety)

 [/childrenssociety](https://twitter.com/childrenssociety)

Childline - 0800 1111

Offers confidential support on any problem including juggling caring with education and bullying.

 0800 1111

 [childline.org.uk](https://www.childline.org.uk)

 [/childline](https://twitter.com/childline)



Carer Trust Wales

They work to improve support, services and recognition for anyone living with the challenges of caring.

☎ 0300 772 9702

📄 carers.org/young-carers-and-education/wales-education

📘 [/carerstrust](https://www.facebook.com/carerstrust)

🐦 [/CarersTrustWales](https://twitter.com/CarersTrustWales)

Bullying online/ Family Lives

This charity provides information and support to children, young people who face bullying.

☎ 0808 800 2222

📄 bullying.co.uk

📘 [/BullyingUK](https://www.facebook.com/BullyingUK)

🐦 [/bullyinguk](https://twitter.com/bullyinguk)

Mind

This Charity can support you with any with mental health issues.

📄 www.mind.org.uk

☎ 0845 766 0163/ 0300 123 3393

Mind Cymru

☎ 029 2039 5123

📘 [/mindforbettermentalhealth](https://www.facebook.com/mindforbettermentalhealth)

🐦 [/mindcharity](https://twitter.com/mindcharity)

Drug and Alcohol Support

Offers support to children of parents addicted to alcohol.

☎ 0800 358 3456

📄 nacoa.org

📄 nacoa.org/families/just-4-kids

Young people

📄 nacoa.org/families/just-4-teens

📘 [/nacoauk](https://www.facebook.com/nacoauk)

🐦 [/NacoaUK](https://twitter.com/NacoaUK)

Al-Anon

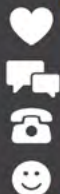
Offers support to children of alcoholics.

☎ 0800 0086 811

📄 [w.al-anonuk.org.uk](https://www.w.al-anonuk.org.uk)

📘 [AlAnonFamilyGroupsUK](https://www.facebook.com/AlAnonFamilyGroupsUK)

🐦 [AlAnonUKandEire](https://twitter.com/AlAnonUKandEire)



Talk to Frank

Offers general information about substance use.

☎ 0300 1236600 Text- 82111

🌐 talktofrank.com

🐦 [/drugtalktofrank](https://twitter.com/drugtalktofrank)

Live Fear Free

Provides help and advice about violence against women, domestic abuse and sexual violence.

☎ 0808 80 10 800

🌐 gov.wales/live-fear-free

📘 [/LiveFearFree/](https://www.facebook.com/LiveFearFree/)

🐦 [/livefearfree](https://twitter.com/livefearfree)

The Hideout

Offers confidential support to young people living with domestic abuse in the family. (They don't have social media)

🌐 thehideout.org.uk



NATIONAL YOUNG CARERS ID CARD

Having a Young Carer ID Card will raise awareness and give your role formal recognition, letting people know about your caring responsibilities without having to explain your situation over and over again. It will give you the confidence to ask for help or understanding from professionals like teachers, doctors and pharmacists.



For more information and to apply for a Young Carer ID Card

Ceredigion:

☎ 01545 574200

📧 ceredigion.gov.uk/youngcarercard

✉ connecting@ceredigion.gov.uk

Carmarthenshire:

☎ 01554 742630/07812 475470

✉ youngcarersservice@carmarthenshire.gov.uk

Pembrokeshire:

☎ 01437 761330

✉ afcwestwales.co.uk/idcard



EDUCATION AND LEARNING

Lots of young carers have said that they experienced problems with school or college and other learning settings:

- not having enough time to do homework
- getting in trouble for being late
- missing lessons/courses because of being needed at home
- unable to concentrate because of worrying about the person they care for
- getting in trouble for using mobile to contact home
- not being able to get parents to sign consent forms or write a letter
- unable to go to activities because of the caring role.

If you're a young carer and are experiencing problems in education, it's really important to tell someone. They may not have realised that you are a young carer and that you may need extra help and support. Your **School Education Inclusion Officer** is there to help in secondary schools. Check the Young Carers Notice board at your school for details. Tell a teacher or an adult who you trust. Colleges will have **Wellbeing Officers** that you can speak to.

Bursary

If you are thinking of applying to college or university, some of them may offer bursaries to young carers. UCAS has additional advice and information for carers, or speak to your University or College of choice directly.



WORK AND MONEY

You may feel extra pressure to cope with caring and bringing in a wage. As a working young carer, you may need some support in the workplace to arrange doctor's or hospital appointments.

Young carers have rights. By law young carers should get the help and the support at work they need. These rights include the right to ask for flexible working hours and the right to time off in emergencies.

As well as these rights, your employer may offer you extra support. You may be able to use leave, paid or unpaid, to cover periods when you need to be at home caring. Talk to your employer about your situation, they may be participating in the **Carers Passport** scheme.

The Carers Passport scheme:

- helps your workplace to understand your caring and work responsibilities.
- can be used to note a record of a conversation about your caring role and what has been agreed or if your circumstances have changed and new arrangements have been made.
- stops you from having to repeat yourself and making new agreements if your manager changes.



You may be entitled to financial support

Carer's Allowance is a benefit for people who regularly spend 35 hours a week caring for a person. There are a number of conditions you have to meet to claim this. You may be entitled for this support if:

- you are aged 16 or over;
- do not study for more than 21 hours a week.

Carers Allowance

☎ 0800 731 0297

👉 [gov.uk/carers-allowance](https://www.gov.uk/carers-allowance)

To apply and for more information visit:

👉 [gov.uk/carers-allowance/how-to-claim](https://www.gov.uk/carers-allowance/how-to-claim)

Citizen's Advice Bureau (CAB)

Contact CAB to find out about other benefits or support you may be entitled to.

Ceredigion:

☎ 01239 621974

👉 cabceredigion.org/

Carmarthen:

☎ 01267 234488 / 01554 759626

👉 carmarthenshire-ca.org.uk/contact/

Pembrokeshire:

☎ 01437 806070


👉 pembscab.org/




MEDICAL MATTERS

If you need any information about medical matters, you can contact:

999

 Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

NHS 111 Wales

 Call 111 for health advice on what services to access or how to manage an illness or condition. This number also gives you access to your out of hours Doctor and is available 24 hours a day, seven days a week.

You can also find lots of useful medical advice on the 111 website, including a symptom checker.

 111.wales.nhs.uk



What to do in an emergency **PULL OUT PART**

Use ICE Numbers

ICE (In Case of Emergency Numbers) can inform first responders such as paramedics, firefighters, police and hospital staff who to contact in an emergency.

You can have multiple emergency contacts for example:

ICE1 Mum **ICE2** Brother

Using your phone in an emergency

If you do not have signal on your phone you can call emergency services by dialling 112.

Calling 999

If you can, use a house phone so the emergency services can find out where you are.

- Make sure you are safe before calling 999
- Don't be anxious about calling 999 - the emergency services are there to help and are used to taking calls from children and young people
- Speak clearly and calmly as you can
- Try not to rush your words
- Don't hang up until the operator tells you to.





The more information you can provide in an emergency the better. It may be helpful to complete this information about the person you care for and keep a copy by the telephone or stored in your mobile phone.

Full name of the person you care for

Date of birth of the person you care for

Address

What are their conditions/illnesses?

Do they have any allergies and if so what are they?

Doctors name and surgery

Doctors telephone number