01 March 2023

**Re: Carmarthenshire Carers Information Service**

Dear Carer

We are writing to you as you have previously used our Carers Information Service and/or Carers Outreach Service and are registered on our Carer database.

Please be advised that as of April 1st, 2023, Carmarthenshire County Council and Hywel Dda University Health Board will no longer commission Carers Trust Crossroads West Wales to deliver the Carmarthenshire Carers Information and Outreach Service. The service will transfer over to Adferiad Recovery on this date.

Carers Trust Crossroads West Wales will continue to support carers of all ages by offering a range of services to them and the individuals they care for. These include:

* **Crossroads Care / Resilience Project - Replacement Care and Regulated Care** – providing carers with a break from their caring role.
* **Young Carers Support Service** – one-to-one support, workshops, training, group peer support, clubs, and activities for carers age 5 – 25 years.
* **CATCHUP Welfare Benefits Advice Service** – benefit advice, checks, form filling and Appeal Tribunal Representation.
* **Hospital Discharge Support Service –** help with communication with medical staff when the person you care for is in hospital and support to help carers understand their rights and to be involved in discharge planning.
* **Money Matters Service –** help to maximise income, improve budgeting skills, access to workshops, grants, discounts, and concessions.
* **Independent Professional Advocacy** as part of the 3CIPA Service – advising carers of their rights, support during assessments and/or care planning reviews, complaints, and safeguarding concerns.
* **Children & Young People’s Clubs –** supported and fun play opportunities for children & young people with complex needs, learning disabilities and autism.

Carers Trust Crossroads West Wales will maintain a database and will provide monthly information updates to carers by email from 1st April 2023. This will include important information regarding consultations, how to register for events during Carers Week and for Carers Rights Day, new services updates and information on grants, activities, workshops, trips, etc. ***However, at the moment we are currently only able to provide this information by email***. If you haven’t already registered an email address with us and you would like to continue to receive this information via email, please let us know either by emailing [info@ctcww.org.uk](mailto:info@ctcww.org.uk) or by ringing us on 0300 0200 002. Please contact us if you wish to continue to receive information but are unable to receive this by email.

If you do not contact us, we will assume that you wish to continue to receive monthly information and updates by email.

We would like to assure you that your details will remain confidential, and we will not, under any circumstances, share your details with anyone without your expressed permission.

For further information about the services offered by Carers Trust Crossroads West Wales, please visit our website at <https://ctcww.org.uk> or call 0300 0200 002, or email [info@ctcww.org.uk](mailto:info@ctcww.org.uk)

You can also follow our Facebook page and our website where we will also keep you updated. Please see below:

[Title: Facebook - Description: Facebook icon](https://www.facebook.com/CTCWW/)

Title: Twitter - Description: Twitter icon[Title: Youtube - Description: Youtube icon](https://www.youtube.com/user/ctcww)       Facebook <https://www.facebook.com/CTCWW>    Twitter <https://twitter.com/carerstrustcww>

Cursor with solid fillEnvelope with solid fill       You Tube   [https://youtube.com/user//ctcww](https://youtube.com/user/ctcww)     Website  <https://www.ctcww.org.uk>

Telephone with solid fill Email [info@ctcww.org.uk](mailto:info@ctcww.org.uk) Telephone: 0300 0200 002

Finally, if you wish to register to receive support from Adferiad Recovery you can contact their Swansea Office on 01792 816600 or email [carersincarms@adferiad.org](mailto:carersincarms@adferiad.org) Additionally you can attend one of Adferiad’s Carers Welcome Events where staff will be present to answer any questions you may have about the organisation and the support they provide as follows:

* Thursday 6th April 2023, 1pm-3pm at Our Lady Church Hall, Llandovery
* Friday 14th April 2023, 10am-12pm at Town Hall, Whitland
* Friday 21st April 2023, 1:30pm-3:30pm at The Lantern Centre Church Hall, Llanelli
* Wednesday 26th April 2023, 10am-12pm at Ty Aman, Resource Centre, Ammanford
* Tuesday 9th May 2023, 10am-12pm at St. Peter's Hall, Carmarthen
* Tuesday 16th May 2023, 10am-12pm at Tumble Hall Community Centre, Tumble

With kind regards



Alison Harries, CEO

Carers Trust Crossroads West Wales