

03 February 2026

Dear Health and Social Care Committee,

On the 22nd January 2026 you heard evidence from the Minister for Children and Social Care as part of your ongoing inquiry into improving access to support for unpaid carers.

During this session, reference was made to the Sustainable Social Services Grant and to specific activities Carers Trust and Carers Wales are funded to deliver under it through a programme called Carer Aware.

As a partnership, both Carers Trust and Carers Wales are proud of our delivery under this programme. Supported by an advisory board comprising BASW, Social Care Wales, NHS Confederation, Llais and unpaid carers and delivered in collaboration with universities, professional bodies, local authorities and local health boards we can demonstrate measurable impact against all areas of delivery that have been funded. We can provide a range of qualitative and quantitative measures that show we have reached a significant number of health care professionals and social workers and had a demonstrable impact on their ability to identify and support unpaid carers. However, given the scale of the work force and the diversity of settings we recognise the limitations of what a small national project is able to achieve at a community level.

We would like to make clear to members of the Health and Social Care Committee that across 23/24, 24/25 and 25/26 community level general awareness raising campaigns have not been funded as activities under this project. We have utilised funding under this programme to undertake some national awareness raising activity as part of Carers Week, Carers Rights Day and Young Carers Action day. We have also attended national conferences including the National Social Care Conference, WLGA's conference, the NHS Confederation Conference and Gofod3 specifically to promote the resources available through the project. However, this remains a very small part of the activity funded under Carer Aware.

Over the last 3 years Carer Aware has been largely funded to develop and deliver training and resources for pre and post registration health care professionals and to social workers. We have also been funded to maintain some online awareness raising resources that were developed for health and social work practitioners in years prior.

All resources can be found on our organisations' websites as follows:

- [Carer Aware Project - What is it? | Carers Trust Wales](#)
- [Carer Aware | Carers Wales](#)

Key activities funded for delivery over the last 3 years to support improvements to carers' experiences in health and social care settings include:

- Training sessions for more than 300 health care professionals improving their ability to identify and signpost unpaid carers and supporting the development of more scalable training packages.
- Training more than 700 students in our first year of delivery through 4 Universities offering health care courses this year; Bangor, Aberystwyth, Cardiff Metropolitan and the University of South Wales. Including Nursing courses, Pharmacy, Advanced Clinical Practitioner and Health and Social Care courses. This training is now embedded in numerous courses in universities across Wales reaching thousands of students each year in a sustainable way.
- Developing case studies to support the professional development of health care professionals and creating a comprehensive [suite of e-learning modules](#) launched in 2025. These are promoted across universities and Health Boards and will enable clear tracking of uptake helping to create the first national picture of carer awareness training of health care professionals
- Developing Good practice guides for hospital discharge for [NHS service planners](#) and [frontline healthcare staff](#), and video case studies on involving carers in [hospital discharge](#)
- Developing and rolling out of a best practice [co-production toolkit for health care settings](#) which included the direct funding of exemplar models captured within the toolkit and shared with all Local Health Boards.
- Facilitating the national Local Health Board Carer Leads roundtable to support the sharing of best practice and the dissemination of training resources quarterly across the last three years. This is the only national route through which all Local Health Boards are supported to work together for the benefit of unpaid carers.
- Co-produced Carer Aware training reaching 831 social work professionals, drawn from every local authority area across Wales.
- Developing and sharing Good Practice Principals for Social Workers resources, co-produced with unpaid carers and social work professionals with strategic insight from the Carer Aware Advisory Board and reviewed annually.
- Producing resources for unpaid carers to support Carers Needs Assessment, co-produced with unpaid carers and social work professionals and reviewed annually.
- Ongoing awareness raising activity targeted to social care professionals via Social Care Wales and BASW Cymru, presenting to forums of staff and social care professionals, guest-writing blogs and promoting resources and training opportunities.

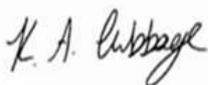
- Developing several co-produced Carer Aware e-learning modules for social work professionals and hosting of resources online.
- Delivering Carer Aware webinars aimed at sharing of best practice among local authority areas and promoting training and resources within strategic leaders and middle managers of social services teams.

Our workplan for 26/27 has not yet been agreed with Welsh Government following a change to the process for agreeing next year's funding and workplans late last year. However, based on evidence of need, and in cooperation with Welsh Government, we see the next phase of this project as having a stronger emphasis on general awareness raising at a community level. We have also focused on the embedding of training resources and the growth of e-learning opportunities in this current financial year in order to free up resources for more proactive awareness raising activity. This has been a deliberate, phased approach, to ensure the sustainability of the project.

You have heard evidence from carers and from our organisations that there is still significant work to do to ensure that all carers receive the recognition and support they deserve and have a legal right to in health and social care settings. Carer Aware is evidently not a project that is of sufficient scale to drive through the level of systemic change needed to close the implementation gap. However, we are confident that our work is demonstrably impactful and is an important part of building strong foundations for improvement.

We hope that this note of clarification is of use to the Committee as you consider your recommendations.

Kind regards,



Kate Cabbage, Director, Carers Trust Wales



Rob Simkins, Head of Policy and Public Affairs, Carers Wales