

Our ref: IG/FOI/FOI.495.25

18 September 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information sent to Hayley Thomas and Carl Cooper which was received on 08 September 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request and Powys Response:

Section 1: Hospital Admission and Discharge

Q1a) How do you identify an unpaid carer who is admitted to hospital, and what support exists for the person(s) they care for throughout their admission to hospital? **I can confirm this would usually be identified by the admitting team, which could also include their General Practice. Where possible, support for the person in receipt of care will be achieved from alternative family and friends support, third sector services (as available locally), social care or the person may be removed to a safe haven (including Emergency Department).**

Q1b) How do you make carers in hospital settings aware of what information exists to support them with their caring role? **The inpatient team would be expected to identify carers, and signpost them to available resources, relying on social care navigators and third sector support services to assist.**

Q1c) When a carer is discharged from hospital, what processes are in place to ensure that the carer is asked whether they are willing and able to provide care? **The inpatient team would be expected to explore all aspects of support required for the patient, including their caring responsibilities.**

Q1d) When a person who has an unpaid carer is ready to be discharged from hospital, what processes are there to ensure there is meaningful consultation

with their carer(s) in discharge planning. This can include discussing timeframes, additional needs the person may now have, and support the person and/or carer may require on discharge? **The inpatient team would be expected to explore all aspects of support required for the patient, including their caring responsibilities.**

Q1e) If someone is being discharged with significant and/or permanent negative changes to their health, what processes are there to discuss this with person(s) perceived to be in a position to support and ask if they are willing and able to provide care for the person moving forward? **The inpatient team would be expected to explore all aspects of support required for the patient, including their caring responsibilities.**

Q1f) If unpaid carers are identified and involved within discharge planning, how is this communicated to community healthcare and social care providers? **I can confirm that community healthcare and social care providers would be individually approached.**

Q1g) If any of these processes are not uniform across the health board, please give us the differences and explanations for why there may be differences in approach. **Available services and access will vary according to geography, including significant variance where arrangements cross boundaries including the English/ Welsh border.**

Section 2: Provision for carers

Q2a) What specific measures are put in place within your primary, secondary and tertiary settings to support unpaid carers directly? This can be for unpaid carers supporting people in receipt of treatment or for carers who are receiving treatment themselves. **Powys Teaching Health Board (PTHB) only operate primary care and community services. Support will be provided directly from services as needed, with support to liaise with system wide teams.**

Q2b) How have you worked with local authorities in your area to provide support for unpaid carers? **PTHB have a close operational working relationship with Powys County Council, and support carer services through the programmes that are developed through the Regional Partnership Board.**

Section 3:

Q3a) If you could ask questions to Health Boards relating to unpaid carers in future iterations of Track the Act, what would they be - **None.**

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's

Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.
Telephone Number: 0330 414 6421.

Yours sincerely



David Farnsworth
Assistant Director, Community Services Group

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.