



Cyngor Sir  
**CEREDIGION**  
County Council



## **Ceredigion Carer Card**

### **Frequently asked questions / guidance notes**

The Carer Card is a photo ID card issued by Ceredigion County Council to Carers age 18 and over who have registered with Ceredigion County Council's Carers Information Service and who request to have a Carer card. A Young Carer Card will be issued to Carers aged 18 and under who request a card. We are launching the Young Carer Card on 2nd November.

The Carer Card verifies that person shown on the card is a Carer with caring responsibilities.

### **Who is the Carer Card for?**

The Carer Card is for Carers. A Carer is someone who looks after a friend or family member who cannot manage on their own because they have a disability, physical or mental illness or are affected by substance or alcohol misuse. The Carer Card is not for care workers who provide care to people as their paid work.

### **What is the Carer Card for?**

The Carer Card has been launched in response to requests from Carers during the Covid-19 pandemic. During the early months of the pandemic, many Carers contacted Ceredigion County Council to ask for something they could use to prove that they are caring for someone. The Carer Card shows that the cardholder is a Carer. You can use the card to show that you have caring responsibilities.

### **I am a Carer so do I have to apply for a Carer Card?**

No, you do not have to apply for a Carer Card if you don't want to. It is optional.

### **How do I get a Carer Card?**

You can apply for a Carer Card by completing the online application on the Ceredigion County Council website. You will need to upload a photo of yourself to be used on the card. Apply for a Carer Card here: [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard)

You can also apply for a Carer Card by completing the application form that can be downloaded from the Ceredigion County Council website: [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard). You can return the application form by email or by post. You will also need to post or email a photo of yourself to be used on the card. If you post a photo of yourself, you must write your name and date of birth on the back of photo.

### **Who do I contact if I am finding it difficult, or need help, to apply for the Ceredigion Carer Card?**

If you do not have access to the internet to apply online for the Carer Card or need help applying for the Carer Card, you can phone Ceredigion County Council on **01970 633564** to ask for help. You can also email the Carers Unit [carersunit@ceredigion.gov.uk](mailto:carersunit@ceredigion.gov.uk) to ask for help. When emailing, please also give your phone number so we can resolve the issue quickly.

### **I already have a Carers Emergency Card, does this card replace it?**

The Carers Card does not replace the Carers Emergency Card at the moment but this may change in the future. If you do not have Carers Emergency Card or a contingency plan, please contact Social Care Porth Gofal on **01545 574000** for more information.

### **Where can I use my Carer Card?**

It is hoped that you will be able to use the Carer Card to access some supermarkets priority shopping times or delivery slots in the event of further Covid-19 lockdown restrictions being implemented. To find out more information about this, go to [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard) or phone Ceredigion County Council on 01970 633564.

### **Are there any discounts or benefits available?**

The Carer Card is new to Ceredigion and we are working with local businesses and other organisations to identify the benefits and discounts that having a Carer Card will give you. We will update you through the website and the Carers Magazine when more information is available. To find out more information about this, go to [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard) or phone Ceredigion County Council on 01970 633564.

### **Does I need to live with the person I care for to apply for a Carer Card?**

No, you do not need to live with the person that you care for. Either you or the person you care for must live in Ceredigion.

## **Do I need to be a member of the Ceredigion Carers Information Service to apply for a Carer Card?**

Yes, you do need to be a member of the Carers Information Service to apply for a Carer Card. You can join the Carers Information Service when you apply for the card.

## **I don't receive Carers Allowance, can I still apply for the card?**

Yes, you can still apply for a Carer Card if you don't receive Carers Allowance.

## **Is the Carer Card free?**

Yes, the Carer Card is free of charge.

## **I don't live in Ceredigion but the person I care for does so can I still apply for the Carer Card?**

You can apply for the Carer Card if you or the person that you care for lives in Ceredigion.

## **I live on the border of Ceredigion, in Carmarthenshire or Pembrokeshire and so does the person that I care for but we use services and shop in Ceredigion. Can I apply for a Carers Card?**

Unfortunately, you cannot apply for a Carer Card in Ceredigion because you or the person that you care for must live in Ceredigion to apply for a Carer Card. However, we are working with Carmarthenshire and Pembrokeshire County Councils, retailers and service providers to ensure that in the future, cards carried by Carers across the Hywel Dda region are all equally recognised and cardholders have access to the same benefits. We hope that we will get agreement from all to say that if you have a Carer Card issued by Carmarthenshire or Pembrokeshire County Councils, you will be able to access the same benefits in Ceredigion as a Carer that holds a Carer Card issued in Ceredigion, and vice versa.

## **What if I no longer care for somebody?**

If your caring role has ended, you must notify Ceredigion County Council that you are no longer a Carer. You can carry on using the card for a further 3 months then the card must be returned to Ceredigion County Council.

## **There are other Carers in my household, can one card be issued to a household or family?**

No, each Carer who wants to have a card must apply for their own card.

## **How long will my Carer Card take to arrive?**

We will send your card to you in the post which should arrive within 21 working days.

## **How long is the Carer Card valid for?**

The Carer Card is valid for 2 years and it is your responsibility as the cardholder to renew it.

## **What are the terms and conditions of the Carer Card?**

- The Carer Card is provided to unpaid Carers age 18 or over who live in Ceredigion or who care for someone who lives in Ceredigion.
- The Carer Card is available to members of the Carers Information Service.
- Ceredigion County Council may occasionally ask the Carer Card applicant or cardholder to provide evidence of their caring role, such as a Carers Allowance award letter, a letter from a doctor, or other appropriate evidence.
- The Carer Card is valid for 2 years from the date of issue. It is the Carer's responsibility to apply to Ceredigion County Council to renew the card.
- Use of the card is subject to these terms and conditions.
- Carers whose caring role has ended must notify Ceredigion County Council that they are no longer a Carer but may carry on using the card for a further 3 months then the card must be returned to Ceredigion County Council.
- Carer Cards are issued with photographic identification, a reference number and an expiry date. The Carer Card is used for identification purposes and should only be used by the card holder in conjunction with any discount or service offered.
- Ceredigion County Council reserve the right to change the appearance and conditions of the Carer Card, or withdraw the Carer Card Scheme at any time.
- If you have lost or misplaced your Carer Card, please contact Ceredigion County Council on 01970 633564 and a replacement card can be issued. There may be a small charge for issuing replacement cards.
- Ceredigion County Council reserve the right to change the terms and conditions of this agreement at any time. If we do so, we will notify you in writing at least 30 days before making any such changes, providing details of the changes made.

## **Photo guidelines**

Please upload a good quality photo (head & shoulders) of yourself to be used on the card. You can ask a family member or friend to take a picture on a phone or other device. The size of your photo must not exceed 2MB if you are uploading it online.

If you are not able to upload your photo then please email a photo to [carersunit@ceredigion.gov.uk](mailto:carersunit@ceredigion.gov.uk) or phone Ceredigion County Council on 01970 633564 for help with submitting a photo.

You can post or email a photo using the address details at the end of this form. If posting a photo, you must write your name and date of birth on the back of your photo.

The photo should:

- be a recent colour photo
- be of you alone (no other people or pets)
- be taken against a pale background
- show you facing forwards with your head and shoulders in the photograph
- show your full face
- show you in the centre of the photograph
- if you wear glasses, show your eyes clearly and avoid glare on the lenses

Please be aware of the following restrictions.

Please:

- do not wear a hat or head cover unless for medical or religious reasons
- do not do not submit a photo with red eye
- do not submit a photo where you are in the distance or there are other people visible
- do not submit inappropriate or obscene images
- do not submit a photo in which you have edited to altered your appearance or which has had a filter applied to it
- do not submit an image of someone else or copyright protected images

File format

The image should be a .jpg or jpeg file and should be less than 2MB.

## **I have some other questions, who do I contact?**

You can contact Ceredigion County Council's Carers Unit using the contact details below for more information:

Carers Unit

Phone: 01970 633564

Email: [carersunit@ceredigion.gov.uk](mailto:carersunit@ceredigion.gov.uk)

Post: Carers Unit  
Ceredigion County Council  
Canolfan Rheidol  
Rhodfa Padarn  
Llanbadarn Fawr  
Aberystwyth  
SY23 3UE