



Improving care and support

Working together for better care services for people in Wales



This document was written by **Welsh Government**. It is an easy read version of **Rebalancing Care and Support. White Paper**.

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How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.



Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.



If the hard word is used again it is in **normal blue writing**. You can check what they mean on **page 19**.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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Introduction



Care and support services are organised and provided by:

- Local authorities
- and Local Health Boards.



They help people who need extra care and support. This could be older people, children and families, or disabled people.



Care and support services help people with things like:

- living in their own homes and care homes
- **communication**



Communication means the way we share our thoughts and feelings. For example, through talking, writing, sign language, smiling.



- coping and dealing with family and relationship problems



- everyday living, like cooking, shopping and washing



- and they also protect people from harm.

Organising and providing care and support is becoming more difficult because:



- more people need care and support



- Covid-19 has meant that even more people need support



- care and support is costing more money



- Care and support is difficult for services to organise because it is done differently across every local authority in Wales



- staff working in care and support are changing too often because staff are leaving and new staff are hired



- health and care services could be better supported to work together.



This document is about the changes we think need to be made to help services improve care and support.



It is an easy read version of our **White Paper** consultation called “**Rebalancing Care and Support**”.



A **white paper** is a document that sets out ideas for changing laws or making new laws.



We want to know what you think about our ideas for a new law that will:



- help services improve care and support



- help services work better together



- help services meet their duties in the **Social Services and Well-being (Wales) Act 2014**



Please read this document and then tell us what you think by answering the questions in the response form.

What care and support services should do



The **Social Services and Well-being (Wales) Act** is a law that aims to improve the health and **well-being** of:

- people who need care and support
- carers who need support.



Well-being means a person is happy, healthy and is comfortable with their life and what they do.



This law tells services what they must do to support people to improve **well-being** in Wales.



To help services further, we have also written the [Well-being Statement for Wales](#).



The **Well-being** statement helps us understand what good **well-being** looks like. And what support a person needs to be happy and healthy.

For older people this means supporting them to:



- live longer, healthier and happier lives



- keep active



- live in their own homes for as long as they can.

For adults this means supporting them to:



- have control over their own lives



- be able to work



- do the things that are important to them

For children and families this mean supporting them to:



- live safely with their family



- stay happy, safe, and well.

What we need to do to make social care better



Services are supporting people to achieve good **well-being**. But we want to make it easier for them to do this.

To help with this, we want to **rebalance** care and support services. This means:



- Make the way we organise services more simple



- Focus more on the quality of support rather than on how much it costs.



- Manage our services better by providing services that help to stop problems happening or getting worse.



- Planning services based on the needs of people and what they want to achieve.



- Organisations and people working together more, and not so separately. For example, the NHS, councils and carers.

How we will do it



We want to have a clear guide for organising services.



We want services to be organised **regionally**. This means the services in each region (or area) of Wales will be organised by that region, for the whole region.



The services for each region will be provided locally – near to where people live.

To do this we will:



1. We will set up a **National Framework** for organising care and support for children and adults.



A **National Framework** is a document with a set of rules and ideas to help people who are making important decisions.

The **national framework** will help make sure that:



- care and support is organised and delivered in the same way across Wales



- there is a clear guide for how much care and support in Wales should cost



- care and support organisations are doing their job well



- services are good value for money



2. A group of people will be set up to create and manage the **national framework**. This will be called the **National Office**.



3. Welsh Government will have someone to speak up for the people that provide care and support. They will be called the **Chief Social Care and Social Work Officer**.



4. Each area of Wales has a group of people who make sure partners who organise and provide care and support work well together.



These groups plan how care and support should be provided to people who need it in their area. They are called **Regional Partnership Boards**.

Every **Regional Partnership Board** will:



- Be set up as a separate organisation by law, so different services can come together as 1 group. The groups will have it's own rights and responsibilities.



- Employ new staff to help them plan care and support in their area.



- Make decisions together about supporting people.



- Plan and pay for new services that give care and support.



- Write a plan for the things they want to work on for the next 5 years.



- Check on how things are going and share information with others.

- Have **inspections** from **Care Inspectorate Wales (CIW)**. **Care Inspectorate Wales inspect** all social care organisations.



An **inspection** is a check to make sure that organisations are doing their job properly.



5. Local councils and health boards will carry on providing care and support.



They will do their best to make sure local people get the care and support they need in the area they live.

What do you think?



We want to know what you think about our ideas for improving care and support.



Please fill out the response form and send it back to us. You can ask someone to help you.

Hard words

Communication

Communication means the way we share our thoughts and feelings. For example, through talking, writing, sign language, smiling.

Continuing NHS Healthcare

Continuing NHS Healthcare is ongoing care that is arranged and paid for by the NHS. It can be provided anywhere, including your own home and care homes.

Funded nursing care

Funded nursing care is a service that provides extra money for nursing care if you live in a nursing home.

Inspection

An inspection is a check to make sure that organisations are doing their job properly.

National Framework

A National Framework is a document with a set of rules and ideas to help people who are making important decisions.