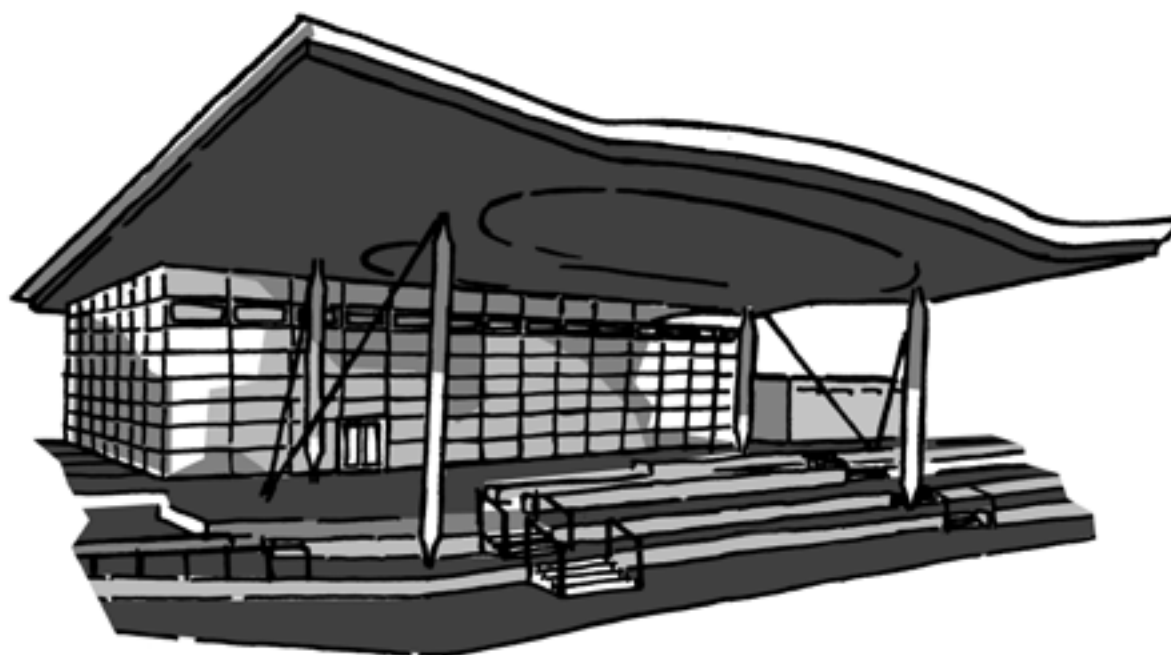




Llywodraeth Cymru  
Welsh Government

# Services fit for the future – health and social care in Wales

This is an Easy Read document from  
the Welsh Government



**White Paper**

**Easy Read Version**

## How to use this document



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

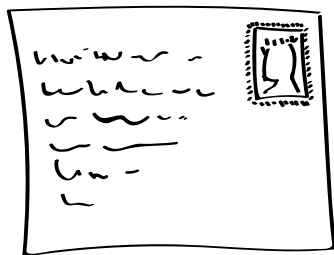


You may need help and support to read this document. Ask someone you know to help you.

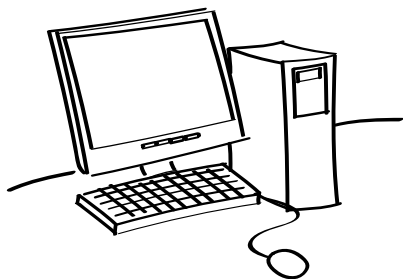


Where the document says 'we', this means the Welsh Government.

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.



To get more copies of this Easy Read version please contact the Healthcare Quality Division in Welsh Government and we will be happy to help you.



Phone: 03000 253090

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# Contents

## What is in this booklet?

Chapter 1 – What this document is about	5
Chapter 2 – Why changes are needed	7
Chapter 3 – The things we are considering changing	9
Chapter 4 – How to tell us what you think	20
Chapter 5 – About you	22

# Chapter 1

## What this document is about

This document is about health and social care in Wales.



Health and social care is provided by doctors, nurses, managers, care workers and lots of other people. They help people to stay healthy and independent. When people are ill, they care for them.

Health and social care is provided at the doctor's surgery, in hospital, in clinics, at home and in care homes.

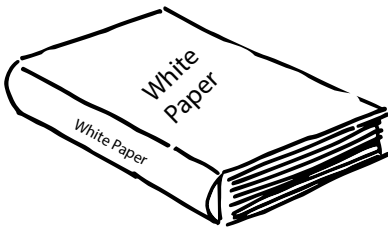


We want health and social care to do a good job. People should be happy with the care they get.

People should also have more say in the way health and social care works, and in their own care.

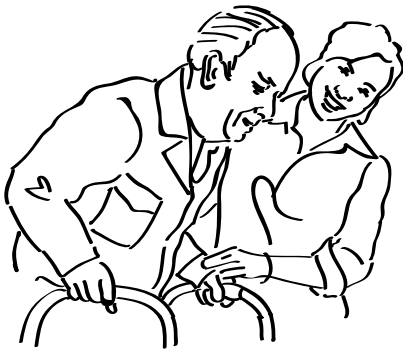
We have already asked people about the things they would like to change. We did this in 2015 in a document called **Our Health, Our Health Service**.

We listened to what people said, and now we might make some changes to make things better.



This document is called a White Paper. It looks at 2 things:

**Quality:** this means people having really good care in the way they want it.



**Governance:** this means making sure health and social care in Wales is run properly and by the right people.

To do this we may need to make some new laws.

We want you to tell us what you think about the changes we are thinking about making.



You don't have to answer all the questions. You might just want to answer some. It's up to you to decide.

## Chapter 2

### Why changes are needed



A lot of people need health and social care services in Wales.

It is sad that so many people in Wales aren't very well. We want people to be as healthy as they can be, and to live independently.

It is important for health and social care services to work together so they can provide good care now and in the future.



This is especially important because more people are living longer than used to happen.

If health and social care doesn't start to work differently now, the services might not be able to cope in the future.

We also want people to have more say in the way health and social care works, and in their own care.

We think making some new laws will help health and social care become better.



## Chapter 3

### The things we might change

We might make some changes, and we talk about these below.

#### Good leaders

It is important for all of us that health and social care is run properly.



The group of people in charge of delivering health and social care services must also make sure they know what people want.

This does not always happen at the moment.

In Wales, organisations called Local Health Boards and Trusts are in charge of health services. We think they could work better.



### **What are we going to do?**

We might change the law to make it easier to get the best group of people to make the right decisions on how health services in Wales are run.

### **What do you think?**

## **Telling the truth**

We want health and social care workers and organisations in Wales to be honest and tell people if something goes wrong.

People need to know if something has gone wrong with their care because then they can become involved in helping to make things right.

This does not always happen at the moment and we want to make this better.

## What are we going to do?



We might make a new law to make sure workers and organisations will always tell the truth and speak to people.

If workers and organisations are not honest then the new law will mean they could get into trouble.

## What do you think?

## Good quality care



The people who work in health and social care should give really good quality care.

This means people like doctors, nurses and care workers.

It also means the people who run health and social care and who make plans for the future.



Because Wales is a small country, we need to look at new ways to give people the services they need.

We think this could all work a lot better than it does at the moment.



### **What are we going to do?**

We might make a new law to make everyone work together to plan and give good quality care.

This means organisations will have to decide and work together on what is best for all the people, not just the ones in their own areas.

### **What do you think?**

## High standards across health and social care

We should all expect to receive good care.



The Welsh Government tells health and social care services in Wales what good care is. This is called “setting standards”.

At the moment there are different standards for family doctors, NHS hospitals, private hospitals and places like care homes or for the care in your own home.

We think the same standards should apply in all these places, so people receive the same quality of care wherever they need it.

This will be easier for everyone to understand.



### **What are we going to do?**

We might make a new law to ensure the same standards apply wherever you get your care.

### **What do you think?**

## **Making a complaint**



If people are unhappy then it should be easy for them to say so, even if their complaint is about more than one service.

We don't want people to have to make lots of complaints to different organisations within health and social care.

We want to make organisations work together to look into complaints. This won't be needed for every complaint, but it will for some.

We think this will be better for people and easier for them to understand.

## **What are we going to do?**



We might make a new law to make health and social care organisations work together to look into a complaint.

This should make things easier for the person making the complaint.

## **What do you think?**

## **Making sure people have a say**

It is important for people to have a say in their own care and also in the way health and social care is carried out.



Local Health Boards and Local Authorities already have to ask people what they think about health and social care. We think they could do this better.

We also think that someone should check how Local Health Boards and Local Authorities are asking people what they think.

At the moment, Community Health Councils – or CHCs for short – tell Local Health Boards what local people think of health services. People who work in the CHCs attend meetings and go around looking at places like hospitals and doctors' surgeries.



CHCs do not look at social care.

We would like to replace CHCs with a different way of making sure people have a say about all health and social care services.

We would like to have one organisation to do this in Wales. Its job will be to check if health and social care is giving people a say. This is very similar to the way it works in Scotland.

This new organisation will also work very closely with the organisations which check health and social services and help them improve.



We think this will be a better way of making sure people are having a say because it puts more responsibility on Local Health Boards and Local Authorities to make sure this happens.





## **What are we going to do?**

We might make a new law to set up an organisation in Wales which makes sure people are having a say about health and social care.

## **What do you think?**

## **Organising changes to health services**

The way some health services are organised and where they are provided needs to change.

As well as people having a say in this, we also need to decide what to do if people can't agree.

Some changes might need to be looked at by experts.



We think some difficult changes will need to be decided by the Welsh Government.

The Minister will look at all the information and decide what to do.

The Minister will take advice from experts and from the new organisation which makes sure people have a say in health and social care.



### **What are we going to do?**

We might make a new law to make it clear about what will happen if people can't agree about a change to health services.

This will mean that Ministers will be able to decide but they will have to take advice first.

### **What do you think?**

## **Checking how things are going**

We need people to check that things are going well with health and social care.

**ag:c** | Arolygiaeth Gofal Iechyd Cymru  
**hiw** | Healthcare Inspectorate Wales

The people who check health services in Wales are called Healthcare Inspectorate Wales – or HIW for short.

The people who check social care are called Care and Social Services Inspectorate for Wales – or CSSIW for short.

We think HIW and CSSIW can do a lot more work together. We think this will be better for people and easier for them to understand.

We also think the law could be clearer about what HIW can check.



### **What are we going to do?**

We might make a new law to set out what HIW can check. We will put all the new law in one place so it is easier for people to find and read it.

We might also make a new law to ensure HIW and CSSIW work together better.

Another idea is to have a new organisation to bring together HIW and CSSIW.

### **What do you think?**

These are things we might want to do. We hope you think they sound like good ideas. If you think we have forgotten anything, please let us know!

## Chapter 4



### How to tell us what you think

You can tell us what you think about the things we might want to do.

Please tell us by 29 September 2017.

You can write what you think on the next page.

You can send it:



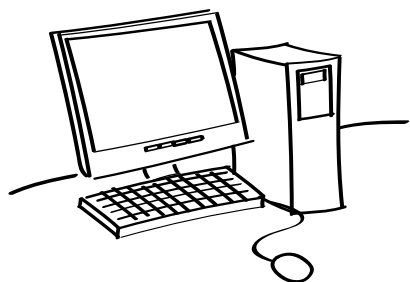
#### **By post:**

Matthew Tester  
Healthcare Quality Division  
Department of Health and Social Services  
Welsh Government  
Cathays Park  
Cardiff CF10 3NQ



#### **By e-mail:**

[HQDMailbox@wales.gsi.gov.uk](mailto:HQDMailbox@wales.gsi.gov.uk)



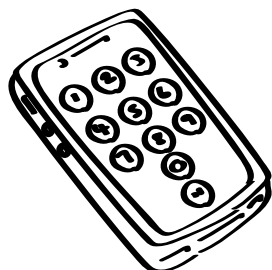
**Write here about what you think.  
Add more pages if you want to.**

## Chapter 5

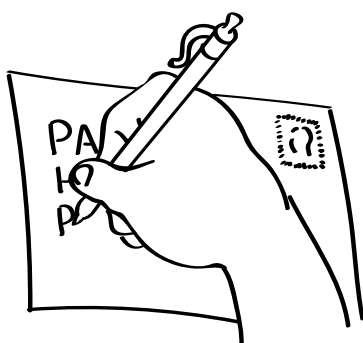
### About you



Your name



Your e-mail address or phone number



Your address



Are you telling us what you think as part of a group?

If so, please write the name of the group here

We will write a report about what everyone tells us. This information will be on the internet.

If you do not want us to use your name or some of your address in our report, please tick here.

☐

If you want us to keep what you say private, please tick here.

☐