



Llywodraeth Cymru
Welsh Government

EASY READ

Changes to care and support in Wales

We want to know what you think



This document was written by the **Welsh Government**.

It is an **easy read** version of the **‘Rebalancing Care and Support Programme’** consultation document.

May 2023

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

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and telephone calls in Welsh

How to use this document



This is an easy read document with questions. But you may still need support to read it. Ask someone you know to help you.

Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on **page 20**.

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



E-mail: socialcarefutures@gov.wales

This document was written by **Easy Read Wales** and designed by Welsh Government. [Tell us what you think about this easy read version.](#)

Introduction

We want to make some changes to how care and support is managed in Wales.



We want to know what you think about our ideas for these changes.

The changes are to do with things like:

- Making rules about how care services are planned and delivered.
- Having a National Office for Care and Support in Wales.
- Changing plans for how care and support is run in local regions across Wales.



This work continues on from other work we started in 2021. In 2021 we asked for views about a paper we wrote called **Rebalancing Care and Support**.

You can read more about this here: [Improving care and support – Working together for better care services for people in Wales \(gov.wales\)](#)



Please read through each section of this document, and answer the questions that go with each section.

Please send us your replies by 14 August 2023.



You can respond by:

- Our online form
- Download and **email** your form to:
socialcarefutures@gov.wales



- Download and **post** your form to:

Futures and Integration Division
Social Services and Integration
Directorate
Health and Social Services Group
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

1. A National Framework for care and support services in Wales



We want to put rules in place for how care and support services are **commissioned** in Wales.

Commissioned means how care and support services are designed, organised, paid for and run.

We think care and support services should look more like this:

- They should be organised in a simple way.
- They should focus on quality more than costs.
- They should manage services better to stop problems happening or getting worse.
- The NHS, Local Authorities (council) and other care organisations should work together more.
- They should think more about what they want to achieve.

These changes would become part of a Code of Practice. The Code of Practice is made under a law called the **Social Services and Well-being (Wales) Act**.

We already have Codes of Practice for other parts of the law, but this new one will say what the rules are for how care and support services are commissioned.



Question 1

Do you think these standards would help make sure services in Wales are run in the same way?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 2

Do you think these standards would help improve the rights of people who receive care and support?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 3

Do you think these standards would help make sure people receiving care and support achieve their goals?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 4

Do you think these standards would help make sure care and support services are based on value rather than cost?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 5

Do you think if services worked together more, care and support services would be delivered better?

Yes

No

Don't know

Please add any other thoughts you have in the box:

2. Pay and progression

These ideas are to do with making sure care staff get paid a fair wage.

Also, that they have the chances to make progress in their career.



The pay and progression framework that has been put together has been developed by a group called the **Social Care Fair Work Forum**.

The group is made up of different people who have an interest in social care.

There is a draft framework in place which looks at things like:

- Different levels of jobs in social care.
- Skills and values needed in social care.
- In the future there will be plans for how to progress in a career in social care.
- In the future there will be pay scales for jobs in social care.

The framework is meant to make working in social care better and fairer.



We hope the framework will achieve things like:

- More recruitment in social care – this means getting more people to work in social care.
- Help to develop staff skills.
- Make a simple framework for staff and employers to follow.
- Show the values social care staff have.
- Provide a fair and clear process for making decisions about pay in social care.

The framework will be voluntary so organisations can decide if they want to use it or not.



Question 6

The pay and progression framework wants to promote fair work.

Do you think it can achieve this?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 7

Do you have any ideas about how this framework could be improved?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 8

What do you think could stop the framework from working?

Please write your views in the box:

3. National Office for Care and Support

A **National Office for Care and Support** would manage the future of social care in Wales.



The Office could have 3 main jobs:

- Check the **National Framework for Care and Support** is being followed and update it when needed.
- Develop a **National Care Service**.
- Support the Chief Social Care Officer in their role.

The Office would be part of the Welsh Government.

It would work with other Welsh Government departments.

Some other details are still being decided.



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Question 9

Do you agree with having a National Office?

If not, what would you have instead?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 10

Do you agree with the ideas for how the National Office would be run?

If not, what would you do differently?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 11

Do you agree with the ideas for what the National Office would do?

If not, what would you do differently?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 12

Do you think setting this up would cause extra work that is not needed? Or do work that is already done by other organisations?

If yes, how would you fix this?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 13

How do you think the Welsh Government can make sure health and social care organisations are planned and run in the best ways?

Please write your views in the box:



Question 14

How do you think the National Office can be a role model in supporting use of Welsh language?

Please write your views in the box:



Question 15

What could the National Office do to make sure people are treated equally and fairly?

Please write your views in the box:

4. Part 2 Code of Practice

We want to make some changes to another Code of Practice under the **Social Services and Well-being (Wales) Act** (the law).



This Code of Practice is called the Part 2 Code of Practice. It says what local authorities must do to make sure people have the care and support they need.

We want to make changes so the public can be more involved.

The changes would mean there is more focus on the public being involved in designing services and having a say.

This is also called **Co-production**.

Co-production means members of the public having equal involvement in designing services. Also, in saying how they should be run.



People who often do not have many chances to have a say should be given more chances.

This should happen throughout all stages of the care and support process.

There would also be more chances for **third sector organisations** and **social enterprises** to run services.

Third sector organisations are charities and community organisations.

Social enterprises are like businesses, but money made is invested back into the business to do good.



Question 16

Is there anything you would like to say about the changes we would like to make to the Code of Practice?

Is anything missing?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 17

Do you think the changes will help make it clearer to Local Authorities (councils) to involve the public?

Yes

No

Don't know

Please add any other thoughts you have in the box:

5. Regional Partnership Boards

Health and social care is run by the NHS and Social Services.

Third sector organisations and private organisations also run services.



Regional Partnership Boards are people from these organisations who come together to make sure services are run well.

There are **Regional Partnership Boards (RPBs)** across all areas of Wales.

The **RPBs** have developed a lot in the past few years.

We want to make sure that keeps happening, and to make their role stronger.

We think they need to have more power, so they are able to make more changes.

We would like to change what they are responsible for.

We would also like to increase the types of organisations who can join. These would be:

- Someone from the Wales Ambulance Service Trust.
- Someone from primary care services For example, GP practice, chemist, dentist.
- Someone from the **County Voluntary Council**. This supports **third sector organisations** across areas of Wales.



We also think recruiting and supporting members of RPBs should be better. For example:

- Clear role descriptions for each member.
- Clear plans in place for recruiting members that represent people who need care and support.
- Support for those who represent people with care and support needs.

We would also like to make changes to the annual reports the **RPBs** write. We think their annual reports should:

- Show how people have been involved.
- Show how they have used **co-production**. Also, how this has helped improve well-being.
- Talk about their plans for the year ahead and how they will achieve their goals.





Question 18

Do you agree with the changes we want to make?

Would you do anything differently?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 19

Do you think there is anything missing from what we have suggested?

And do you think anything could be improved?

Yes

No

Don't know

Please add any other thoughts you have in the box:

6. Annual reports

Local authorities have to show what they are achieving.

They have to show how they are improving the health and well-being of people who need care and support.

To do this well, they have to follow a framework called the **Performance and Improvement Framework**.

Part of this is writing Annual Reports.

These show the work being done, and what needs to be improved.

We think the annual reports should include these things:

- Look at what is being done well.
- Look at what needs to be improved.
- What the plans are to make improvements.
- Progress being made.





Question 20

Do you think there will be any difficulties writing these annual reports?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 21

What support would be needed to write them?

Please write your views in the box:

7. Integrated Impact Assessments

We want to check what effects each of our ideas could have on the people of Wales.



To do this we have started an **Integrated Impact Assessment**. This is a way to check how our decisions and actions might impact different groups of people.

We want to see what people think of what we have done so far.



Question 22

We would like to know whether you have any views on the **Integrated Impact Assessment** we have started.

And what else we need to think about as we carry on working on it.

Please write your views in the box:

8. General questions



Question 23

Do you think any of our plans would affect the use of the Welsh language at all?

Yes

No

Don't know

Please add any other thoughts you have in the box:



Question 24

How could we make sure our plans have a good effect on the use of the Welsh language?

Please write your views in the box:



Question 25

How could we make sure the Welsh language is treated equally to the English language in these plans?

Please write your views in the box:



Question 26

Do you have any other ideas or comments about anything else to do with our ideas?

Is there anything else you would like to add?

Please write your views in the box:

Hard words

Commissioned

This means how care and support services are designed, organised, paid for and run.

Co-production

This means members of the public having equal involvement in designing services. Also, in saying how they should be run.

Social enterprises

These are like businesses, but money made is invested back into the business to do good.

Third sector organisations

These are charities and community organisations.