Easy Read

Llywodraeth Cymru
Welsh Government

Care and support services in Wales

Changes to the rules for local councils and health boards

What do you think



2026

How to use this document

This is an Easy Read version of: **Consultation on proposed revisions to the National Framework for Commissioning Care and Support: Code of Practice.**



You may need support to read it. Ask someone you know to help you.

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

Email: NationalCommissioning@gov.wales

Website: National framework commissioning care and support | GOV.WALES

Easy Read Wales made this Easy Read document. Click here to tell us what you think.

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About this document



We are updating the **Code of Practice** for care and support services in Wales.



A **Code of Practice** is like a set of rules or standards to follow.



There are changes to the rules for local councils and health boards.



This document explains what changes we want to make.



We want to know what you think about these changes.



Please read this document. Then answer the questions in the response form.



Send us your answers by 1 February 2027.

About care and support services in Wales



Lots of people in Wales need care and support.



Local councils and health boards often provide many of the care and support services.



Sometimes, they ask other organisations to provide services for them.



This is called **commissioning.**

Commissioning means:



- Finding out what care and support people need.



- Deciding what services should be available.



- Arranging and paying for the services.



- Checking that the services are working well.



There is a Code of Practice to help councils and health boards do this well.



The Code of Practice was made in 2024.



We are now updating the Code of Practice.

Why we want to make these changes



We want services to follow our current policies and laws.



We want to help organisations plan and provide care and support services well.



We want to have more **services** for children looked after. We want to support services that do not make profit.



One of the most important ideas is putting people first.



This means thinking about the person when making every decision.



Organisations should work with:

- The person.
- Their family.
- Their carers.
- Other people who support them.

Changes to the Code of Practice

1. Health and social care services should work together more.



They need to plan services together and make sure they are run well.



This should mean there are more services closer to people's homes.

2. The Code of Practice should be managed by the National Office for Care and Support.



They would have a bigger role in checking the Code of Practice is followed.



This will help make sure it is followed.



It also means there is more support for organisations.

3. Councils and health boards will need to show how they are following the Code.



They will need to report to the National Office for Care and Support.



This will help them to keep improving.

4. Fair funding and services that last.



Organisations should think about quality and value of services. Not only keeping cheap prices.

They should:



Understand how much good care really costs.



Pay fair prices for services.



Make sure services have enough money to keep running.



Choose services that help people achieve what matters to them.



Think about workers, communities, and the environment.

5. Working together with people.



Organisations should build good relationships and work together.

They should:



Listen to people who use care and support services.



Involve people in planning services.



Work with other organisations.



Make decisions together to get better results.

6. Better support for the workforce.



The Code of Practice now puts more focus on social care workers.



It recognises how important it is to have staff who have skills and training.



There should be fair working conditions and fair pay.



There should be chances for staff to train and develop their skills.

7. Fair and equal services for everyone.



Organisations should make sure everyone can use care and support services.

They should:



Make sure everyone can use service with whatever needs they have.



Find and deal with unfair differences.



Listen to people and involve them in decisions.



Respect everyone's human rights.

8. Planning for neurodiversity.



Neurodiversity means people's brains work in different ways from each other.



Some people have bigger differences and they are called neurodivergent. For example, autism.



Services must meet the needs of people, whatever needs they have.



It should be easy for people to access care and support.



Staff need to understand neurodivergence better.

9. Use the Welsh language more.



People have the right to receive services in Welsh if they want to.



They should be offered services in Welsh. They should not have to ask for them.



Services need to think about Welsh when planning to provide care and support.



Welsh should be treated equally to English.

10. Changes to children's services.



There must be better planning for children's services.



This means more support to help children stay close to their families.



We need more local services.



Children's services should not make a profit.



Services should focus on supporting children early on. This helps stop issues getting worse.



Children and adults should be protected when at risk.

11. Stronger focus on looking after our planet.



Organisations need to think about the environment.



They need to find the best ways to work.



They need to follow Welsh Government rules about climate change.



They need to think about the future.

12. Use information well.



This is about working together with people who have experience of an issue. For example, people with learning disabilities.



They should use these experiences and research to improve services.



Services should also listen to carers and support them.

More about the National Office for Care and Support

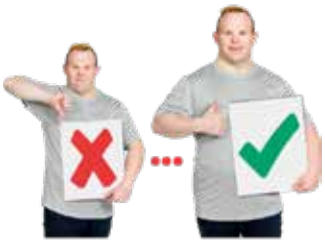
The National Office for Care and Support will:



- Help organisations follow the updated Code of Practice.



- Help organisations work in similar ways across Wales.



- Help organisations improve their services.



- Give advice and support.

Organisations must:



- Make a plan to improve.



- Send the plan to the National Office for Care and Support by 30 April each year.

7 values

The updated Code of Practice is based on 7 values. They are:



1. Strong relationships – respect each other.



2. Leaders should be open about what they do.



3. Work together.



4. Think about what is important to people.



5. Pay staff fairly and have good working conditions.



6. Think about the future.



7. Learn from experiences – this means do research and listen to people.



The Code also says services should be fair and easy to use by anyone. No one should be left out.

What happens next



Send us your answers by **1 February 2027**.



We will look at all the answers we get.



We will look at how the changes could affect people.

We will then share:



- A summary of the answers we get.



- And our response to it.



We will share this after we have looked at all the information.

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