



Llywodraeth Cymru
Welsh Government

Service User and Carer Perspectives on the Social Services and Well-being (Wales) Act 2014



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What is the IMPACT study?



The IMPACT study looks at how well the Act has been working in Wales.

It does this through the five principles:



1. Prevention



2. Well-being



3. Voice and Control



4. Co-production



5. Multi-Agency work

It also does this through looking at five groups:



1. Service users



2. Carers



3. Families and Communities



4. Workers

5. Organisations

This report focuses on service users and carers.



This helped us understand their views about the Act.

It also helped us understand their expectations and experiences of care and support under the Act.



We spoke with service users and carers across Wales. We did this to understand if the Act is working well.

To do this, we used:



1. A survey which was sent to organisations and networks across Wales. We asked them to share the survey with service users and carers.



2. Interviews and group discussions with service users and carers.



3. A Facebook Group for people to chat with us safely.



Altogether, we heard from 170 service users and carers.

All of this took place between May and September 2020, during the COVID-19 pandemic.

What did we find out?

1. Relationships with social services



People told us they felt more noticed by professionals since the Act. Some felt they had a better relationship with their social worker.

This means that some people had an improved relationship. This was positive for them.



People told us that they are tired of chasing and fighting for support.

This means that more work is needed so that people feel listened and responded to.



People told us that if they are not in crisis they are sometimes ignored.

This means that carers need to know that if they ask for support, they will be listened and responded to.

2. Outcomes for people



People told us that their lives do not fit into neat outcome boxes.

This means that different people have different outcomes they want to achieve. But support is not always flexible to help people get the outcomes they want.



People told us they felt their needs did not always fit in with what was being offered.

This means that some people chose not to receive support.

3. Having your voice heard



People told us that they want to be included in discussions and decisions about their support. This had not always been their experience.

This means different workers need to work to make sure that people are included as much as possible.



People told us that they felt unsure about their rights under the Act.

This means that people do not always know how to challenge decisions about their care and support.



People told us they had difficulties receiving support in the Welsh language.

This means that more work is needed so that people receive support in their own language.

4. Expectations and experiences



People told us that their expectations about their care and support were not always met.

This means that open and honest conversations about what to expect are important. They will help people better understand what they can expect.



People told us that they felt lonely during the COVID-19 pandemic. Not everyone had good support networks to help them.

This means that workers need to think about new ways of supporting people. This is especially for people who do not have others to support them.



Some people told us that the Act has not met their expectations.

This means there is a difference between experiences and what it was hoped the Act would do.

What are our conclusions?

We provide answers to three questions:

1. How well do people feel workers and agencies are working together to provide them with really good care and support?



Across Wales, there are differences in how agencies work together when providing care and support.

Health and social care workers were not seen as working very well together at all.



People think the voluntary sector support is important.

But their importance is not fully recognised by health and social care services.



Service users and carers want professionals to give them clear guidance and information.



Service users and carers know how important it is that people work well together to provide really good care and support.

2. How much do people feel involved in the decisions about their care and support?



Some people felt listened to and involved in decisions about their care and support.

But most people felt they were not listened to or involved.



People want to be more involved in decisions about their care and support.

3. What impact has the Act had on the quality of life for people receiving care and support?



It can take a long time for things to change for the better.

But most people did not experience very many positive impacts.



When positive impacts did happen, they were often from good relationships with professionals.