



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Noddir gan
Lywodraeth Cymru
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Easy Read

Social Care Workforce Delivery Plan

This is what we are going to do from now
until 2027

This document was written by **Social Care Wales**. It is an easy read version of 'Social care workforce delivery plan 2024 to 2027'.

August 2024

How to use this document



This is an easy read document. 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 the words in blue mean on **page 39**.



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Contents

What this plan is about	4
Well-being, Welsh language and Inclusion.....	7
About the social care workforce	8
The plan	10
1. An engaged, motivated and healthy workforce.....	12
2. Attraction and recruitment	16
3. Seamless workforce models	21
4. Building a digitally ready workforce	25
5. Excellent education and learning	28
6. Leadership and succession.....	32
7. Workforce supply and shape.....	36
Hard words	39

What this plan is about



We want the best for the health and social care workforce.

We want health and social care workers to:



- feel valued
- do their jobs well
- and have the skills they need. And be confident in what they do.



A lot of work has already been done. We have talked about what has been achieved in our [annual report](#).



But there are still challenges. For example:

- Hiring enough staff.
- Keeping staff.



Staff say they feel under a lot of pressure. Jobs in health and social care can be very hard and stressful.



Staff can feel their working conditions are not good enough. And there are not enough chances to develop in their career.



We must all work together to change these things.



When we asked people for their views, some of the issues they talked about were:

- Pay.
- Working conditions.
- Training.



People also feel that social care should have the same importance as health care.



This is a plan about what we want to do over the next few years. To improve issues like these.



We also made a bigger plan about the things we thought needed to change in 2020. You can find that [here](#).

Well-being, Welsh language and Inclusion



Well-being, Welsh language and **inclusion** are 3 areas we have thought about when writing this plan. They were also in our earlier plan.



Inclusion means to make sure everyone is included or involved. This could mean asking what people think and listening to them.

About the social care workforce



In March 2022 there were over 84 thousand people working in social care. But this was less than in 2021.



Most social care staff are female.



Staff are all ages. But there are more 46 to 55 year olds.



There are much fewer 16 to 25 year olds. This is worrying as older staff end up retiring.



Most staff are white. This has increased in the past few years.



Around 1 in 3 workers understand some Welsh. This is similar to the Welsh population as a whole.



In 2022 there were over 5000 jobs that were not filled in social care.



On top of this there are going to be more people needing social care in the future. This is because people are living longer.

The plan

This plan focusses on 7 areas. They are:



1. **An engaged, motivated and healthy workforce** – This means involving staff and looking after their wellbeing.



2. **Attraction and recruitment** - This means recruiting more staff and showing people why they should work in social care.



3. **Seamless workforce models** - This means working in effective ways.



4. **Building a digitally ready workforce** - this means making the most of online services. And making sure staff can use them.



5. **Excellent education and learning** – This is about making sure staff are well trained.



6. **Leadership and succession** – This is about making sure that leaders are **compassionate**. And that there are chances for people to grow in their career. For example, to become a manager.



Compassionate means listening to people, taking the time to understand people, being kind and helping people.



7. **Workforce supply and shape** - This is about making sure there are enough staff where they are needed.



We will now talk more about each of these areas. We will also talk about what has been achieved and what our goals are.

1. An engaged, motivated and healthy workforce

This means involving staff and looking after their well-being.



We want staff to feel valued and supported.



Staff told us a lot needs to change in the workplace to make this happen.

Some things that have been achieved so far:



- A [health and well-being framework](#) has been made. This helps employers and staff work towards a set of standards.



- There is a free [mental health support service](#) for all health and social care staff to use.



- A [care worker card](#) has been set up. This gives social care workers money off some products and other things.



- Research was carried out about the terms and conditions for social workers.



- A group has been set up about pay and developing social care careers. It is called the **Social Care Fair Work Forum**.



- A [Workforce survey](#) was carried out. This has found out about things like wellbeing.

These are some of the things we are doing and will do next:



- **Action 1** - We will update the Health and well-being framework and support employers to use it.



- **Action 2** - We will put a framework together about fair pay and staff being recognised for the work they do.



- **Action 3** - We will ask staff for their views about well-being every year.



- **Action 4** – Let people know about resources and services to support well-being.



- **Action 5** – Bring people together to talk and share ideas about well-being. And how we can make things better.



- **Action 6** – Make sure people are treated fairly in work.



- **Action 7** – Create guidance on keeping people safe at work.



- **Action 8** - We will look into the best ways to check on progress being made to well-being.



- **Action 9** – Welsh Government will see if volunteers and unpaid carers can use the free mental health support service.



- **Action 10** - We will put training in place about equality and diversity. This is about treating people equally and fairly. Also recognising people's needs and backgrounds.

2. Attraction and recruitment

This means recruiting more staff and showing people why they should work in social care.



Many social care workers said they began the job because they wanted to make a difference.



These values are so important to social care.



More than 7 in 10 employers said they found it hard to recruit staff.



Social care workers have told us they want to change how people see social care.



Many staff do not feel valued. They want people to see how good the job can be.



Many social care workers have told us they think the jobs need to pay more. And to be treated the same as jobs in health.



We are working to improve jobs in social care. To help more people want to choose it as a career.

Some things that have been achieved so far:



- An Introduction to social care training programme has been set up.



- We promoted the use of the website **WeCare Wales**.



- We supported employers to recruit staff.



- We did research to learn more about recruiting staff.



- We have developed a free coaching service for social care staff. This is to support staff who have good ideas or want to develop.

These are some of the things we are doing and will do next:



- **Action 11** - We will keep promoting social care as a good career choice. For example, to schools and colleges.



- **Action 12** – We will keep running training programmes to help people to work in social care.



- **Action 13** - We will have a special event every year to celebrate the work of social care.



- **Action 14** – We will do research to understand how important volunteers are to social care.



- **Action 15** – Do work to change how people see social care.



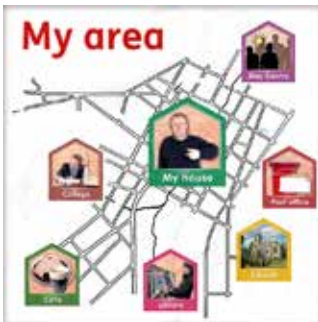
- **Action 16** - We will do work to get more people working in social care. And help staff want to stay working in social care.



- **Action 17** – We will check to see how many people come to work into social care. And where they come from.

3. Seamless workforce models

This means working in effective ways.



We want people to receive care as close to home as possible.



This has been hard because a lot of people need care.



When children need care and support, the goal is for families to be kept together.



Sometimes this is not possible, but children must have a safe place to call home.



It is important that there is a skilled workforce to support those who need care.



Social care staff have told us it is important to focus on what a person receiving care wants.



People also need support early on rather than having to wait a long time. We need to stop situations getting worse.



Social care workers also think communication needs to be better.

Some things that have been achieved so far:



- People and organisations work better together to help people who receive care.



- Published the Strategic Mental Health Workforce Plan.



- More training and learning to help people work better together.



- Have an online toolkit to help assess people's health and social care needs.

These are some of the things we are doing and will do next:



- **Action 18** - Support different professionals working together.



- **Action 19** – Continue to bring people together to talk and share ideas about working together.



- **Action 20** - We will keep working with **Health Education and Improvement Wales (HEIW)** on workforce plans. This will help us work together better.



- **Action 21** –Share information to help people to work together across health and social care.

4. Building a digitally ready workforce

This means making the most of online services and making sure staff can use them.



The Welsh Government made a plan about improving digital services in health and social care.



Social care staff have told us they want more online learning.



They also said it is important for this learning to be **accessible**.

Accessible means that people can use it easily, whatever needs they have.



Social care staff still want face to face learning. They say online learning is not right for everyone. Or for some subjects.

Some things that have been achieved so far:



- More money to help workers in social care to use digital services.



- Developing online training.



- Carried out research to understand how people learn online in social care.



- Carried out research to understand how to help people working in social care to use more digital services.

These are some of the things we are doing and will do next:



- **Action 22** – Do a survey to understand digital skills of social care staff.



- **Action 23** - We will look for ways to develop digital learning.



- **Action 24** – Make a plan of how to help the social care staff to improve their digital skills and confidence.



- **Action 25** - Support social care staff to feel confident about using digital services. And improve their skills.

5. Excellent education and learning

This is about making sure staff are well trained.



Staff need to have the right skills and qualifications to help them do their jobs well.



We need to make sure we have:

- the right training for staff
- and people wanting to work in social care.



Social care staff have told us they want better ways to develop their careers.



They want to get training. These should be offered to carers and volunteers too.

Some things that have been achieved so far:



- Training to become a social worker whilst working.



- More financial support for student social workers.



- Developing and improving training for people who work in social care.



- Developing a Welsh language checker to help people to improve their Welsh language skills.

These are some of the things we are doing and will do next:



- **Action 26** – Work with organisations to make sure education and training meets the needs of the staff.



- **Action 27** - Support social care staff to get more training for career development. And support volunteers and unpaid carers to access training and learning.



- **Action 28** - Make it easier for people to start a career in social care.



- **Action 29** – Make it easier for people to understand the career and learning pathways in social care.



- **Action 30** – Develop and deliver training that help people with work patterns. For example people who work at night.



- **Action 31** – Make sure people don't have to do some training again if they move jobs in social care.

6. Leadership and succession

This is about making sure that leaders are **compassionate** and that there are chances for people to develop in their career. For example, to become a manager.



We need to have the right training to help develop good leaders.

Social care staff told us:



- It is important to have **compassionate** leaders and managers at all levels.



- Find ways to help develop for those who don't want to be managers.
- Support staff with strong skills so we do not lose them.

Some things that have been achieved so far:



- Making a guide with **HEIW** for how to be a **compassionate** leader.



- Developing training on how to be a **compassionate** manager.



- Making sure people know about training on leadership in health and social care.



- Making a website to support being a **compassionate** leader. This is called [Gwella](#).

These are some of the things we are doing and will do next:



- **Action 32** - Provide support for staff and organisations about **compassionate** leadership. And make sure people from different backgrounds get support.



- **Action 33** – Make sure people know about training programmes that help them become leaders.



- **Action 34** – Make sure people know about the Gwella website.



- **Action 35** – Publish guidance to organisations on making positive workplaces.



- **Action 36** - Develop leadership training for both health and social care.



- **Action 37** – Make sure that the updated Code of Practice for Social Care Employers and Social Care workers include **compassionate** and positive working.

7. Workforce supply and shape

This is about making sure there are enough staff where they are needed.



More people will need to use social care over the next 20 years.



We need to support people early on to help stop issues getting worse.



This all means we need to plan how we will recruit staff. And make sure there are enough people working in social care in the future.



Social care staff told us that we need better information. This will help plan for social care staff in the future.

Some things that have been achieved so far:



We have worked with local councils to think about staffing.



We have changed how we collect information about people who work in social care. We have a yearly report called [workforce data](#).



We have supported employers to think about those who need care in Welsh.



Did work to understand how local authorities make the best use of their information.

These are some of the things we are doing and will do next:



- **Action 38** – Develop training to help people think about staff.



- **Action 39** - Make and improve workforce plans.



- **Action 40** - Support the development of a [National Care and Support Service](#).



- **Action 41** - Make a plan that helps keep staff working in social care.

Hard words

Accessible

This means that people can use it easily, whatever needs they have.

Compassionate

This means listening to people, taking the time to understand people, being kind and helping people.

Inclusion

This means to make sure people are included or involved. This could mean asking what people think and listening to them.