

Easy Read



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

A Healthier Wales – A plan for the health and social care workforce

Annual report – what we achieved in 2023 to 2024

This document was written by **Social Care Wales**. It is an easy read version of ‘**A Healthier Wales – a workforce strategy for health and social care. Social Care Wales annual report 2023 to 2024: Achieving during challenging times**’.

July 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 29**.



Where the document says we, this means **Social Care Wales**. For more information contact:

Website: www.socialcare.wales

Email: enquiries@socialcare.wales

Phone: 0300 303 3444



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What this report is about



We are **Social Care Wales**.

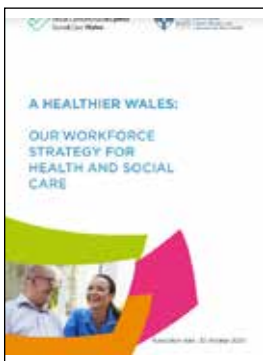


Our job is to make sure staff working in **social care**:

- do their jobs well
- and are supported to do so.



Social care is services that help people with their daily living. It can be help at home, in a day centre or from a social worker.



We wrote a plan with **Health Education and Improvement Wales (HEIW)** in 2020. It was called [A Healthier Wales: Our Workforce Strategy for Health and Social Care.](#)



This is a report about what we achieved from April 2023 to March 2024 towards this plan.



There have been a lot of difficult issues in health and social care. But things are getting better.



There are also specific plans in place. They are called:

- Social work workforce plan
- Direct care workforce plan
- Strategic mental health workforce plan



We have made progress with work in these plans too. We will talk about some of this work here.

What we have achieved

1. A happy and healthy workforce who get involved

Together with Health Education and Improvement Wales, we:



- Shared best ways of working and resources. This is to make sure health and social care services support each other.



- Made sure people knew about the mental health support service called [Canopi](#).

Some of the things we achieved were:

- New webpages about [well-being](#).



Well-being means a person is happy, healthy and is comfortable with their life and what they do.



- We told more people about our [health and wellbeing framework](#).



- We carried out work to make sure people are treated equally and fairly.



- We gave support and training for managers and others.



- Had an event about [well-being](#).



- Did more work to support the Welsh language.



- We shared information on what staff thought about working in social care.



- We had an event called **Accolades** to help recognise the important work staff do.

For the Social work workforce plan, we:



Had two events to bring people together to:

- talk about **well-being**
- share what works well in social work
- and share their ideas.

For the Direct care workforce plan, we:



- Supported peer groups that improve **well-being**.



- Supported the **well-being** of managers through events.



- Created **well-being** online learning.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Have events around how staff are supervised and supported.

2. Attracting new staff

Together with Health Education and Improvement Wales, we:



- Worked as part of a group to help promote working in health and social care.



- Kept developing the website called [Careersville](#). This is a website with jobs in health and social care.

Some of the things we achieved were:



- We tried to get new social care staff from a range of backgrounds.



- We supported the use of **apprenticeships**.

Apprenticeships are when someone learns on the job and gets a qualification.



- We launched the new [WeCare Wales](#) website and job portal. This is a support website for staff and public who want to join the social care and early years sector.



- Carried out research into working in social care.



- Did more work to make sure we get staff who can speak Welsh.

For the Social work workforce plan, we:



- Shared information about working as a social worker during Social Work Week.



- Made sure people knew about the social work **bursary**.

A **Bursary** is money to help people with the costs of doing a qualification.

For the Direct care workforce plan, we:



- Had training called Introduction to social care.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Try to recruit new mental health staff through TV, social media and radio.

3. Ways of working

Together with Health Education and Improvement Wales, we:



- Offered nursing training to care home staff.



- Created training about making decisions together.

Some of the things we achieved were:



- We were involved in the work of the **Learning Disabilities Strategic Action Plan**. This is a plan about learning disability services in Wales.



- We got involved in government work.



- We supported **reablement** work.

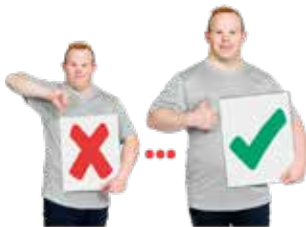
Reablement is about supporting people to learn skills to be independent. Sometimes people may have lost some skills because of a change in their health.

For the Social work workforce plan, we:



- Continued to bring people involved in social work together to share what works well. And their ideas.

For the Direct care workforce plan, we:



- Continued to work with other organisations to improve training in health and social care.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Continue to bring people working in Mental Health together to share what works well and their ideas.

4. Supporting staff to work online

Together with Health Education and Improvement Wales, we:



- Supported the work of a website called [Gwella](#). This is about learning and opportunities in health and social care.



- Worked with other organisations to develop more online learning.

Some of the things we achieved were:



- We developed and added different learning resources online.



- We helped improve digital working and services in social care. This means we helped improve computer and online services.



- We did research on how people use technology to make things better. And what more is needed.



- We joined a group called **AI Commission for health and social care**. This is about how **artificial intelligence** can be used to improve health and social care.

Artificial intelligence means computers doing complicated tasks that only humans could do before.



For the Social work workforce plan, we:

- Continued to work with other people to think how technology can help social work.

For the Direct care workforce plan, we:



- Helped develop e-learning. This is online learning to help staff to manage medication.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Create an app to help people working in mental health with assessments.

5. Education and training

Together with Health Education and Improvement Wales, we:



- Helped develop training for new staff.

Some of the things we achieved were:



- We developed the social care workforce with the grant.



- We supported qualifications in health and social care to be put in place.



- Supported learning in the Welsh language.



- We helped set up an online course to learn Welsh called [Camau](#).



- We helped make a training plan about keeping people safe.



- We have supported learning for people who work with carers.

For the Social work workforce plan, we:



- Have supported some social work students to have their course fees paid.

For the Direct care workforce plan, we:



- Have made more chances for learning while doing the job. We think this will help more people apply for jobs and stay in them.



- Developed guidance to help staff who work at night in children's services.



- We have been working with others to think how **Essential Skills Wales** resources are used. And how it is taught in health and social care.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Give training to people working in mental health about supporting people to find solutions to their problems.

6. Leadership and management

Together with Health Education and Improvement Wales, we:



- Helped people think about the importance of being kind in leadership jobs.



- We had training and information about this on [Gwella](#). This is an online learning portal.

Some of the things we achieved were:



- We had training courses for managers and leaders.



- We looked into ways of supporting leaders from **diverse** backgrounds. This means people of colour and other ethnic groups.



- Continued to promote the use of the Welsh language.

For the Social work workforce plan, we:



- Had learning sessions to help people have difficult talks.

For the Direct care workforce plan, we:



- Supported groups of managers working together to support one another. This is also called **peer support**.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Create a new training programme for managers working in mental health.

7. The Workforce



Together with Health Education and Improvement Wales, we:

- Created a guide to help people think about the Welsh language skills of their staff.

Some of the things we achieved were:



- We helped improve how information is collected about social care.



- We supported the group called the Carers' Ministerial Advisory Group.



- We did research to understand how local authorities plan the number of staff they need to help people.



- We supported work that helps improve the **well-being** of local communities in Wales.



- We started a project to support employers. To think about the Welsh language in their services.



- We arranged a review of some of our work.

For the Social work workforce plan, we:



- Talked about the importance of finding social workers from other countries.



For the Direct care workforce plan, we:

- Supported work to make sure social care workers are paid fairly.

For the strategic mental health workforce plan we worked together with Health Education and Improvement Wales to:



- Give funding for people to become trained as **Approved Mental Health Practitioners (AMHP)**. This is training that allows people to carry out parts of the law called The Mental Health Act.

What happens next

These are some of the things we will work on between 2024 and 2025.



- Learn more about care agencies and the issues they face. And to support them.



- Make plans for learning after social workers are qualified.



- Give workforce planning training to social services departments.



- Support ways to help people progress in their careers and learning.



- Understand how people use technology in their work and what support they need



We want to keep working together to achieve our goals to improve health and social care.



For more information about what's next for our plans please check our website: [Social care workforce delivery plan 2024 to 2027](#)

Hard words

Apprenticeships

These are when someone learns on the job and gets a qualification.

Artificial intelligence

This means computers doing complicated tasks that only humans could do before.

Bursary

A bursary is money to help people with the costs of doing a qualification.

Reablement

This is about supporting people to learn skills to be independent. Sometimes people may have lost some skills because of a change in their health.

Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.