



A Healthier Wales – a plan for the social care workforce

Annual report – what we achieved in 2024 to 2025

December 2025

How to use this report



This is an Easy Read version of: **Social Care Workforce Delivery Plan Annual report 2024 to 2025.**



You might need help to read it. Ask someone you know to help you.



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What this report is about



We are **Social Care Wales**.



Our job is to make sure social care staff:

- do their jobs well
- get the support they need.



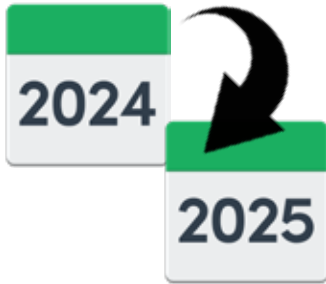
Social care means services that help people with daily life. This can be help at home, in a day centre or from a social worker.



In 2024, we wrote a plan called the [Social Care Workforce Delivery Plan](#). This plan explains the important things we want to do from 2024 to 2027.



Many people worked together to make this plan. People from different parts of social care shared ideas. This helped everyone feel part of the decisions.



This report explains what we did from April 2024 to March 2025 to work towards the plan.

What we did from 2024 to 2025

Well-being



More than 570 people came to our well-being sessions.



We gave out more than 8 thousand new Care Worker Cards. The card shows someone is a care worker. It can get them money off some things.



More staff used the **Your Well-being Matters** guide.



We told people about **Canopi**, a service that helps staff with mental health.

Welsh language



More than 800 people started the **Camau** course to learn Welsh.



Over 5 thousand people voted in the **Caring in Welsh Award**. This was twice as many as last year. This is a prize for staff who use the Welsh language when caring for people.



We made a scheme to help employers build staff Welsh language skills. This scheme is now open to all providers in Wales.

Including everyone



We funded research for a new leadership programme. This programme helps people from groups who have fewer chances.



We collected the first year of data for the **Workforce Race Equality Standard**. This checks and improves how staff from different ethnic backgrounds are treated.



We made an online guide to help employers and workers who are new to Wales.

Happy and healthy staff



More than 300 people came to our first **Well-being Week**. People said they learnt new things that helped them.

We took actions to make work and pay fair for everyone. This included:



- The **Social Care Fair Work Forum** worked on a pay and jobs plan for care workers.



- The **Welsh Local Government Association** reviewed fair working terms for social workers.



- The **Welsh Government**, the **Trade Union Congress** and **Unison** made a guide to help employers understand fair work rules.



Our 2025 **Have Your Say** survey had over 5 thousand replies. This was the highest number ever.

Helping new people work in social care



Our national campaigns about working in social care reached millions of people.



More than 800 people completed our Introduction to Social Care course.



We ran new Get Into online events to explain different care jobs.



We funded a big research project to understand how volunteers support social care.

Services working well together



Welsh Government talked with people across Wales to plan for how staff help and protect children.



We worked with **Health Education and Improvement Wales** to start the **National Recovery College** project. This will give training for people to support people with their mental health.



Working together continued in regional workforce boards and partnership boards.

Helping staff to work online



We made a new tool to help staff see what they are good at online. More than 1 thousand people used the tool.



We shared real examples of digital ideas used in care settings in Wales.



We ran **Digital Champion** workshops with **Digital Communities Wales** to help staff use online tools well.

Education and training



Our **Social Care Wales Workforce Development Programme** continued to help staff learn.



We published our first report on how the the **Social Care Wales Workforce Development Programme** is used to help people learn.



We ran training sessions for employers and trainers. These helped them understand what skills and qualifications staff need. We also helped them learn good ways to teach staff.



More than 3 thousand apprentices finished health and social care courses. This was 900 more than last year. An apprentice is a learner who gets paid to work and train at the same time.

Managing and guiding staff



More than 200 people joined our compassionate leadership training. This is about being kind and caring leaders.



Over 1 thousand people used our webpages about compassionate leadership.



We completed and tested our **Aspiring Middle Manager Programme**. It helps staff learn the skills they need to lead teams. It is now open across Wales.



We made a **positive culture guide** that explains what helps a workplace feel good and what can make it worse. We used ideas from people across social care to write it.

Staff needed now, and in the future



We ran a programme to help councils improve workforce planning skills.



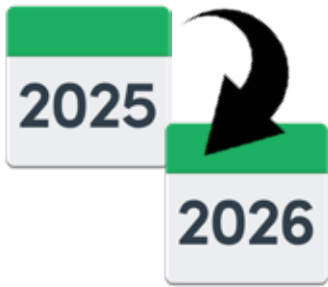
We funded a study to understand how councils used social care data. We shared a report about this study.



Llywodraeth Cymru
Welsh Government

Welsh Government launched the **National Office for Care and Support**. They also launched the **National Framework for Commissioning Care and Support**.

What happens next



These are some of the things we will work on from 2025 to 2026:



We will give guidance about safety committees. These groups can help keep staff safe and support staff well-being.



We will develop equality and diversity training. This is about treating everyone fairly and respecting people who are different.



We will make a retention framework. This is a guide to help organisations keep staff for longer.



We will use what we found out about staff skills with online tools to make an action plan.



We will add to the updated rules for social care employers and workers how to make a good place to work by being kind and positive.