What does the Act mean for me?

A learning resource for direct care and support workers about the Social Services and Well-being (Wales) Act 2014

Revised December 2019

#GetTheAct
socialcare.wales/hub/home
How to use this resource

This learning resource consists of:

• a short film, which introduces the Social Services and Well-being (Wales) Act 2014 (the Act) and the principles that underpin it
• a workbook that looks at how the principles of the Act can be applied in practice.

This resource has been designed so it can be used on an individual or group basis. It can also be completed over a period of time as each principle is considered separately.

The workbook is divided into four main sections:

1. Introduction
2. About the Social Services and Well-being (Wales) Act
3. Principles of the Act
4. Conclusion

The first two sections provide an introduction to the resource and an overview of the Act. In section three, each principle is explored through a range of learning activities; these include case studies, examples of good practice, audio clips and videos. To access the full range of learning materials you will need to have access to the internet. The final section provides guidance about what you need to do once you have completed the workbook and where to find more information about the Act.

Using this resource in group-based learning situations

While this resource addresses frontline workers; managers, learning and development officers or learning providers may want to use the learning materials to facilitate group-based learning around the principles of the Act.

Group facilitators will need to take time to familiarise themselves with the learning materials and decide how best to use them to meet the needs of learners and/or their service setting. Approaches might include:

• looking at one principle at a time as part of a team meeting or group supervision session
• facilitating a workshop for a larger group of workers where a selection of activities from each section is used
• using the resource for induction programmes for new workers and to support completing the All Wales Induction Framework for Health and Social Care
• incorporating parts of the resource into existing training programmes.

The learning activities included in the workbook can support group discussion, as well as individual reflection. As learners will be drawing on knowledge and practice experience from a range of settings and sectors, there will be no one correct answer to the questions. Group facilitators will therefore need to make sure they have an understanding of the Act and its principles, and be able to direct learning through facilitated, structured discussion.

A range of resources are available to develop your understanding about the Act and its principles. These can be found on the Social Care Legislation in Wales Information and Learning Hub.
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Introduction

The Social Services and Well-being (Wales) Act 2014 has major implications for the way in which social services are provided in Wales.

There are a range of learning materials to support the implementation of the Act, and Social Care Wales and Welsh Government are working together to make a range of supporting materials available through the Information and Learning Hub.

This resource is for workers who are involved in providing care and support, and focuses on the five core principles that underpin the Act. It aims to provide practical examples that will help you understand how the changes can be put into practice.

To help you get started, watch this film that introduces the Act and its principles.

LEARNING ACTIVITY – FILM

Having watched the film, how does the Act help to affect the way in which care and support workers should work?

To help you think about applying the Act in practice using the core principles, we have put together a range of examples through case studies, film clips and sound bites. The principles cannot stand alone. You will find as you explore the learning materials that there is an overlap between them and that they link together.

Social care and support is varied, so not all the examples and learning activities will be related to your work setting and role, but all are likely to be of interest and have relevant learning. We suggest you complete the learning activities you feel are most appropriate to your work.

The core principles of the Act are built into the Code of Professional Practice for Social Care (the Code). The Code is a list of statements that describe the standards of professional conduct and practice required by those employed in the social care sector in Wales. We have included links and some exercises on the Code at the end of most sections of this resource to help you understand the relationship between the Code, the principles and your day-to-day practice. If you work in health services, you will need to follow the NHS Wales Code of Conduct for Healthcare Support Workers in Wales. Your employer will give you details about this.

Completing the learning activities in this workbook can be used towards achieving the All Wales Induction Framework for Health and Social Care.
About the Social Services and Well-being (Wales) Act

The Social Services and Well-being (Wales) Act 2014 is a landmark piece of legislation for health and social care in Wales that will have implications for your work as a health and social care worker. It became law in 2014 and came into force in April 2016. It modernises and brings together different pieces of social care law.

This new legal framework consists of three elements:

- the Act itself
- the regulations, which provide greater detail about the requirements of the Act
- the codes of practice, which give practical guidance about how it should be implemented.

The Act covers:

- adults (people aged 18 or over)
- children (people under the age of 18)
- carers (adults or children who provide or intend to provide care and support).

The Act consists of 11 parts, is built on five principles and defines the people it affects. It is useful to think of these as the '3 Ps':

- people it affects
- parts within the Act
- principles throughout the Act

To develop your knowledge and understanding of the parts of the Act, it may be helpful to have a look at the Information and Learning Hub once you’ve completed this learning resource.
Principles of the Act

The principles or values of the Act are important as they underpin how services are provided and how we work with individuals on a day-to-day basis.

The Act is built on the following core principles:

- **Voice and control** – putting an individual and their needs at the centre of their care and support, with voice and control over the outcomes that will help them achieve well-being
- **Prevention and early intervention** – being able to access advice and support at an early stage to maintain a good quality of life, and reduce or delay the need for longer term care and support
- **Well-being** – supporting people to achieve well-being in every part of their lives
- **Co-production** – involving people in the design and provision of their support and services, and recognising the knowledge and expertise they can bring
- **Multi agency** – strong partnership working between all agencies and organisations is essential to improve the well-being of people in need of care and support, and carers in need of support

Each principle will be explored in more detail throughout this learning resource.
This section should take approximately one and a half hours to complete in total.

The Act gives people a stronger voice and greater control over the support and services they receive to help them achieve well-being and the things that matter most to them – whether that’s to attend a class at their local community centre, or access services through the medium of Welsh or English.

As a result, care and support services will need to have an even greater focus on making the most of people’s independence – helping people remain or become a bigger part of their communities with the support of their family and friends.

The following examples show different ways of working that support the voice and control of individuals.

a. **Monmouthshire County Council**

My Mates project is an Accolade winner, which is transforming the lives of people with a learning disability by helping them form friendships and live “with passion and purpose”. My Mates helps its members take part in a range of social events, forming friendships and possibly close personal relationships, while being offered advice and information in a supportive environment.

Outcomes of the project for individuals include development in self-esteem, personal confidence and being more confident in challenging and giving people the voice to express what their choices are.

You can view the film [here](#).
Advocacy

Advocacy underpins all the principles of the Act and is an important tool to support people’s voice and control, and well-being. Advocacy services help vulnerable people access information and services, get involved in decisions about their lives, explore choices and options, and express their needs and wishes. The following definitions are helpful:

“Advocacy supports and enables people who have difficulty representing their interests to exercise their rights, express their views, explore and make informed choices. Independent advocacy supports the person regardless of the demands and concerns of others. It challenges the causes and effects of injustice, oppression and abuse, and upholds human rights.”

(Older People’s Advocacy Alliance (OPAAL) National Forum, 2008)

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.”

(Action for Advocacy, 2002)
MEE (Minority Ethnic Elders) in Mind Project

The MEE (Minority Ethnic Elders) in Mind Project responds to the issues identified around significant health differences experienced by minority ethnic elders and the lack of support for them.

The project provides monthly health awareness sessions, quarterly health checks and raising awareness about the prevention and management of chronic illnesses for people over 50 such as: diabetes, arthritis, heart disease, dementia and cancer screening.

The project also encourages close interaction and the exchange of skills and experiences between young people aged 16 – 25 and minority ethnic elders over 50 that includes day trips, coffee mornings, memory cafés, lunch clubs, IT training, arts and crafts, cooking and gardening groups, photography, walking and cycling.

The project also provides weekly drop in advice and guidance sessions to support people with issues relating to: housing; finance and benefits; care homes; health; transport; domestic/elder abuse; family issues/disputes; asylum/immigration and language barriers.

Further information on the project can be found here.

LEARNING ACTIVITY – SUPPORTING VOICE AND CONTROL

Now you’ve considered some of the examples for this principle:

a. Give three examples of how you have supported people to have voice and control over their lives

b. Identify how you could build on your practice to improve the way you do this

or

c. If you have just started in your job or are completing this before you start work, give three examples of how you can put this principle into practice
LEARNING ACTIVITY – VOICE AND CONTROL, AND THE CODE

Code of Professional Practice for Social Care

The Code sets out the standards and conduct expected of the social care workforce and should be used to inform the day-to-day practice for all those employed in social care. To complete this section, you will need a copy of the Code. If you do not already have one, ask your manager for a copy or download it from the Social Care Wales website.

Sections 1-4 in the Code cover many aspects of voice and control. Select one of the statements and either:

a. Give an example of how you meet this in your work
   or
b. If you have just started your job or are completing this before you start work, give an example of how you can meet this
Prevention and early intervention

This section should take approximately two hours to complete in total.

It is important that timely advice and assistance is provided to people to prevent things reaching a crisis point for them. Stepping in early to help people is crucial as it can reduce or delay the need for longer term care and support.

The Act is designed to ensure that:

- people can ask for the help they need when they need it to prevent their situation from getting worse
- carers can access support to assist them in their caring roles and maintain their own well-being.

The following video clips and case studies will help you explore how prevention, early intervention, and advice and assistance, can help people.
a. Rhondda Cynon Taf County Borough Council

The Stay Well at Home initiative, which was a highly commended accolade nomination is a project that helps reduce unnecessary hospital admissions and increase early discharge arrangements through the provision of transport, rapid response adaptations and a caseworker service.

This is a partnership project between Cwm Taf University Health Board, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council and also includes Age Connect and Care and Repair.

You can view the film here.

b. North Wales Safeguarding Board

The North Wales Safeguarding Board won an Accolade for its Self-neglect Protocol initiative, which has been developed to prevent the serious injury or even death of people who appear to be self-neglecting. The project aims to support individuals’ right to be treated with respect and dignity, and “aiding recognition of situations of self-neglect”.

It aims to get individuals, agencies (such as housing, police, fire agencies) and other professionals together where there is a concern about a person who might be neglecting themselves. It puts individuals in the middle of everything that happens.

You can view the film here.

c. Pembrokeshire County Council

This highly commended Accolade nomination from Pembrokeshire County Council is a Junior Safe Guardians project, where young people help other young people understand safeguarding issues and keep themselves out of harm. The group has also run two safeguarding conferences to provide training and promote safeguarding to a large group of young people from across Pembrokeshire.

One of the main benefits of the project is that it empowers young people to know about safeguarding and to raise any concerns and tell decision makers in Pembrokeshire what’s affecting young people’s lives.

You can view the film here.
CASE STUDY 1 – INFORMATION, ADVICE AND ASSISTANCE

Ceri is 28 years old and is at risk of losing her home due to rent arrears. She is pregnant and has three children aged seven, four and two. Her relationship with her partner recently broke down and he has moved out of the family home, this has made her financial difficulties worse.

Ceri is struggling to cope and has anxiety and depression. She is having difficulty looking after her children and her neighbours have been complaining about her children’s behaviour while out playing. This is adding to her distress and anxiety, and she is feeling very isolated.

LEARNING ACTIVITY – INFORMATION, ADVICE AND ASSISTANCE

a. What do you think might be important to Ceri?

b. What do you think might be important for Ceri?

c. How could you work with Ceri to prevent her situation getting worse?

d. The Welsh Government factsheet ‘information, advice and assistance’ provides information about these services. How could an information, advice and assistance service help Ceri?

e. Which other organisations or services could help Ceri?

f. How could these actions have a positive effect on Ceri and her children, and improve their quality of life?
CASE STUDY 2 – TIMELY ADVICE AND ASSISTANCE

Gwen is 76 years old and lives alone in a privately rented ground floor flat in the centre of Carmarthen. Despite having poor health for a number of years due to a chronic asthmatic condition, she manages well. Gwen has a wide circle of friends as she is a long-standing member of Merched y Wawr (Women’s Institute). She has a telecare support package of pendent alarm and mobile response, which was arranged after she spent some time in hospital following a fall a while ago. She thought it would be a good idea as she has no family nearby.

The mobile response team receive an alert from the telecare monitoring centre that Gwen has fallen again and needs help getting up from the floor. They arrive at Gwen’s flat and after an initial assessment are satisfied she does not need attention from the ambulance service. Using specialist equipment, they safely lift Gwen up, and she tells them she tripped when she went to answer the door and did not have the energy to get up again.

One of the mobile response workers goes into the kitchen to make Gwen a drink and notices a half-eaten sandwich on the table and very little food in the fridge. He mentions this to Gwen who replies she doesn’t have much of an appetite and doesn’t see the point in making much effort when she is just cooking for herself.

LEARNING ACTIVITY – TIMELY ADVICE AND ASSISTANCE

a. What do you think might be important to Gwen?

b. What do you think might be important for Gwen?

c. What options could be explored with Gwen to help her situation?

d. What might happen to Gwen if she doesn’t receive any advice or assistance?
CASE STUDY 3 – IMPROVING OUTCOMES

June is 52 years old and has multiple sclerosis. Llïnos, her 15-year-old daughter, is her carer. When June’s symptoms are very bad, Llïnos cannot go to school as she has to stay home to look after her mother.

After struggling for some months, June and Llïnos decide they need help, so they contact their local authority’s information, advice and assistance (IAA) service. An initial assessment is carried out over the phone and this is followed up with a series of visits from an information, advice and assistance worker. During the visits, a further assessment is completed. It takes into account June and Llïnos’s personal circumstances, what they want to achieve, what currently stands in the way of them achieving this and what the risks would be if their needs aren’t met. As Llïnos is under 18, the assessment must consider her welfare and developmental needs.

Both are very clear about what would make their lives better. June would like not to have to rely on Llïnos so much. She would also like to be able to get out of the house more and feel she’s doing something productive with her time. Above all, June is worried about Llïnos missing school.

Llïnos would like to be able to attend school without having to worry about how her mother is coping and have time to do her homework. She also wants to see more of her friends.

LEARNING ACTIVITY – IMPROVING OUTCOMES

a. What do you think might be important to June and Llïnos?

b. What do you think might be important for June and Llïnos?

c. How could advice and assistance support positive outcomes for June and Llïnos?

d. What could happen to June and Llïnos if they don’t receive any advice or assistance?
Well-being

This section should take approximately two hours to complete in total.

At the heart of the Act is people’s right to well-being. While people have a responsibility for their own well-being, it’s recognised that some will need help to achieve this. The Act changes the way social services and health, as well as other care services, voluntary and community groups, work together to help and support people. It places an emphasis on making sure people who need care and support, and carers who need support, enjoy well-being in every area of their lives.

There are many interpretations of well-being. The Oxford English Dictionary defines well-being as “the state of being comfortable, healthy or happy.” In supporting people with their well-being, it is important to understand what this means to them.
Well-being is about more than just being healthy, it can also include:

- being safe
- having somewhere suitable to live
- being involved in decisions that impact your life
- having friends
- being part of good, strong communities
- having every chance to do well in education
- feeling good about your life
- for adults – being able to work
- for children – being able to grow up happily and successfully, and being well-looked after.

**LEARNING ACTIVITY – WELL-BEING**

A helpful starting point is to think about well-being in relation to your own life and what this means to you. Reflect upon what is important to you and what helps you achieve a good life.

Supporting the well-being of individuals is an important part of your role. The following examples show different ways in which well-being can be promoted.
The arts and well-being

The arts can play an important role in contributing to our sense of well-being. They bring colour, comfort, imagination and meaning to life, and enhance our sense of well-being. They can be especially helpful in health and social care settings.

Engaging with the arts can:

• improve emotional health by helping relaxation and emotional release
• provide an important way of self-expression
• provide enjoyable social contact
• increase self-esteem, confidence and personal growth
• develop our self-awareness.

There are many examples of how the arts have been used successfully across Wales to enhance the well-being of individuals. Here is an example:

St John’s Day Service/Swansea Council

The Community Garden Initiative, which was a highly commended Accolade nomination brings together residents with dementia and marginalised groups, including adults with a learning disability and people from homeless, and drug and alcohol charities. This allows “rich and lasting reciprocal relationships” to develop.

The project is routed in the heart of the community and offers a community transport scheme as well as a community garden for people to come and enjoy. It is giving people their confidence back as well as giving people the voice, choice and control over their lives.

You can view the film [here](#).
Skills for Care film

Skills for Care has developed an animated film to show how the arts can bring meaning and vibrancy to the lives of people who need care and support.

You can view the film here.

LEARNING ACTIVITY – THE ARTS AND WELL-BEING

a. How could the arts be used with the individuals you work with to contribute to their well-being?

or

b. If you are just starting your new job or completing this before you start work, how do you think the arts could be used to contribute to the well-being of individuals?

Well-being should also focus on making sure that we feel that we are a part of a good, strong community, that we have friends and feel good about our lives. Here is an example of how one project tries to do this:

Mwy Na Geiriau / More than Just Words

Mwy Na Geiriau has many excellent principles to ensure that people’s Welsh language needs are met. The strategy puts a duty on care providers to ensure they have staff with the appropriate language skills to care for Welsh speaking individuals.

The principle of the ‘Active Offer’ is at the heart of Mwy Na Geiriau. Under the Active Offer, providers shouldn’t wait for individuals to ask for Welsh medium provision; instead they should actively identify their language needs. The strategy notes that:

Additional resources: If you want to use, or improve, your use of the Welsh language in your work, you may want to visit ‘Using Welsh at work’ on Social Care Wales’s website. There are tools to support the delivery of the active offer and resources to support the delivery of More than Just Words.

“If you are a Welsh speaker, being able to use your own language has to be seen as a core component of care and not as an optional extra.”

CASE STUDY 4 – THE IMPORTANCE OF LANGUAGE

Ifan is 93 years old and lives on his own in a rural part of Wales. His wife died 10 years ago and his only son lives in Australia. Ifan has started to develop sight loss problems, so now needs help carrying out day-to-day tasks. More importantly, he wants company and somebody to talk to.

Ifan has spoken Welsh all his life. Before his retirement, he was a farmer and carried out all his business through the medium of Welsh. As a result, Ifan doesn’t feel as confident speaking English.

Until recently Ifan was independent and an active member of the community. He attended church on a weekly basis and was a member of the local choir, but now he’s no longer able to drive to the village. His friends from church and the choir visit occasionally, but like Ifan, they are becoming less mobile as they are getting older, too.

Ifan is visited three times a day by home carers to help him with his daily tasks. At first, he looked forward to the visits as it meant he’d have somebody to talk to. But due to the busy nature of the work, the carers do not have time to get to know Ifan well or spend a lot of time talking to him. Additionally, only one of the carers speaks Welsh, so Ifan isn’t able to have a meaningful conversation with the majority of his home carers as he finds it difficult to express himself fully in English.

LEARNING ACTIVITY – THE IMPORTANCE OF LANGUAGE

a. What do you think may be important to Ifan?

b. What do you think may be important for Ifan?

c. Why is receiving care through the medium of Welsh important for Ifan’s:
   • voice and control?
   • well-being?

d. What else could you consider to make sure that Ifan’s well-being needs are met?

e. What actions should you take if you become aware that someone would prefer to communicate in Welsh?
Christina is transgender and has undergone procedures to reflect her gender identity. She has had a number of strokes and a series of falls and can no longer stay living at home.

Christina has moved into a large care home that is split into different living areas, each housing 10 to 12 people. She is distressed as the people sharing her accommodation are continually making snide comments about her appearance and excluding her from conversations. One person in particular mutters “freak” when there are no staff around. She is also feeling vulnerable about having her personal care needs met as on a couple of occasions she has noticed two of the care workers ‘making eyes’ at each other while they support her with intimate personal care. They also refer to Christina as “he”.

Christina is feeling isolated, anxious and depressed.

**LEARNING ACTIVITY – SUPPORTING DIVERSITY AND CHALLENGING DISCRIMINATION**

a. What are the issues that need to be addressed here?

b. What actions could you take?

c. How could these actions impact upon Christina’s well-being?

**LEARNING ACTIVITY – WELL-BEING AND THE CODE**

*Code of Professional Practice for Social Care*

a. Identify the statements in the Code that reflect your understanding of practice that supports the well-being of individuals

b. Select one of the statements you have identified and give an example of how you work to uphold this

or

c. If you have just started in your job or are completing this before you start work, select one of the statements you have identified and give an example of how you would be able to work to uphold this
Co-production

PRINCIPLE 4. CO-PRODUCTION

People will be more involved in the design and delivery of their support, **working with** them and their family, friends and carers.

This section should take approximately two and a half hours to complete in total.

Under the Act, people are to be more involved in the design and provision of their support. It means working **with** them and their family, friends and carers so their care and support is the best it can be. Involving people more will also help to change their relationship with services so they will no longer simply be using the services but also helping to design and provide them. It recognises their strengths and the expertise they can bring, too. This will make sure our care and support services are designed around what matters most to people.

The following learning activities will help you explore what co-production means in everyday practice:
CASE STUDY 6 – THE IMPORTANCE OF WORKING WITH INDIVIDUALS TO ACHIEVE POSITIVE OUTCOMES

John is 21 years old and lives at home with his parents. He has a happy family life. He particularly enjoys cooking and likes to help his mother prepare the evening meal. He also helps his mother with the weekly shopping and likes to choose some of the ingredients for cooking.

John has a learning disability and has support from day services two days a week. His brother lives close by but works away during the week, he usually goes out with him on a Saturday. He has a close relationship with all his family.

John’s parents are getting older and they are struggling to look after him on their own. John’s dad has had a stroke and his mum is having difficulties with her sight. They are reluctant to think about the future and what might happen to John when they can no longer support him.

When John’s mum has a fall that results in hospital admission, his dad cannot look after himself and John. John has to move into emergency supported living accommodation.

The move makes John unhappy in many ways. It isn’t close to his home, he doesn’t get along with the people he lives with and he no longer does any cooking as the staff prepare all the meals. As a result, John has become withdrawn and uncommunicative.

LEARNING ACTIVITY – THE IMPORTANCE OF WORKING WITH INDIVIDUALS TO ACHIEVE POSITIVE OUTCOMES

a. What do you think is important to John?

b. What do you think would be important for John?

c. What could change to help John achieve the outcomes that are important to him?

d. What may have helped earlier?

e. How could you work with John and his family to ensure they are equal partners, and have real voice and control over his care and support?
Vale of Glamorgan Council

The accolade award winner has developed a project to enhance the well-being of older people by improving collaboration between social workers, domiciliary care agencies and residents, to make sure residents have control over their care and support.

The project focuses on the outcomes that are important to people who use care and support services and helps people to achieve them to lead a fulfilled life.

You can view the film [here](#).

PSS Shared Lives Wales

This highly commended Accolade nomination from PSS Shared Lives Wales is a project where vulnerable adults move in with specially-recruited and trained professional carers, who open their homes to them and give them 24/7 support in a family environment.

The project ensures that the care that is provided is based on the individuals’ needs and the training and recruitment of the shared lives carers aims to meet this. It gives the individual the choice and the support that they want and need to lead a fulfilled life.

You can view the film [here](#).

**LEARNING ACTIVITY – PLANNING FOR THE FUTURE**

How have the methods of co-production used by the Vale of Glamorgan Council enhanced the well-being of older people to make sure that they have control over their care and support?

How have the methods of co-production used by PSS Shared Lives Wales enhanced the well-being of vulnerable adults based on what they want and need to lead a fulfilling life?
What Matters to You, Matters to Us

The Social Services Improvement Agency (SSIA) and partners produced a short film that looks at how working with people on the design and provision of their care and support can help them achieve well-being.

You can view the film here.

Seeing is Believing

Public Health Wales, Good Practice Wales and Co-Production Wales have developed an interactive catalogue of co-production case studies from across Wales. The range of case studies include integrated services for older people, asset-based approaches to direct payments, a co-produced website, citizen activism and a children’s commissioning consortium. It also includes a range of resources about co-production including examples of co-production in practice, guidance and toolkits, and links to useful websites.

Have we got co-production news for you?

Social Care in Excellence (SCIE) has developed a film of a fun quiz about co-production. It encourages you to look at the values of co-production and to consider ways in which you can apply them to your work.

You can view the film here.

LEARNING ACTIVITY – HAVE WE GOT CO-PRODUCTION NEWS FOR YOU?

After watching the ‘Have we got co-production news for you?’ film, consider the following points and how they can be reflected in your practice

1. Ensure that everyone can be involved equally. To do this you will have to make things accessible.
2. Develop ways to support the exchange of things so that everyone gains from co-production.
3. Think about how to apply the values of co-production to your work.
4. Consider co-production for all services and how it can support integrated working between health and social care.
LEARNING ACTIVITY – SOCIAL ENTERPRISES AND CO-OPERATIVES

The Welsh Government has produced a useful factsheet around 'social enterprises, co-operatives, user-led services and the third sector'. After reading the factsheet, research your local area to identify a social enterprise or co-operative, and outline what it aims to achieve.

LEARNING ACTIVITY – CO-PRODUCTION AND THE CODE

Code of Professional Practice for Social Care

How does the Code promote working in partnership/co-production with individuals?
Multi agency

This section should take approximately two and a half hours to complete in total.

The Act strengthens joint working between local authorities and other relevant partners, such as health, housing and the voluntary sector, to improve people’s well-being and the quality of services, while reducing duplication. This will make sure the right types of support and services are available in local communities to meet people’s needs.

Dementia friendly communities in Brecon

The Brecon Dementia Friendly Community group brings together volunteers, faith groups, charities, schools, town and community councils, and the local service board to create Wales’s first dementia friendly community.

The group has produced a film that looks at the drive and commitment of volunteers in Brecon who are making a difference for families, carers and people living with dementia.

You can view the film here.

Further information can be found on the Dementia Matters in Powys website along with film clips on how Llanfaes Primary School have been commended for their inter-generational project.
**Pembrokeshire County Council**

This Pembrokeshire County Council accolades winner is a project aimed at reducing how long people must wait for care and support. It has changed the culture of two members of staff providing care to older and disabled people in their own homes. An experienced occupational therapist helped build the carers’ confidence in using alternative techniques and equipment with service users, meaning there is now no longer a staff shortage. There is less dependence on schedules and carers as they now have the right equipment.

It’s a service that is centred around the individual, which enables them to live the independent life that they want.

You can view the film [here](#).

**Care Without Compromise, Neath**

A highly commended project in Neath called Care without Compromise is a project supporting people with learning disabilities in “a unique residential setting”. Staff support residents towards rehabilitation and independence, meaning they spend more time in the community and progress to supported living, independent living with domiciliary support, or return to live closer to their families.

Through training staff around values and behaviours it gives individuals the opportunity to develop their skills and to gain more confidence to live a more independent life.

You can view the film [here](#).

**Conwy County Borough Council**

An Accolades winner, this Conwy County Borough Council project is aimed at lowering the risk of sexual exploitation of young people. Its collaborative work with Betsi Cadwaladr University Health Board and North Wales Police has provided bespoke training for staff and set up a monthly multi-agency forum to share information about high-risk perpetrators and vulnerable young people.

You can view the film [here](#).
LEARNING ACTIVITY – WORKING IN PARTNERSHIP

a. Reflect upon how you currently work in partnership with other agencies and local communities in your role:
   • who do you work with and what are you aiming to achieve?
   • are there others within your local community you could work with?

b. What difference would this make to the lives of the people you support?

or

c. If you are new in your job, outline the agencies and local communities you will be working with

LEARNING ACTIVITY – MULTI AGENCY WORKING

a. What are the benefits of agencies working together for individuals?

b. Can you identify any examples where multi agency working would benefit the individuals you work with?
Conclusion

The aim of this resource has been to help you develop your understanding of the core principles of the Social Services and Well-being (Wales) Act 2014 and to reflect upon how you can build on what you already know and do to enhance the care and support you provide.

We would encourage you to continue your learning around the Act. For example:

- to explore the principles of the Act in more detail, download the Principles Resource Guide, which provides detailed information about each principle and highlights resources that will help you explore them in more depth.

You may also want to sign up to the Getting in on the Act Bulletin, which will provide you with the latest news about training and resources for the Act. Email hub@socialcare.wales

If you’d like to provide feedback about this resource, please email hub@socialcare.wales

If you are already employed and have completed this resource, you need to:

- fill out the personal development action plan
- share it with your line manager and discuss together what you have learned and what further learning needs you have in relation to the Act
- agree with your line manager how these learning needs might be met, e.g. by completing the Information and Awareness e-learning module
- make sure you keep a record of any learning activities you have completed in your personal portfolio.

If you have completed this resource before starting work, keep your answers as these will count towards achieving the All Wales Induction Framework for Health and Social Care.
What does the Act mean for me?
Social Services and Well-being (Wales) Act 2014

Personal development action plan

Name: ___________________________ Job role: ___________________________

Organisation: _________________________________________________________

1. What I have learned from completing this learning resource:

2. How I am going to put this learning into practice:

3. What further help or learning I need to enable me to do this:

4. Following discussion with my line manager, the following actions have been agreed:

<table>
<thead>
<tr>
<th>Learning activity</th>
<th>Timescale to be completed in</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
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</tbody>
</table>

Signature: ________________________________________________________ (Learner)

Signature: ________________________________________________________ (Line manager)

Date: ___________________________ Agreed review date: ____________________
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