

The Social Services and Well-being (Wales) Act came into effect on 6 April 2016.

This law exists to improve the well-being of people in Wales, particularly those who need care and support, and carers who need support.

The Act explains that well-being is:

- Making sure you know about your rights and what they mean for you
- Being healthy
- Protection from abuse, harm and neglect
- Having access to education, training, sports and leisure
- Having positive relationships with family and friends
- Being part of the community
- Having a social life
- Having a safe and secure home

There are several rights included in the Act which are important for you to know and understand. They are explained in the next few pages:

The right to well-being

The principle of **well-being** is at the heart of the Act.

Your local authority, local health board and Welsh Ministers must promote the well-being of people who need care and support, and carers who need support.



The right to have information, advice and assistance

Your local authority must provide information, advice and assistance about care and support services and it must be easy to find and to access.

The right to an assessment if your needs cannot be met by information and advice



Your local authority must carry out an assessment for any person, who **may** need care and support.

An assessment is a way of finding out what help you need.

Your right to an assessment is not affected by how much money you have, but you may be asked to contribute to the cost of your care and support.

The right to have your voice heard and have control over decisions about your care

During your assessment your local authority must ask you **what matters to you** and involve you in all decisions about your care and support. You can choose to have a friend or family member by your side to help you with this assessment.



The right to advocacy

If you are unable to fully take part in discussions yourself, an advocate is someone who can help make your voice heard when decisions are made about your care and support.

An **independent** advocate must be arranged if you are unable to speak up for yourself or do not have someone to support you to express your views, wishes and feelings.



Local Authorities Social Services Information, Advice and Assistance Helplines



**Anglesey Social Services –
Single Point of Access:**
01248 752736

**Blaenau Gwent Adult Social
Services Information, Advice
and Assistance Hub:**
01495 315700

**Bridgend Social Services –
Common Access Point:**
01656 642279

**Caerphilly Information,
Advice and Assistance for
Adult Social Services:**
0808 100 2500

**Cardiff First Point of
Contact – Independent
Living Service:**
02920 234234

**Carmarthenshire Delta
Wellbeing:**
0300 333 2222 (24hrs)

Ceredigion Social Services:
01545 574000

**Conwy Adult Social Services –
Single Point of Access:**
0300 456 1111

**Denbighshire Adult Health
and Social Services – Single
Point of Access:**
0300 456 1000

**Flintshire Adult Social
Services – Single Point
of Access:** 01352 803444

**Gwynedd Adult Health and
Social Care – Information,
Advice and Assistance
Service:**

- Llŷn area: 01758 704099
- Caernarfon area:
01286 679099
- Bangor area: 01248 363240
- Eifionydd and Meirionnydd
North: 01766 510300
South Meirionnydd:
01341 424499

**Merthyr Tydfil County
Borough Council:**
01685 725000

**Monmouthshire County
Council:** 01633 644644

Neath Port Talbot Gateway:
01639 686802

**Newport Social
Services Hub:**
01633 656656

**Pembrokeshire Social
Services:** 01437 764551

Powys People Direct:
01597 827666

**Rhondda Cynon Taf Adult
Social Care:** 01443 425003

**Swansea Adult Social
Services:**
01792 636519

**Torfaen County Borough
Council:** 01495 762200

**Vale of Glamorgan Contact
Centre:** 01446 700111

**Wrexham Adult Social
Services:** 01978 292066

Other useful contacts

Age Cymru:

Information and advice for matters affecting over 50's in Wales.
08000 223 444
www.agecymru.org.uk/advice

Older People's Commissioner for Wales:

Protects and promotes the rights of older people throughout Wales.
03442 640670 / 02920 445030
www.olderpeoplewales.com