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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Care and support services for people in North Wales

About this video

This video is about the care and support services people in North Wales need.

It is from a report written by the 6 **councils** in North Wales and the Betsi Cadwaladr University **Health Board**.

We looked at:

Children and young people

Older people

Health and physical disability

Learning disability

Mental health

Carers

Violence against women, domestic abuse and sexual abuse

People in prison

People who served in the army

Homeless people

Autistic people

This work is just a start but we have learnt a lot already.

It will help us write a plan for services in North Wales for the future.

We know we will have less money and want to do more.

This report helps us understand which services we need to plan and buy.

It also shows us that we need to find out more about some groups to make sure they get the services they need.

You can see the full report on the councils' and health board websites. For more information see how to contact us at the end of this video.

Here is what we think should happen for

Children and young people

What we found out

There are about 124,000 children and young people in North Wales and we expect that number to stay about the same.

There are more children with disabilities than 5 years ago.

We need to support families so all children have the best chances in life.

This includes thinking about:

- supporting families to help their babies do well
- children who are overweight, smoke or drink alcohol
- children who are cared for by services
- children and young people who break the law
- children and young people who are **victims** of crime, including **online crime**
- mental health services for children and young people
- support for young carers
- how health, social care and other services can work together to support children and their families
- how to give people information before things go wrong.

Older people

What we found out

Over 150,000 people in North Wales are over 65 years old.

And this number is getting bigger all the time.

We need to look at ways to:

- stop older people being lonely and on their own
- support people to live at home for as long as possible
- have better support for people with **dementia**
- have enough good, safe care homes in each area, including places where people can have short breaks
- sort out how this is all paid for.

Health and physical disability

What we found out

More people are living longer with a health problem or disability.

This includes being blind or deaf.

We need to:

- plan services to help people stay healthy
- help staff think about how to help people stay healthy and independent
- get GPs to link people with local groups and activities that can help them stay healthy
- support disabled people to be independent and part of the community
- find out whether people need some special services nearer to home.

Learning disability

What we found out

There are more people with a learning disability and they are living longer.

Most people are supported by their family who are getting less money to help.

We need to:

- plan ahead to make sure older family carers have the support they need to keep on caring
- work together to plan better health services for older people with a learning disability
- support people with a learning disability to get good health care through accessible information, liaison nurses and health services
- make sure health and social care services work together to support people
- make sure we have the right staff to help people stay safe and independent
- find ways to use technology like alarms and switches to help people be more independent
- have more staff who speak Welsh
- work with other organisations to make sure we have the types of housing people need
- make sure all counties work in the same way to collect information and plan what people need.

Mental health

What we found out

Most people in North Wales have better mental health than in the rest of Wales.

But more people will need mental health services.

We need to:

- get better at supporting people early and helping them understand mental health
- look at whether we need more staff who speak Welsh
- understand why less people are going into mental health services in hospital.

Carers

This part is about carers who are not paid, people like family or friends.

What we found out

Carers do a really important job and save us a lot of money.

It is really important that they have the support they need.

What we think should happen

We need to:

- have a new worker to find out more about what carers need
- find out which services give carers the best support
- tell the Welsh Government what we have found out to help them write their plan for carers.

Violence against women, domestic abuse and sexual abuse

What we found out

Violence against women and sexual abuse includes **domestic abuse**, rape and sexual assault.

Domestic abuse is when a member of your family or someone you live with treats you badly by:

- picking on you or saying nasty things
- hurting you
- making you do things you do not want to do
- making you do sexual things when you don't want to.

Domestic and sexual abuse can happen to men as well as women.

But many people still keep quiet about these crimes.

We need to:

- link services that keep people safe
- support children and young people in families where there is abuse
- help **victims** to live somewhere safe
- find out about people who need special support. For example, people from different **ethnic** groups.

We have to write a local plan to say how we will do this.

Please contact us if you have anything you want to tell us to help with the plan. Our details are at the end.

People in prison

What we found out

The law says councils must support people in prison and when they move back into the community.

We must try to stop them going back into prison again.

We need to:

- find out how Berwyn prison is working and how to support people who cannot go there
- learn from prisons in south Wales
- work with other organisations
- give better support to women and young people in prison and to their families
- give better health and social care and housing for people when they leave prison.

People who served in the forces

What we found out

The **forces** means the army, navy or air force.

People who have been in the forces are called **veterans**.

There were about 51,000 **veterans** in North Wales.

All services should:

- work together to stop **veterans** being lonely and help them to live independently
- have staff who understand how to work with **veterans**
- tell **veterans** where they can get good quality care and support
- give **veterans** the right support, especially for their mental health
- support **veterans** to volunteer to help them get jobs
- find out what support **veterans** who are carers need.

Homeless people

What we found out

The Housing Act is helping us support homeless people better.

But this might be more difficult when the money for the work stops.

We need to:

- look at how changes to benefits affect homeless people
- help people to stay in their local community if they can
- work with housing associations and other organisations to support people who are at risk of being homeless
- look at where we do not have the services people need.

Autistic people

What we found out

Autistic adults and children sometimes have a learning disability or need help with their mental health.

We need to:

- make sure community and voluntary groups tell autistic people how they can support them
- make sure the public, police, employers and public services understand more about autism and the different types of support autistic people might need.

How to get in touch with us

Please call Sarah Bartlett on: 01824 712432

Or email: sarah.bartlett@denbighshire.gov.uk

Credits

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