



# **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 employment, 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 that are important for you to know and understand. These rights are the same for all carers, whether you are a child, a young person or an adult. They are explained in the next few pages.

## The right to well-being

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 support services so you can find and access them.

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



Your local authority must carry out a carers' needs assessment for **carers**, who **may** need support.

This assessment is to find 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 support.

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



During your assessment your local authority must ask you **what matters to you** as a carer, or a young carer.

You must be involved in all decisions about your support. If you'd like, you can choose to have a friend or family member by your side to help you.

Some local authorities may combine a carers' needs assessment with an assessment for the person being cared for. This can only be done if you give your consent.

# 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 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



**Isle of Anglesey  
County Council:**  
01248 752736

**Blaenau Gwent County  
Borough Council:**  
01495 315700

**Bridgend County Borough  
Council:**  
01656 642279

**Caerphilly County Borough  
Council:**  
0808 100 2500

**Cardiff City Council:**  
02920 234234

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

**Ceredigion County Council:**  
01545 574000

**Conwy County  
Borough Council:**  
0300 456 1111

**Denbighshire County Council:**  
0300 456 1000

**Flintshire County Council:**  
01352 803444

**Gwynedd Council:**

- 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 Council:**  
01639 686802

**Newport City Council:**  
01633 656656

**Pembrokeshire County  
Council:** 01437 764551

**Powys County Council:**  
01597 827666

**Rhondda Cynon Taf County  
Borough Council:**  
01443 425003

**Swansea Council:**  
01792 636519

**Torfaen County Borough  
Council:** 01495 762200

**Vale of Glamorgan Council:**  
01446 700111

**Wrexham County Borough  
Council:** 01978 292066

## Other useful contacts

**Carers Wales:** Provides advice and information to carers and the professionals who support carers.  
Advice line – Monday and Tuesday: 0808 808 7777  
[www.carersuk.org/wales](http://www.carersuk.org/wales)

**Carers Trust Wales:** Committed to improving support and services for unpaid carers.  
0300 772 9702  
[www.carers.org/country/carers-trust-wales-cymru](http://www.carers.org/country/carers-trust-wales-cymru)

**All Wales Forum:** Provides a national voice to empower parents and carers of people with learning disabilities.  
029 2081 1120 [www.allwalesforum.org.uk](http://www.allwalesforum.org.uk)

**Children's Commissioner for Wales:** Protects and promotes the rights of children throughout Wales.  
01792 765600 [www.childcomwales.org.uk](http://www.childcomwales.org.uk)

**Age Cymru:** Information and advice for matters affecting over 50's in Wales.  
08000 223 444 [www.agecymru.org.uk/advice](http://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](http://www.olderpeoplewales.com)