**Video transcript for ‘How does social care work in Wales?’**

00:00:00

How does social care work in Wales?

00:00:03

Social care is vital to many peoplein Wales, but it's often misunderstood.

00:00:08

What does social care do?

00:00:10

It's a broad term that describes careand support, enabling people of all ages

00:00:15

to manage their day to day lives,

00:00:16

often when they're facing difficult and complex challenges.

00:00:20

Social care support can include advice

00:00:22

connecting people with local communities,

00:00:26

establishing safe and stable

00:00:28

living environments,

00:00:29

and providing personal care.

00:00:32

It also provides emotional support

00:00:34

for people to manage their physical and or mental health.

00:00:37

Unpaid carers can access support too.

00:00:41

Accessing social care.

00:00:43

There are 22 local authorities in Wales who play a key role

00:00:46

in organising and connecting people with the right care and support.

00:00:51

Local authorities use an assessment process

00:00:53

to understand people's strengths and care and support needs.

00:00:57

They assess whether people's needs are eligible

00:01:00

for local authority support and funding,

00:01:01

with some individuals required to pay towards their social care services.

00:01:06

Across Wales, more than one in 50 people have a care and support plan

00:01:11

which sets out what matters to them

00:01:12

and how they will be supported to achieve their personal well-being outcomes.

00:01:18

Who provides social care in Wales?

00:01:20

More than 300,000 unpaid carers provide care and support across Wales.

00:01:25

They can be any age,

00:01:27

are often family members or friends,

00:01:29

and can also access social care support for themselves.

00:01:33

Over 1200 organisations provide social care services in Wales.

00:01:38

Most are private businesses or third-sector organisations,

00:01:42

for example, charities.

00:01:43

These organisations employ more than 84,000 care and support workers.

00:01:49

Local authorities can provide people with payments

00:01:5

towards the cost of their care and support.

00:01:53

These are called direct payments, and many people

00:01:56

use them to employ their own social care workers.

00:02:00

How are high standards maintained across social care in Wales?

00:02:04

Regulation.

00:02:06

In Wales, social care services

00:02:09

are regulated by Care Inspectorate Wales.

00:02:12

They register, inspect and take action

00:02:15

to improve the quality and safety of services.

00:02:18

Most social care workers are regulated by Social Care Wales.

00:02:22

This means they must register, achieve specific qualifications

00:02:26

and follow codes of professional practice.

00:02:29

Legislation.

00:02:31

Social care services are bound to national legislation such as,

00:02:35

the Social Services and Well-being Wales Act 2014.

00:02:39

The act ensures that services work with people

00:02:42

accessing care and support to identify what matters to them.

00:02:46

Social care organisations also work with partners such as the police, health,

00:02:51

education, housing and charities to make the best use of resources.

00:02:55

The person accessing care and support must remain at the heart of the process.

00:03:01

To find out more about social care, visit socialcare.wales

00:03:05

Want a career in care?

00:03:07

Visit wecare.wales