

# Your guide to Social Services

## Easy Read Factsheet 3: Getting advice and help from Social Services



This document was written by the **Older People's Commissioner for Wales**. It is an easy read version of 'Navigating Social Services Factsheet 3: Information, advice and assistance'.

March 2023

## How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 13**.



Where the document says **we**, this means the **Older People's Commissioner for Wales** and her team. For more information contact:

**Website:** [www.olderpeople.wales](http://www.olderpeople.wales)

**Email:** [ask@olderpeople.wales](mailto:ask@olderpeople.wales)

**Phone:** 03442 640 670



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Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh

## Contents

### Page

About the Older People's Commissioner for Wales.....4

What advice and help can you get from Social Services.....6

Preventative Services.....9

Hard words.....13

## About the Older People's Commissioner for Wales



The **Older People's Commissioner for Wales** protects and promotes the rights of older people across Wales.



The Commissioner and her team make sure older people:

- can share their views
- have choice and control
- do not feel lonely
- get the support and services that they need
- are not **discriminated** against.



Being **discriminated** against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.



The **Commissioner** and her team work to make Wales a good place to grow older.



## How to contact the Commissioner

The Older People's Commissioner for Wales  
Cambrian Buildings  
Mount Stuart Square  
Cardiff  
CF10 5FL



**Phone:** 03442 640 670



**Email:** [ask@olderpeople.wales](mailto:ask@olderpeople.wales)



**Website:** [www.olderpeople.wales](http://www.olderpeople.wales)



**Twitter:** [@talkolderpeople](https://twitter.com/talkolderpeople)

# What advice and help can you get from Social Services



Your local authority is your council.



Your local authority must give you information, advice and help about **care** and **support services**.



They must work hard to give you information that you can understand.



They must give you information and advice on:

- How the social care system works.



- What care and support is available to you.



- How to make a complaint about the care and support you get.



They must also give information to carers.



Your local authority might provide this service themselves. Or they might pay an agency to do this for them.



To find out how to get advice and help from Social Services in your area, contact your local authority.



You can use the Welsh Government website to find contact details: [www.gov.wales/find-your-local-authority](http://www.gov.wales/find-your-local-authority)



You will be able to get help by phone, online or by visiting the service in person.

## Preventative Services



**Preventative services** are services that provide early support to stop your **wellbeing** getting poor.



**Wellbeing** means a person is happy, healthy and is comfortable with their life and what they do.



Your local authority must make sure that there are **preventative services** for you. They might help to:



- Slow down your need for care and support.



- Lower your care and support needs.



- Help children to be looked after by their own families.



- Help to lower the impact of your disability.



- Help you to live on your own.



- Stop you from suffering **abuse** and **neglect**.



**Abuse** is when someone hurts you or treats you badly. There are lots of different types of **abuse**.



**Neglect** is when someone does not look after you properly. Neglect is a type of **abuse**.



Your local authority will be able to tell you about services in your area that could help make your **wellbeing** better.



This might be all the help you need. Or this could be 1 part of your **Care and Support Plan**.



A **care and support plan** is a document that says what services you will get, how they will meet your needs, when they will be provided, and who will provide them.



You need to speak to your local authority to get a care and support plan.



You might have to pay for these services.

## Hard words

### Abuse

Abuse is when someone hurts you or treats you badly. There are lots of different types of abuse.

### Discriminated

Being discriminated against is when you are treated badly or unfairly because of your age, sex, race, religion, disability, or sexual identity.

### Neglect

Neglect is when someone does not look after you properly. Neglect is a type of abuse.

### Preventative services

Preventative services are services to stop your wellbeing reducing.

### Wellbeing

Wellbeing means a person is happy, healthy and is comfortable with their life and what they do.