**KEY TERMS IN THE ACT**

The following provides some information on some of the key terms used within the Act.[[1]](#footnote-1)

There are five principles of the Act:

1. **Voice and control**

Voice and control aims to put the individual and their needs at the centre of their care and support, using their ‘voice and control’ over the outcomes that can help them achieve well-being and the things that matter most to them.

This could be:

* Having a safe and permanent home
* Taking part in activities
* Being able to plan and cook a meal
* Remain or become part of their communities

1. **Prevention and early intervention**

The Act is designed to make sure that:

* People can ask for the help they need when they need it to prevent their own situation from getting worse
* Carers can access support to assist them in their caring roles and maintain their own well-being

1. **Well-being**

The Act seeks to ensure that people who need care and support, and carers who need support, enjoy well-being in every area of their lives.

Well-being is about more than just being healthy, it can also include:

* being safe
* having somewhere suitable to live
* being involved in decisions that impact your life
* having friends
* being part of good, strong communities
* having every chance to do well in education
* feeling good about your life
* For adults – being able to work
* For children – being able to grow up happily and successfully, and being well-looked after.

1. **Co-production**

Under the Act, people will be more involved in the design and provision of their support.

It means working WITH them and their family, friends and carers so their care and support is the best it can be.

It recognises their strengths and the expertise they can bring, too.

This will make sure our care and support services are designed around what matters most to people.

1. **Multi-agency**

The Act wants to strengthen joint working between local authorities and other relevant partners, such as health, housing and the voluntary sector.

This is to improve people’s well-being and the quality of services and support people receive.

This will make sure the right types of support and services are available in local communities to meet people’s needs.

There are other important terms used in the Act:

**Advocacy**

Advocacy is an important tool to support people’s voice and control, and well-being.

Advocacy service help vulnerable people to:

* Access information and services
* Get involved in decisions about their lives
* Explore choices and options
* Express their needs and wishes

**Assessments**

Assessments are undertaken with:

* Individuals to focus on what the individual needs and try to meet those needs
* Carers to identify the support they need

**A ‘what matters’ conversation** helps to carry out the assessment.[[2]](#footnote-2)

It is a way for professionals to understand people’s situation, their current well-being, and what can be done to support them.

It’s about identifying with the person:

* How they want to live their life
* What might be preventing that
* What support might be required to overcome any barriers

It is an equal conversation and is important to help ensure the voice of the individual or carer is heard and ‘what matters’ to them.

1. Source: *What does the Act mean for me? A learning resource for direct care and support workers about the Social Services and Well-being (Wales) Act 2014.* Revised December 2019. <https://socialcare.wales/hub/hub-resource-sub-categories/principles-of-the-act> [↑](#footnote-ref-1)
2. See: <https://socialcare.wales/service-improvement/what-matters-conversations-and-assessment> [↑](#footnote-ref-2)