

Your voice made a difference

Earlier this year, we responded to a Welsh Government consultation about a new Code of Practice. This Code sets out how councils, health boards and NHS trusts should check the quality of care services, deal with problems, and manage service closures.

Through our engagement with people and communities you told us care services should listen to people protect people's rights and support people through change.

We passed this on in our response and highlighted the need for:

- Stronger inclusion of people's voices in the code of practice
- Clearer rules for when services close
- Better support for people and families when their care arrangements change due to the decommissioning or closure of services.
- Recognition of Welsh language rights

Welsh Government listened to everyone's feedback and made changes to the [draft Code](#). These include:

- Including lived experience and feedback from people and those close to them in how care quality is assessed
- Updating flowcharts to show how people and families are involved in decisions
- Strengthening communication and access to advocacy support during service closure
- Recognising the impact on unpaid carers and the need for continuity of care
- Welsh language rights were acknowledged, but not added directly into the Code. Welsh Government felt other laws and guidance already cover these.

This shows how your voice helps shape national policy. We'll keep working to make sure your experiences continue to influence decisions that matter.