

THE HEALTH & SOCIAL CARE

WE WANT



LLAIS 

Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

The Health and Social Care We

Across Wales, thousands of people shared their experiences of health and social care.

These principles reflect what matters most to them and what they want to see change.

Access that works for everyone

Care should be accessible whenever it is needed – online, by phone, or in person – without barriers caused by geography, language, or digital exclusion.

Dignity and respect, every time

People want to be listened to, believed, and treated with kindness at every stage of care.

Timely care, and support while waiting

Care where and when people need it is essential for safety, wellbeing, and trust. When waiting is unavoidable, support and clear communication should ensure people never feel forgotten.

Care should recognise and respond to the whole person

People want services that understand their unique circumstances, treat them with compassion, and consider all aspects of their health and life, not just a condition.

This is the foundation for a better

Want: The people's principles

and social care. Their voices were clear: *"Treat us like people, not numbers."*

offer a guide for shaping services that work for everyone.

Clear and honest communication

No one should be left out. People want timely updates, plain language, and honesty about delays.

Joined-up care that feels seamless

Services should work together around the person, so people don't have to repeat their story or find their way through services alone.

Inclusive, accessible and fair services for all

Care should reflect rights and identities, and remove barriers related to language, culture, disability, and digital access.

Care and support that enables independence

Care and support should help people live with dignity, connection, and choice. Meaningful support for unpaid carers is needed, including respite, advice, and emotional support.

system. Let's build it together.



Scan the QR code to read the full report and recipes for action

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We welcome telephone calls in Welsh. If you write to us in Welsh, we will answer in Welsh.

This will not lead to a delay in responding to your correspondence.

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