

Social care event with Cardiff People First

Llais listened to you and shared your views with the Health Board and Cardiff Council. To see the full replies, please contact the Cardiff and Vale Llais office.



You Said:

Information should be easier to read, with English and Welsh leaflets separated.

They Told Us:

The Health Board now gives Welsh and English information in separate Easy Read versions.

The Learning Disability Team would like to work with Cardiff People First to see what information can be separated.



You Said:

Information about care and NHS charges should be clear.

They Told Us:

The Learning Disability Service worked with People First to create an Easy Read website explaining:

- what the service does
- assessments and eligibility
- mental capacity
- people's rights
- advocacy

All dentists and opticians will put up posters and staff can explain how much services cost.



You Said:

Staff need to understand people's individual and cultural needs.

They Told Us:

- Cardiff Council encourages people to speak up if they have concerns.
- The Learning Disability website explains how to raise a concern.



You Said:

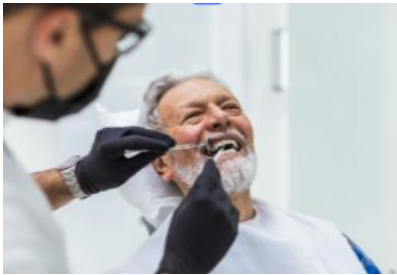
Staff should support people to live their daily lives without unnecessary restrictions.

They Told Us:

Cardiff Council knows there are not enough social care staff.

They are working on this by:

- keeping staff through a Workforce Strategy
- recruiting and training more people
- running the Cardiff Cares Academy to encourage people to work in care.



You Said:

The NHS dental waiting list must be accessible for people with learning disabilities.

They Told Us:

People can call the Health Board on 02920 747747 if they need help to sign up to the waiting list.

The Health Board can ask Digital Health Care Wales to improve the system, so it is easier for people with learning disabilities to use.



Thank you for sharing your experiences with Llais. We hope these conversations can help shape better health and social care for people with learning disabilities.