



# **LLAIS CARDIFF & VALE ENGAGEMENT REPORT**

Engaging with people with learning disabilities



## Introduction

On Tuesday 27<sup>th</sup> January 2026, Llais hosted a social care event with Cardiff People First, to gather views and experiences of people with a learning disability on accessing social care services. Experiences around health care services were also shared with Llais.

This report summarises what we learned, how services responded, and the positive changes that followed.

## What we heard

### Social care:

- People are unsure why they are being charged for care or how costs are calculated.
- Lack of clarity from social care services around assessments, entitlements, and rights for people with learning disabilities.
- Staff shortages mean people cannot go out as often or get support when they need it.
- Some individuals have experienced poor behaviour from social care staff, including being shouted at.
- People suggested that staff should have better awareness and understanding of individual needs and different cultures.

### Accessibility of information and communication:

- Bilingual materials are difficult for people with learning disabilities; English and Welsh should be offered separately.
- Long words and formal letters are hard to understand.
- Services are not explaining information clearly to individuals about their care.
- People expressed that *"Everyone has a right to a voice and control of their care"*

### Mental Health:

- Poor support and lack of understanding from social care services can negatively affect people's mental health and wellbeing.
- Mental health support could be improved, with many people preferring face-to-face help.

## Primary care services:

- People are confused about dental and eye-care costs, and what is NHS or private care.
- The centralised waiting list form is not accessible for people with learning disabilities. It is confusing, not in Easy Read, and there appears to be no other way to join the waiting list without the need for an email address.
- People preferred care that is closer to home.

## Representations made

We shared these findings with Cardiff Local Authority and Cardiff and Vale University Health Board, and asked for responses on:

### Cardiff and Vale University Health Board:

- Ensuring information about care is communicated clearly and directly to individuals, including clearer information on care and NHS charges.
- Enabling staff to provide professional support that allows people to live their daily lives without unnecessary restrictions.
- Improving staff awareness and understanding of individual needs, including cultural considerations.
- Considering the separation of bilingual information to make it more accessible for people with learning disabilities.
- Ensuring the NHS Centralised Waiting List for NHS dental services is fully accessible for people with learning disabilities.

## Impact and Change

Our work with the community helped bring about positive changes.

1. To support people with learning disabilities, the Health Board confirmed they provide Welsh and English information as separate easy read versions where this improves accessibility.
2. Regarding the centralised waiting list for NHS dental care, the Health Board clarified individuals can contact the Health Board on 02920 747747. Although the system is developed by Digital Health Care Wales, the Health Board can raise issues to enhance the functionality of the tool, including access for people with learning disabilities.
3. All dental practices and optometry providers (opticians) across Cardiff and Vale will display posters and staff will be able to provide information on the cost of services. A link to the Welsh Government website, which

provides details of what is available as NHS treatment and what is considered private treatment, was provided –

<https://www.gov.wales/nhs-dental-charges-and-exemptions>

### Cardiff Local Authority:

4. Within their response it was highlighted that the Operations Manager for the Learning Disabilities Service would welcome the chance to meet with Cardiff People First, to discuss some of the feedback and suggestions made.
5. The Learning Disability Service has worked closely with partners, including People First, to coproduce an easy read website which explains what the service offers and provides information about assessments, eligibility, mental capacity, people's rights and the role of advocacy. The website is intended to support conversations with social workers and case managers so that information can be discussed and personalised to everyone's needs. The website can be found here: <https://learningdisabilitycardiff.co.uk/>
6. The Learning Disability Team is also keen to develop a more accessible care plan format and welcomes feedback from service users. The service will also engage with People First to explore whether some information can be provided separately.
7. The Local Authority encourages concerns to be raised around care, and the Learning Disability website explains how to raise concerns.
8. Cardiff Council acknowledges long-standing workforce shortages in social care and is addressing them through several actions, including a retention-focused Workforce Strategy, expanded recruitment and training, and the Cardiff Cares Academy to promote careers in care.


To view the full response received from these organisations, please contact the Cardiff and Vale Llais office.

## Next steps

### Share findings

We will share this report with key stakeholders and people within Cardiff and the Vale of Glamorgan to highlight the work we have undertaken.

### Engagement & Advocacy



We will continue to gather views and experiences around health and care services, through both our engagement and advocacy function.

## Staying connected

We encourage people to continue to get involved in future engagement opportunities and welcome feedback year-round through our website and regional team.

To stay connected with us, you can:

- Visit [www.llaiswales.org](http://www.llaiswales.org) for updates and reports.
  - Follow us on social media @llaiscardiffandvale
  - Contact your local Llais team at [cardiffandvaleenquiries@llaiscymru.org](mailto:cardiffandvaleenquiries@llaiscymru.org)
  - Sign up for our newsletter - <https://www.llaiswales.org/insights>
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