

Easy Read



ADSS Cymru

Yn arwain Gwasanaethau
Cymdeithasol yng Nghymru

Leading Social Services in Wales

Supporting more people from minority ethnic communities to ask for social care

A report for the Welsh Government



This document was written by the **Association of Directors of Social Services Cymru (ADSS Cymru)**. It is an easy read version of 'Increasing the take-up of social care by people from minority ethnic communities'.

May 2022

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 20**.



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Introduction



People from **minority ethnic communities** are less likely to ask for support from Social Services in Wales.



Minority ethnic communities are groups of people who may originally be from another country or background than most of the other people in that community.



Social services are run by Local Authorities or Councils.



They support people who need help to live as independently as possible. This is called Social Care.

Welsh Government want to make sure everyone from a minority ethnic community:



- Knows how to get social care when they need it.



- Gets social care that:
 - is easy to arrange
 - respects people's dignity
 - respects people's culture and beliefs.

Welsh Government asked us to gather information about:



- Why people from **minority ethnic communities** are less likely to ask for social care.



- What can to be done to help more people from **minority ethnic communities** to ask for social care.

What we did

We collected information by:



- Reading documents about social care and **minority ethnic communities**.



- Talking to people in Wales who:
 - are part of **minority ethnic communities**



- work in social care services



- work in local authorities.



- work with organisations that support **minority ethnic communities**. For example charities, **voluntary** organisations, community groups



Voluntary means work that you are not paid for.



Some parts of Wales have bigger **minority ethnic communities** than others.



We made sure we spoke to people all over Wales.

What we found out



People told us about **barriers** to social care for **minority ethnic communities**.



Barriers are difficulties that stop someone from being able to do or have something.

Barriers include difficulties understanding:



- What social care means.
- Their rights to have social care when they need it.
- How to ask for social care.

People told us they might not to ask for social care because:



- They think care should come from friends and family.



- They don't think they need support.



- They have had bad experiences of social care in the past.



- They have heard negative stories about social care from family and friends.



- They don't trust services. For example, some people think:
 - they will not be offered the right care
 - services will take over control of their lives.



- They feel anxious or embarrassed about asking for help.

They have difficulties communicating with social care staff because they:



- don't speak the same language
- have problems using technology. For example, computers or smart phones
- don't understand the information they are given.

▪ They feel staff don't value their:



- Language
- Culture
- Religious **beliefs**



Belief are the things people believe to be true. For example, Beliefs might be about religion or politics.



▪ They feel social care will not respect their culture or religious **beliefs**.

Breaking down barriers



People told us how we could improve access to social care services for **minority ethnic communities**.



They said more people will ask for social care if:



- They understand what social care is.



- They know what support is available.



- Social care staff call when they say they will.



- Information about social care is available in the right format: For example:
 - the right language
 - easy read



- Information is easy to find. For example, in:
 - community organisations
 - adverts on TV
 - GP Surgeries



- There are more opportunities to meet social care staff face to face.



- They are confident that services will respect their cultural and religious **beliefs**.



- Social care staff are trained to understand the needs of **minority ethnic communities**.



- Social care staff do not want to control the way people live.



- Social services employ more staff who belong to **minority ethnic communities** themselves.



- They hear positive stories about how social care has helped others in their community.



- Advice from social care services is written down so that people can share it with family.

What should happen now



More people from **minority ethnic communities** need access to social care.



Every local authority in Wales needs to have a plan to break down **barriers**.

Plans should include ways social care services will work together with local:



- Health Boards
- Charities
- Voluntary and Community groups



Local authorities should have their plan ready by July 2022.

Plans should focus on:

Raising awareness of Social Care



Minority ethnic communities need to be supported to understand:

- What social care services do.



- Their rights to have support when they need it.

Charities and **voluntary** groups should have training to help people understand:



- What social care is.
- How to ask for social care.

Information about social care should be:



- Easy to understand.



- Available in different formats.



- Easy to find.

Supporting social care staff who work with minority ethnic communities

Every local authority should provide training for all social care staff:



- To understand the needs of **minority ethnic communities**.



- To understand how people's **beliefs** might affect the care they get.

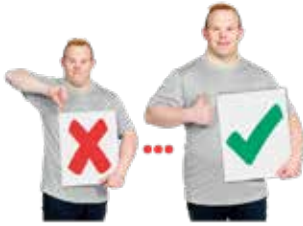


Social care services for **minority ethnic communities** should be reviewed regularly.

Social care meetings should include opportunities to:



- Share ideas about good support.



- Talk about:
 - how things are going
 - what needs to be improved.

Social care services should:



- Employ more staff who belong to **minority ethnic communities**.



- Encourage more people from **minority ethnic communities** to work as paid carers.

- Collect information about:

- people they support who belong to a **minority ethnic community**



- social care that support people's cultural and religious **beliefs**.



- Support more organisations to provide care that values people's culture and **beliefs**.



Welsh Government will need to support social care services to follow the recommendations we have made.

Hard words

Beliefs

Beliefs are the things people believe to be true. For example, Beliefs might be about religion or politics.

Barriers

Barriers are difficulties that stop someone from being able to do or have something.

Minority ethnic communities

Minority ethnic communities are groups of people who may originally be from another country or background than most of the other people in that community.

Voluntary

Voluntary means work that you are not paid for.