



Cwm Taf Morgannwg
Bwrdd Partneriaeth
Rhanbarthol | Regional
Partnership
Board

CREATING ACCESSIBLE SERVICES AND SUPPORT:

Health and Social Care

Integrated health and social care services.

We want to create integrated health and social care services that will support people through key transitional times in their life.

To do this, we need to ensure adequate time and thought is available to deliver services. We must also maximise opportunities for people to explore all possible options open to them.



WHAT IS IMPORTANT TO PEOPLE?

People would like training to be provided for all health and social care staff to increase understanding and empathy around accessibility needs.

They would like health, social care and wellbeing services to be adapted to meet the needs of people. For example, text or email services to be created that deaf people can reply to, so they don't have to ring for appointments, or to get information.

WHAT WE WILL DO TOGETHER:

- Increase accessibility training across health and social care.

WHAT DIFFERENCE WILL THIS MAKE?

- Increase understanding and empathy of staff when supporting people.
- Reduce anxiety and provide opportunities to have a say in how services are provided.



PEOPLE SAID

No matter the service
We all work with pride
We're partners, not rivals
We're on the same side."



Watch Hear Our Voices band perform 'Walk In Our Shoes' [here](#).