



The Social Services and Well-being (Wales) Act came into effect on 6 April 2016.

This law exists to improve the well-being of people in Wales, particularly those who need care and support, and carers who need support.

The Act explains that well-being is:

- Making sure you know about your rights and what they mean for you
- Being healthy
- Protection from abuse, harm and neglect
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There are several rights included in the Act that are important for you to know and understand. These rights are the same for all carers, whether you are a child, a young person or an adult. They are explained in the next few pages.

The right to well-being

Your local authority, local health board and Welsh Ministers must promote the well-being of people who need care and support and carers who need support .



The right to have information, advice and assistance

Your local authority must provide information, advice and assistance about support services so you can find and access them.

The right to an assessment if your needs cannot be met by information and advice



Your local authority must carry out a carers' needs assessment for carers, whom you may need support.

This assessment is to find out what help you need.

Your right to an assessment is not affected by how much money you have, but you may be asked to contribute to the cost of your support.

The right to
have your voice
heard and have
control over
decisions about
your support

During your assessment J ET /GS399er

Local Authorities Social Services Information, Advice and Assistance Helplines



Isle of Anglesey
County Council:
01248 752736

Blaenau Gwent County
Borough Council:
01495 315700

Bridgend County Borough
Council:
01656 642279

Caerphilly County Borough
Council:
0808 100 2500

Cardiff City Council:
02920 234234

Carmarthenshire County
Council ... Delta Wellbeing:
0300 333 2222 (24hrs)

Ceredigion County Council:
01545 574000

Conwy County
Borough Council:
0300 456 1111

Denbighshire County Council:
0300 456 1000

Flintshire County Council:
01352 803444

Gwynedd Council:
€ Llŷn area: 01758 704099
€ Caernarfon area:
01286 679099

€ Bangor area: 01248 363240
€ Eifionydd and Meirionnydd
North: 01766 510300
South Meirionnydd:
01341 424499

Merthyr Tydfil County
Borough Council:
01685 725000

Monmouthshire County
Council: 01633 644644

Neath Port Talbot Council:
01639 686802

Newport City Council:
01633 656656

Pembrokeshire County
Council: 01437 764551

Powys County Council:
01597 827666

Rhondda Cynon Taf County
Borough Council:
01443 425003

Swansea Council:
01792 636519

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