Easy Read

Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Arolygiaeth Gofal Iechyd Cymru
Healthcare Inspectorate Wales

Checking learning disability services in Neath Port Talbot

What we found out

August 2026

How to use this document

This is an Easy Read version of: **Neath CLDT Assurance Check – Findings Letter.**

You might need help to read it. You can ask someone you know to help you.

Where the document says **we**, it means **Care Inspectorate Wales** and **Healthcare Inspectorate Wales.** For more information contact:

Websites:

careinspectorate.wales

hiw.org.uk

Easy Read Wales made this Easy Read document.
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About this report

We are **Care Inspectorate Wales** and **Healthcare Inspectorate Wales**.

From **9 June 2026 to 11 June 2026**, we did an **Assurance Check** of:

- Neath Port Talbot Council Community Learning Disability Services and

- The Learning Disabilities Directorate in Swansea Bay University Health Board.

An **Assurance Check** is a check to make sure services are doing their jobs well and following the rules. This report shares what we found out.

What we do

We check how well councils and health boards are doing their jobs and helping people.

Our focus is on how well they work in these 4 areas:

1. **People** - Make sure everyone has a say and control in their life.

2. **Prevention** - Keep the need for support low and stop problems from getting worse.

3. **Partnerships** - Work well with others to provide good, lasting services.

4. **Wellbeing** - Protect people from harm and abuse, so they feel safe, happy, and supported.

We check if services follow these laws:

- Social Services and Wellbeing (Wales) Act 2014.
- Health and Social Care (Quality and Engagement) (Wales) Act 2020.
- Health and Care Quality Standards 2023.

The way we did our checks

We looked at 15 people's records. This included:

- Checking health and social care records.

- Talking to the person, their family, carers and key workers.

We also talked to 21 people who use services or their carers.

We talked to 38 council workers and health board workers and checked documents.

We did surveys with people who use services, carers, and council workers.

What we found

We found good work being done. And we found some things that need to be better.

There are some things we want the council and health board to do.

When we say **must**, this means changes that need to be done to follow the law.

When we say **should**, this means changes that will make things better but are not law.

Good work

Leaders have started to improve how services work together to support people.

Staff have regular meetings with their managers. They can talk about difficult situations and get support and advice.

Staff take time to build good relationships with people. They learn what matters to them.

This helps staff provide support that matches people's needs, choices, and lives.

Staff get regular training about things like:

- Keeping people safe.
- Treating people fairly.
- Sharing information in the best ways.

Training and meetings with managers help staff feel confident. They get chances to improve their knowledge and skills.

Most health and social care records tell us about people's:

- Lives
- Needs
- Experiences
- Choices

Assessments are used well. **Assessments** check what health and support needs people have.

People are supported to share their views in ways that work for them.

Staff listen to people, families, and others who know the person well.

People are involved in decisions about their care and support. Staff respect their wishes and choices.

Staff share information in different ways, based on what each person needs.

People told us they have good health and social care staff. Staff are kind and respectful. This helps people trust services.

Staff make changes to help people get and use services more easily.

For example, health staff do things like give people longer appointment times.

This helps people feel less worried and stressed.

Social workers give expert advice and help for hard situations. They help staff follow the rules and improve services. This is a good way of working.

Things that need to be better

People do not always get offered **independent advocacy** when they need it.

Independent advocacy is support from a trained person who is not part of the council and health board.

They help people understand their rights and share their views and choices about care and support.

Advocacy is not always recorded clearly.

Leaders should offer independent advocacy more often.

Some people and carers do not always feel listened to or involved in planning and decisions.

Leaders should make sure plans and decisions include people's views.

Health services do not always collect and use people's feedback.

Leaders should improve how people's views and experiences are used to make health services better.

When there are not enough staff, or staff are off sick, it can affect people's care. People cannot always see the same staff. Sometimes people must wait for ongoing support.

Leaders should improve their plans to:

- **Make sure there are enough staff.**
- **Support staff health and wellbeing.**

Good work

Health and social care staff from different teams work well together.

Specialist nurses and therapists help check people's needs.

They work together to give people good support. They help people stay healthy and stop problems getting worse.

People and carers told us day services and **respite** services are good.

Respite gives carers a short break from caring. Someone else provides care while they have a break.

Most people get these services locally. Some people with more care needs must travel outside the local area.

Day services give people with a learning disability chances to:

- Learn new skills.
- Get support from other services.
- Take part in activities.

The council uses **Direct Payments** well. **Direct Payments** is money people can use to buy their own care and support services.

This gives people choice and control over their care and support.

But it can be hard for people to get a **personal assistant**. A **personal assistant** helps people with everyday tasks.

Community Learning Disability Teams help people get and use health services. They make **reasonable adjustments**.

Reasonable adjustments are changes that help disabled people use services more easily.

This is good work, but it does not happen in all services all the time.

Things that need to be better

People do not always get help and support early enough. There are waiting lists and staff shortages.

Sometimes people's health and care needs get worse before they get support.

The council and health board should improve how they manage services and waiting lists.

People do not get the same access to care, GPs, mental health services, and health checks.

Information about people is not always shared between services.

The health board should make better plans to improve how people get care and support. And make it clear who is responsible for each service.

Carer's assessments are not always offered.

A **carer's assessment** checks what support unpaid carers needs to help them carry on caring.

When assessments are done, they are good. But they are not always recorded or checked properly.

The council must improve how it records and checks carer's assessments.

Care and support plans are not always checked as often as the law says they should be.

This means plans may not meet people's needs.

Leaders must make sure all care and support plans are checked on time.

People's needs are not always checked again when their life changes.

The council should make better plans for checking people's needs. They should say when checks need to happen again.

There are community activities. But it is hard for people to find out about them and take part.

The council should make it easier for people to take part in community activities. This helps people stay healthy and get support.

Partnership

Good work

Staff work well together across learning disability services.

Health and social care staff work well together to:

- Check people's support needs.
- Plan and review support.

Teams with staff from different services work together to make decisions and support people.

The Community Learning Disability Team gives expert advice to other health services.

Computer systems can make it harder for services to work together. But staff still work well together.

Support providers from outside the council and health board also work well with services.

They share information with each other to help make decisions about people's support.

Health and social care teams work well together to decide if someone needs **Continuing NHS Healthcare**.

Continuing NHS Healthcare is free ongoing care for people who mainly need healthcare.

Things that need to be better

The steps for getting health and social care can be different in different services. They are not always clear.

Staff roles and responsibilities are not always clear.

There are often problems when people move to different services. Or when lots of specialist services are involved.

The council and health board should help people get the right support from different services at the right time.

People and families are not always involved in planning services.

Leaders should include people and families more in efforts to improve services.

Good work

Services are run well. Services are checked often.

Clear policies, checks, and training help services work well. They also help keep people safe.

Managers and staff work together to make quick and safe decisions to keep people safe.

Records explain decisions clearly. They show that problems are dealt with quickly and well.

The **Deprivation of Liberty Safeguards** are used carefully and are well managed.

The **Deprivation of Liberty Safeguards** are a legal process. They are used when a person cannot decide about their own care or treatment.

They allow staff to limit someone's freedom to help keep them safe.

There is a lead person who helps staff understand this law and follow it properly.

There are good systems for checking and managing risks.

Different staff work together to check risks. They deal with concerns quickly.

This helps keep people safe and supported.

Planning for young people moving to adult services now starts earlier.

Teams work well together to support young people and families during this change.

Things that need to be better

The **Mental Capacity Act** is not always used in the same way.

The **Mental Capacity Act** is a law. It protects people who cannot make some decisions for themselves.

Staff check if a person can make a decision. This is called a **Mental Capacity Assessment**.

If they cannot, staff make a **best interest decision**. This means choosing what is safest and best for that person.

These decisions are not always done or clearly recorded.

The council must improve how it uses and records:

- **Mental Capacity Act assessments.**
- **Best interest decisions.**

Health services do not always check the wellbeing of people getting care and treatment.

The health board should improve checking people's wellbeing. This will help them understand how services affect people's safety, independence and quality of life.

There are not enough health staff with the right skills, like specialist doctors and nurses.

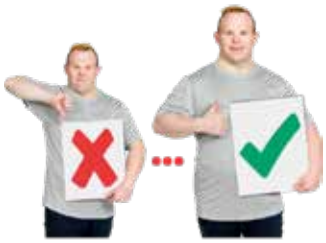
The health board should make sure it has enough staff with the right skills and experience to support people safely.

It is not always clear which services are responsible for checking people's physical health. Especially when different services are involved.

Health risks are not found or dealt with quickly.

The health board should make clearer plans for checking people's physical health. And for finding and dealing with health risks.

What happens next



We want the council and health board to fix the things that need to be better.

At **Care Inspectorate Wales**, we will check the work done by the council.

The council should share what works well with other councils. This will help make services better across Wales.

At **Healthcare Inspectorate Wales**, we will check things to do with health.

The health board will write an Improvement Plan. It will say what needs to change, who will do it, and when.

You can find out how we use your information at: careinspectorate.wales/how-we-use-your-information

Cymraeg

We offered people the choice to take part in Welsh, but no one wanted to use it.

Thank you to the people, staff and partners who helped with our checks.

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