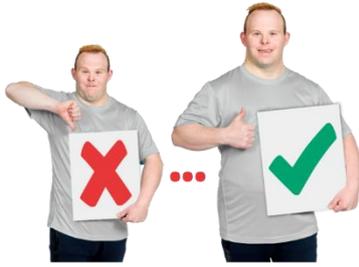


# Easy read summary

# Social care report



## What is not working well in social care services?



Work is needed now to sort important problems with social care services in Scotland.

Change is needed to make sure that services can work well into the future.



More people now need social care services.

More than £5 billion a year is spent on delivering social care services.

## There is more pressure on what services to spend social care money on



Some services are near crisis point – when things get very difficult or dangerous.



Many things were already difficult in social care services.

The Covid-19 pandemic has made these things much worse.

## The people who work in social care



Over 200 thousand people work in social care.

They are under a lot of pressure.



They feel that the work they do is not valued – they are not well paid and do not have good working conditions.

It is difficult to keep social care staff and to get new staff.

## Commissioning



**Commissioning** is when an organisation is paid to deliver a social care service.

Commissioning decides:

- what services are needed
- who will deliver the services
- and how they are checked to see if they are working well.



**Commissioning** should consider if services are good quality or if they work well for people.

Sometimes decisions are made on cost rather than good quality.

## Leadership



Different services do not always work well together and are not good at sharing information.

We need to have good leaders at the top of organisations to make change happen.

## Service users and carers



Many unpaid carers give a lot of the social care support in Scotland.

Many carers give up work because of their caring responsibilities.



Many carers do not know they have rights under the Carers (Scotland) Act 2016.



Many unpaid carers are under extra pressure because day centres and respite services have closed.



Service users and carers do not always have a say or choice about what support works best for them.

The views and experiences of service users and carers must be heard.



There also needs to be work on prevention.

This means doing things that stop people and services from getting to a crisis point.



Services must be designed around what people need.

## What will happen next?



The Scottish Government is planning to make big changes to social care services.

Some of these changes will take a long time but some things cannot wait and need to be fixed now.



This includes better working conditions for social care staff and more support for unpaid carers.



The Scottish Government asked people what they think about a new National Care Service.



The Scottish Government needs to make a plan on how it will make social care services better.



The plan needs to say how long this will take and how much it will cost.