

National Care Service

Q&A-Engagement Sessions Easy Read



National Care Service



Questions and Answers about the Bill



Easy Read





A new **National Care Service Bill** was shared in the Scottish Parliament in June 2022.



The **National Care Service** will:

- give people the same right to care in Scotland wherever they live
- help people to live a better life because of the care services they get

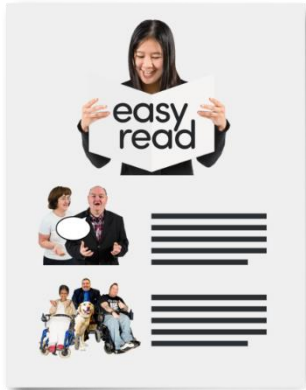


A **Bill** is a plan for a new law.



The Scottish Government wanted people to understand the Bill.

There were some events in July 2022 and August 2022 where people could ask questions.



This Easy Read document tells you:

- some of the questions that were asked the most
- our answers



Questions about Care Boards



What are Care Boards?



Care Boards are organisations that will plan:

- care
- support

to people in their local areas.



They will make sure that people across Scotland can get the same services and supports they need, wherever they live.



How will Care Boards work?

Care Boards will:

- carry on with things that worked well before
- be in charge of social care instead of local councils
- plan and choose social care and some health services for their communities
- work with other Care Boards to help people locally and across Scotland
- have their own staff and money
- report to Ministers
- work with local councils to make health and social care better





Questions about the National Care Service



What services will the National Care Service give?



The National Care Service will be in charge of:



- adult **social work**
- adult **social care** support
- some health services



Social work means:

- support with relationships
- support with rights
- protecting people from harm
- support when someone cannot manage by themselves



Social care is when you get help and support to do things like:

- live at home
- live in a care home
- look after yourself
- go out and do things
- take part in everyday life



The Scottish Government will decide if the National Care Service also gives:

- children's social work
- children's social care support
- justice social work
- more health services



Questions about the National Care Service Bill



What is the Bill for?



The National Care Service Bill is for making social work and social care support better in Scotland.

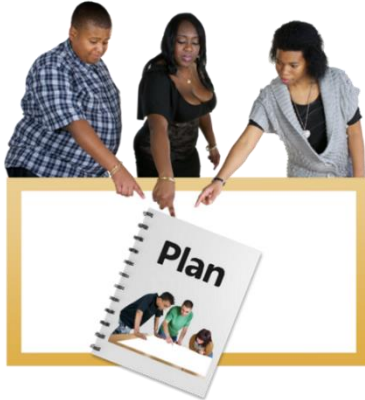


There was a special Review to look at the old way of working.

The Review said there needed to be a new National Care Service.



Why does the Bill not have much information in it?



The Bill has been written to help organise how the National Care Service will be laid out.



But there is lots of space for:

- more choices to be made
- people with lived experience to help decide
- adding more things in the future



What do 'ethical commissioning' and 'ethical procurement' mean in the Bill?



Ethical commissioning and **ethical procurement** mean choosing things to make sure that people are treated fairly.



This means fairness for people who:

- get social care support
- give social care support



In the Bill, **commissioning** means choosing which services need to be given.

Services might be given by:

- Care Boards
- charities
- voluntary groups
- companies



In the Bill, **procurement** means choosing:

- charities
- companies
- other organisations

who will give social care services.



Questions about who is helping to make the new National Care Service



What does co-design mean?



Co-design means that many people with many skills and experiences work together.

They work together to decide how something is made.



To make the National Care Service really good, we need to understand what will be needed to make all the services work well.



How will co-design happen?



We will work together with and listen to:

- people who get social care support
- workers who give social care support
- unpaid carers



We will work together for many years.

We will take extra care and time to listen to:



- protected groups – like disabled people, young people and older people
- people who have more than one need
- people who find it hard to join in – because of things like language and accessibility



Questions about money and funding



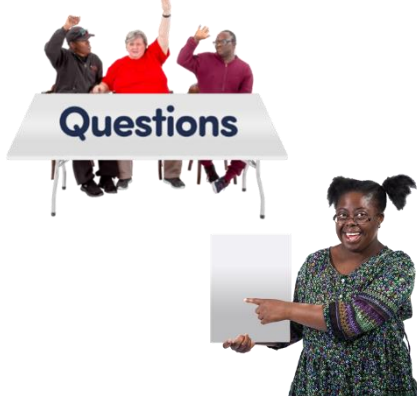
How will the National Care Service get paid for?



The Scottish Government will give more money than they already do.

This will happen over 5 years.

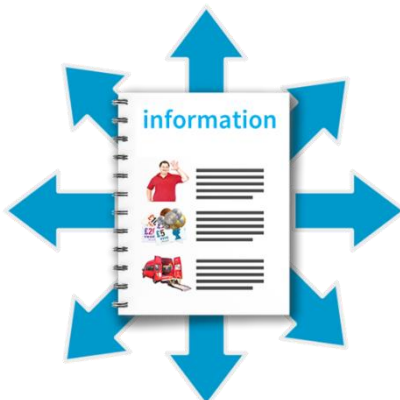
More decisions about money will be made later.



Questions about the Social Care and Health record



What is the Social Care and Health record?



This is a new way that some organisations will be allowed to share people's:

- social care information
- health information



The organisations are:

- the National Care Service
- the National Health Service -NHS
- organisations who are giving services



Sharing information means that no one has to keep giving their information to different services.

All services will have access to the same record.



Can I choose that my information is not shared?



This depends on what the final decisions are about the Social Care and Health record.

Everyone has rights about their information.

The record will protect these rights.



Questions about making services better



How will the National Care Service make sure that everyone gets to choose which organisations will give them the services they need?



We want the National Care Service to give the right care for each person's needs.

This is also called **person-centred** care.



We will make as much as choice as we can by:

- having person-centred work through the whole National Care Service
- working with many different people to design services
- having a **Charter of Rights**



A **Charter of Rights** is a document that says what the National Care Service will do to make sure that everyone has their **rights**.



Rights means things like:

- the right to get good care
- the right to get information
- the right to choose
- the right to give feedback about how well or badly something has been done



What will happen with Adult Support and Protection with the National Care Service?



Adult Support and Protection is a part of law in Scotland.



The law is there to protect people from being harmed.

This is because some people find it harder to stop harm happening to them.



When the new National Care Service is made, there will need to be changes to the Adult Support and Protection laws.

These law changes would make sure that these adults would carry on being supported and protected with the National Care Service.



Questions about complaints



A **complaint** is when someone tells an organisation that they are not happy with something that has happened.



How will complaints be dealt with in the new National Care Service?



We have not decided this yet.



We want to deal with complaints quickly and well.



We will design our complaints work with:

- people with lived experience
- people with different sensory losses – like sight and hearing
- the Scottish Public Services Ombudsman



Questions about workers and Fair Work



Fair Work means Scotland's aim that people have jobs which let them:

- be successful
- have good wellbeing



How will Fair Work happen in the new National Care Service?

and

How will you make sure that my job and the way I work do not get worse?



The Scottish Government thinks that Fair Work is very important.



It wants to:

- make things better for health and social care workers
- make workers feel more valued



With the National Care Service, the Scottish Government want to make these things better for workers:

- more pay
- feel more valued
- have a voice in their workplace
- better training
- better **terms and conditions**



Terms and conditions mean the agreement between the worker and their boss about things like:

- what kind of work they do
- how many hours they work
- their rights



If you want to find out more about the National Care Service Bill you can click on [Introduced | Scottish Parliament Website](#)



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