



GELLIGAER COMMUNITY COUNCIL
CYNGOR CYMUNED GELLIGAER

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Office Hours/Oriau Swyddfa – Wednesday & Thursday 10.30am – 2.30pm

CLERK TO THE COUNCIL / CLERC Y CYNGOR

COUNCIL OFFICE / SWYDDFA Y CYNGOR

LLWYN ONN, PENPEDAIRHEOL, HENGOED, CAERPHILLY COUNTY BOROUGH CF82 8BB / BWRDEISTREF SIROL CAERFFILI

www.gelligaercommunitycouncil.org.uk

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To: SeneddHealth@assembly.wales

1st August 2019

Dear Sir/Madam

**REPLY TO CONSULTATION ON HEALTH & SOCIAL CARE QUALITY & ENGAGEMENT
(WALES) BILL: A NEW CITIZENS' VOICE BODY**

At its meeting on 31.07.2019 Gelligaer Community Council resolved to reply to the consultation as follows.

The Council agreed that the new Citizen's Advice Body to replace CHCs should cover both health and social care.

Members agreed that this should be a stand-alone independent body outside the NHS that can employ its own staff and recruit its own volunteer members.

Members further agreed that it should have an advocacy service to support people who want to make a complaint about health and/or social care as the CHC does at present.

However members feel strongly that the new body should have a RIGHT OF ACCESS to health and social care establishments (but not people's individual homes). This is so that volunteers and staff who have received appropriate training can carry out UNANNOUNCED and ANNOUNCED visits in order to engage directly with people while they are accessing care without first needing the permission of health and social care bodies to visit their premises. For example Aneurin Bevan CHC has a very good record of responding rapidly to situations reported to them and, through their good relationships with Aneurin Bevan University Health Board, effecting changes necessary to the wellbeing and safety of patients, thus making a real difference.

Members also felt that health and social care organisations should be REQUIRED to respond to representations made by the new body acting in the interests of people and communities, rather than just "having regard" to these representations as proposed in the bill. This would give the new body more teeth and demonstrate to the public that their voice had been heard and taken account of.

The new body should be adequately resourced so that it can maintain a presence in local communities and so that the complaints advocates can hear from people who cannot leave their place of care.

Yours faithfully,

Sent on behalf of Gelligaer Community Council

[REDACTED]

[REDACTED]
Clerk to the Council