
WELSH STATUTORY INSTRUMENTS

2019 No. 163

The Adult Placement Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019

PART 5

Requirements on service providers as to the information to be provided to individuals on commencement of the provision of care and support

Information about the service

- 16.**—(1) The service provider must prepare a written guide to the service.
- (2) The guide must be—
- (a) dated, reviewed at least annually and updated as necessary,
 - (b) in an appropriate language, style, presentation and format, having regard to the statement of purpose for the service,
 - (c) given to all individuals who are receiving care and support,
 - (d) given to all adult placement carers,
 - (e) made available to others on request, unless this is not appropriate or would be inconsistent with the well-being of any individual.
- (3) The guide must contain the following information—
- (a) information about how to raise a concern or make a complaint;
 - (b) information about the availability of advocacy services.
- (4) The service provider must put arrangements in place to ensure that all individuals receive such support as is necessary to enable them to understand the information contained in the guide.

Commencement Information

II [Reg. 16](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

Changes to legislation:

There are currently no known outstanding effects for the The Adult Placement Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, PART 5.