

Prudent Healthcare (2013): aimed to deliver healthcare to fit the needs and circumstances of service users. This prevents an individual receiving ineffective care that is not to their benefit, which in turn prevents waste and harm. The principles are:

- **public and professionals are Equal Partners through co-production**
- **prioritise care for those with the greatest health need first**
- **do only what is needed and do no harm**
- **reduce inappropriate variation through an evidence-based approach.**

More than just words (2012): the aim of this strategy was to show that **language plays an important part in the quality of care.** The focus of the strategy is on ensuring the safety, dignity and respect of Welsh speakers are central to the provision of health, social services, and childcare services in Welsh. Services provided in an individual's first language means the quality of care would not be compromised. One key principle is the **Active Offer**, which ensures a service is automatically provided in an individual's chosen language without them having to ask for it. The responsibility of making this happen lies with the service provider; they should not assume that all Welsh speakers speak English anyway. **A Welsh Language Commissioner** has the powers to investigate a potential non-compliance complaint and to promote use of the Welsh language in Wales.

A Healthier Wales: Our Plan for Health and Social Care (2018): sets out a long-term future vision of an integrated whole system approach to health and social care. This approach is focused on health and well-being, and on preventing illness:

1. **Services should support individuals to stay well,** not just treating them when they become ill.
2. **Person-centred approach:** service users and loved ones can find out what is best for them and agree on how to make it happen.
3. **Community-based approach:** more services are provided outside of hospitals, closer to home or at home (reduces waiting lists for treatment and the time spent in hospital, resulting in more people being seen and treated more quickly).
4. **Using the latest technology and medicines.** The Plan is being delivered by 7 NHS Local Health Boards; 22 Local Authorities; additional supporting organisations; 7 Regional Partnership Boards – these are partner local government, NHS and third sector voluntary organisations who collaborate on social service provision – and an allocated £100 million fund.

The key overall outcomes include:

- improved health and well-being of the population in Wales; reduced morbidity (sickness) and mortality (death) rates
- better quality and more accessible health and social care services
- higher value status for the health and social care sector
- a motivated and sustainable health and social care workforce.