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WELSH STATUTORY INSTRUMENTS

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**2017 No. 1264**

**The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017**

**PART 7**

**Requirements on service providers as to the standard of care and support to be provided**

**Information**

**23.—**(1) The service provider must ensure that individuals have the information they need to make or participate in assessments, plans and day to day decisions about the way care and support is provided to them and how they are supported to achieve their personal outcomes.

(2) Information provided must be available in the appropriate language, style, presentation and format, having regard to—

- (a) the nature of the service as described in the statement of purpose;
- (b) the level of the individual's understanding and ability to communicate;
- (c) in the case of a child, the child's age.

(3) The service provider must ensure that the individual receives such support as is necessary to enable them to understand the information provided.

**Changes to legislation:**

There are currently no known outstanding effects for the The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, Section 23.