

Tired of 'silly' rules?

Report unhelpful rules for better social care

Some rules or work practices are created with good intentions but don't benefit people who access services or staff. The Bevan Commission and Llais, in partnership with the Institute for Health Improvement, have launched the 'Silly Rules' campaign. We want your input on 'unhelpful rules' or 'administrative barriers' that hinder care, frustrate those who access or provide care, and waste resources. Share your ideas to help improve the experience and make care more efficient across Wales.

SCAN ME



Complicated Communication

Overcomplicated or outdated ways of communicating.

Staff must use fax machines to send documents instead of email, delaying important information.



Pointless Paperwork

Repetitive forms of paperwork when there are better solutions available.

Staff having to fill multiple forms with the same information.



Annoying Approval

Approvals required for simple tasks.

Managerial approval required to reorder basic supplies like pens and notebooks.



Silent Standards

Unspoken cultural norms causing inconvenience.

Staff believe they shouldn't report concerns to avoid causing trouble.



Silly Schedules

Illogical or impractical timetables.

Staff and care providers are scheduled for two meetings without travel time.



Strange Systems

Inefficient and convoluted processes that complicate tasks.

Different systems across health, social care and other agencies makes sharing information and integrated working difficult.



Ridiculous Rules

Rules that don't make sense.

Key performance indicators are based on timescales rather than outcomes and what matters to people who access care and support.

