

NAME OF SCRUTINY COMMITTEE:	Services Scrutiny Committee
DATE OF MEETING:	11th April 2013
TITLE OF ITEM:	Accommodation and Care Needs Assessment, Porthmadog
CABINET MEMBER:	Cllr R.H.W.Williams

1.0 Background

1.1 The vision of the Older People Commissioning Plan 2011-2016, which was approved by the Council Board on 24th January 2012, looks to “encourage and maintain independence by supporting people to live in their own homes for as long as possible.”

To achieve this, Gwynedd Older People Services need to be transformed in order to respond to the following drivers:

- Welsh Government national requirements
- The wishes of Gwynedd users to live independently (First Hand-Community Engagement)
- The need to respond to the needs of a population which will increase over the next twelve months
- The need to serve the needs of a higher population with a smaller budget

1.2 The Older People Services will, therefore, in future:

- * Move away from over-dependency on traditional models of services
- See an increasing number of individuals receiving support in order to maintain their independence and live at home
- Continue to collaborate with the voluntary sector to provide older people with opportunities in order to maintain their well-being
- Continue to commission Enablement
- Ensure more people receive telecare, equipment and adaptations
- See
 - Day care being provided by different means
 - that the majority of home care provision will be commissioned through the independent sector
 - specialist units in place offering improvement, enablement and intermediary opportunities
 - More extra care housing units available

- Fewer Council-run residential homes

The Older People Services Transformation Project has been operational for some time and includes consideration of the future of residential homes through the strategic review undertaken. This will be further reported when answering the specific questions asked by the Committee.

2.0 Specific Questions

2.1 The following observations are offered in response to the questions received:-

1) What lessons were learnt from the changes in the Blaenau Ffestiniog area and other areas?

Blaenau Ffestiniog

Outlined below are the main lessons learnt as a result of work to develop an extra care housing scheme in Llanffestiniog but which will serve the catchment area. The lessons include the importance of:

- * having the support and commitment of various shareholders to the location and design of the scheme
- * responding to the concerns of shareholders by sharing information, raising awareness and understanding regarding:
 - * the aim of the extra care housing development and its relationship with the area's Sheltered Housing and residential home
 - * the need for the scheme
 - * the kind of users who would benefit from the development and their needs

Other Areas

Following a Consultation period on the future of Hafod y Gest Home, Porthmadog, the Council resolved, in December 2011, that Gwynedd Council needed to go back and have a detailed discussion with the community in order to identify and develop a provision which meets the community's requirements and wishes.

Consequently, the Gwynedd Older People Services Transformation Project Board evaluated the work programme, which engaged with and consulted on the future of Hafod -y-Gest home by asking people who were part of the programme or were affected by it to identify:

- what worked well
- what did not work as well
- what could be learnt for the future from the experiences

Appendix 1 gives a summary of the evaluation.

2) Give an update on the progress of the review in Porthmadog and the district and in the rest of the county

Update of the Survey of Porthmadog and District

When considering undertaking an assessment of the accommodation and care needs of the people of the Porthmadog area, it was important to ensure local input into the work from the outset and different agencies' experience in providing

services. A local working group was established for the catchment area which included all of Gwynedd Council's elected local members and also representatives of the Betsi Cadwaladr University Health Board, Cymdeithas Tai Eryri, Cartrefi Cymunedol Gwynedd, Gwynedd Care and Repair and Age Cymru.

The discussion on how to undertake the assessment was held in the Working Group with some fundamental decisions leading to what was to happen i.e. to aim to reach as many of the people as possible including approaching many organisations in the area to seek their response to the assessment.

The assessment was geographically-based, extending from Llanystumdwy, up to Garndolbenmaen, over to Beddgelert and down to Talsarnau, including all the communities within that area.

The assessment was undertaken through a specific questionnaire and the following methods:

- Press releases
- A public launch on the 16th October 2012 where approximately a hundred people were present
- A copy of the document was presented to the Gwynedd People's Champion, Councillor Gareth Thomas and then,
- formally to the public.
- Call-in sessions in various locations
- Visits by Councillors and the Council's Older People Support Policy Officer to the area's residential and nursing homes to discuss and learn of residents' experiences prior to their moving into a care home.
- Focus groups for care staff in the public and independent sector to ascertain their view on the kind of services they feel would be suitable for the future in the Porthmadog area.
- Community Council meetings were attended to present the background of the assessment

Appendix 2 includes a copy of the information document circulated with the questionnaire seen in **Appendix 3**. The assessment was originally organised for the period mid October to the end of November but, following observations made regarding the timescale, we agreed to accept questionnaires and observations up to Christmas.

Members of the Friends of Hafod y Gest as well as a number of other local organisations co-operated to distribute and collect the questionnaires. Documents and questionnaires were distributed to libraries and the local leisure centre; questionnaires could also be returned to these locations. Documents and questionnaires were also left in shops and local surgeries.

An information document and questionnaire were produced for the assessment which was discussed and approved by the local Working Group. A total of 2,657 questionnaires were distributed and 573 returned, namely a response rate of 21.6% as seen below.

The results of the review of the accommodation and care needs of older people were submitted to the local working group on 11th February 2013. Councillors of the catchment area continue to meet in order to:

- Identify the main messages needing attention
- make initial proposals as to how to respond to the main messages

Arrangements are in the pipeline to publish the report and an executive summary for circulation.

As part of the Residential and Nursing Strategic Review the Council Board decided on a strategic direction on 17th February which proposed the need to:

- reduce the number of traditional residential beds
- increase the number of beds in extra care housing
- increase the number of nursing beds (especially in some areas)
- increase the number of beds for those with memory problems (residential and dementia)

In addition, on 22nd February 2011, the need to decommission some residential homes was agreed as a step to achieve the above vision.

Further work was authorised for the remaining homes, submitting further reports when appropriate. Due to the attention given to Hafod y Gest home over the past twelve months, the remaining homes have not made the expected progress. More recently, information from the 2011 census has meant revising a number of figures used to consider the area's commissioning needs. The work, therefore, is continuing and it is hoped to report to the Cabinet in due course.

3) Note the provision already in place to deal with the closure of any home.

Appendix 4 notes what the residential and nursing provision was across Gwynedd in September 2012. Please note that the information is being updated to be current as of the end of March 2013.]

4) Note the plans in the pipeline to deal with the closure of any home and the timescale

As has already been noted no decisions have been made regarding the future of any of the other Council residential homes.

5) Note what kind of discussions were held with the users

The views of users and prospective users are central to Gwynedd Council's strategy for planning future services. The Council has realised this by commissioning surveys namely "O Lygad y Ffynnon" and "Assessment of Accommodation and Care in the Porthmadog Catchment Area". The contribution of older people fora is crucial in identifying the views of older people who may use future services.

In terms of consulting on future services, in the past we have ensured that we meet individually with every service user and his/her family if the user so wishes. The service also ensures that the user's social worker along with an advocacy service, independent of the Council, are available to assist them.

In addition, an Engagement Group is acting to raise awareness and understanding of service arrangements and service changing plans.

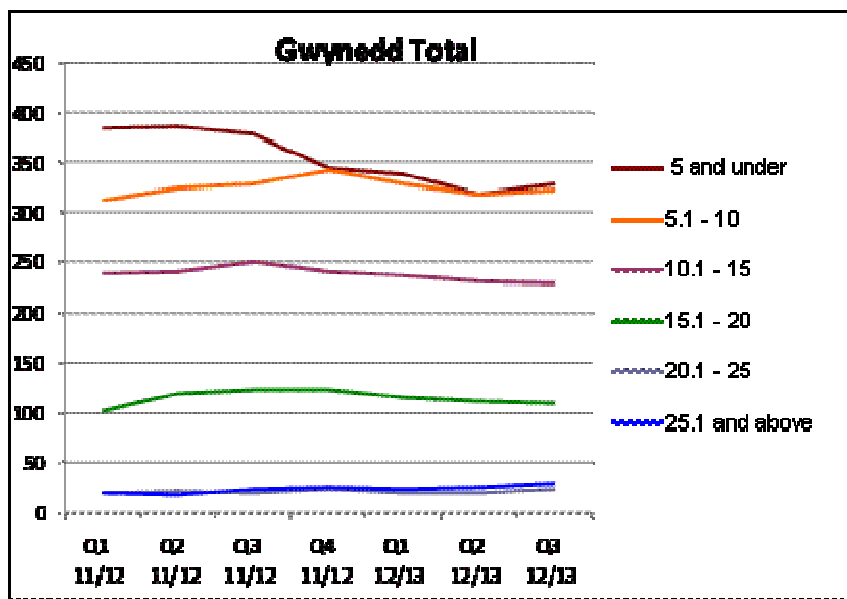
6) Note how many people are on the waiting list by area

There is no specific information regarding this but below information can be seen from service users living at home with support. At the end of quarter 3 2012/2013 Gwynedd Council was commissioning home care service for 922 older people with a split by area as noted below.

	Arfon	Dwyfor	Meirionnydd
Number	353	235	334

Since quarter 1 2011/2012 the service has been monitoring the number of hours the individuals have been receiving and the following can be seen in the graph below:

- a reduction in the number of small home care packages [under 5 hours]
- an increase in the number of packages [over 20 packages]



In addition, the service is of the view that:

- there is a reduction in the number of individuals being given long term admission to a residential home
- there is an increase in the number of individuals moving from their homes straight into a nursing home
- the period an individual spends in a care home has decreased

Further work will be undertaken early in 2013/2014 to enable us to obtain evidence as to the period of time an individual was successfully supported at home.

This is also an opportunity to understand factors that led to admission to the care home and to consider whether there was more we could have done to support them at home.

In monitoring the number of older people receiving home care, consideration needs to be given to a number of other factors, including:

- Demographic changes
- The effect of an enablement scheme. By the end of quarter 3 2012/2013, 320 individuals in Gwynedd had received a period of enablement and nearly 50% had left without a care package.
- Developments in the field of telecare and assisted technology

Consideration would also need to be given to the development of Extra Care Housing in Bala since individuals with very profound needs had moved to the scheme and all their needs were being funded by the Health Board.

The adult waiting list of the Council Housing Options Team shows that there are 136 couples over 60, 412 single couples over 60 years old and 24 families over 60 years old on the waiting list across Gwynedd for accommodation for older people, be it for flats, bungalows or sheltered housing.

There is only one extra care housing scheme in Gwynedd, namely in Bala and the waiting list is kept by Clwyd Housing Association not by Gwynedd Council. It can, however, be confirmed that of the 30 units, 9 are vacant.

Of the 585 residential beds across Gwynedd (Council beds and Independent Sector beds), 474 individuals lived in a residential home with 68 empty beds. See appendix 4 for further details.

Apart from the waiting list for EMI beds at Bryn Blodau (Llan Ffestiniog) and Cefn Rodyn (Tywyn) residential home there isn't a waiting list for beds for the remainder of Meirionnydd, Arfon or Dwyfor

3. Concluding Observations

3.1 The information in the report conveys a picture of what is happening, with much valuable work being undertaken in Porthmadog to better understand the needs of older people. In general, the picture shows a reduction in the number of individuals going into residential care and what the work in Porthmadog emphasises is the need to ensure housing and support choices which respond to the needs of individuals that vary according to circumstances. A more detailed presentation on the assessment of accommodation and care in Porthmadog, along with the findings of the Local Group, could be given once this work has been completed, should the Committee so wish.