

# CARE AND ACCOMMODATION FOR OLDER PEOPLE IN THE PORTHMADOG CATCHMENT AREA



YOUR OPPORTUNITY  
TO HAVE YOUR SAY







## TIMES OF CHANGE

National and local research shows that people's needs and expectations are moving with the times. Because of this, there needs to be a shift in the way we think about services for older people.

It is no longer unusual for people to be fit and healthy long after retirement age. People expect to live at home if their health and their ability to look after themselves allows them to do so. People also expect support should they need it.

Gwynedd Council aims to ensure that older people have a wide choice of suitable accommodation that meets their needs and enables them to live independently in their own communities where this is possible, rather than of asking the individual to change his or her life to suit the provision that is available.

Nowadays, families live further from each other and more older people are living alone than ever before. People are also used to privacy and independence.

When they get older, most people see themselves living at home, with support, if needed. When you think about your future – in five, ten or 20 years time – where do you see yourself living?

For alternative formats contact:

01286 679549

[gcgc@gwynedd.gov.uk](mailto:gcgc@gwynedd.gov.uk)

## Your opportunity to have your say

Gwynedd Council would like to hear what you have to say about the accommodation and care needs for people who are over 55 years old in the Porthmadog catchment area.

During 2011, Gwynedd Council's plan to build a new extra care housing development in Porthmadog instead of Hafod y Gest residential home, was rejected. Because of this, the Council has promised to go back to openly and rigorously discuss older people's care and housing needs.

One of the first steps of this process is this discussion document and the accompanying questionnaire. No decision will be made on any future services based on these documents alone. The aim of this discussion document is to open the discussions and to look into ensuring that everyone has access to the right type of service – no matter what their ability, background or age.

This discussion document will refer to several different types of care and accommodation, including those available at Hafod y Gest. But we're not asking you to think of this home alone as you read and fill in the questionnaire, as the range of challenges we face is far greater than that.

This document is aimed at making you think about your future:

- Have you started to make preparations?
- Does your health prevent you from leading the life you want to live or restrict your choice of home?
- Is your current home appropriate – does it suit your needs today and to the future?
- Where would you like to live as you grow older?
- Are you aware of the available choices, for example the type of houses or flats that are available in the area, or the services that are available for people as they get older?

Make sure that Gwynedd Council hears your voice – by filling the questionnaire at the end of this discussion document.

Remember, if you, or someone you know, needs help to fill in the questionnaire or want more information about Gwynedd Council's care services, please contact us on 01286 679549.

The results and any conclusions drawn from this work will be considered by Gwynedd Council's Cabinet.

## CHANGES IN THE POPULATION MEAN CHANGES IN HOW WE LIVE

Issues that are important for older people are reported in the media almost daily – for example, pensions, health issues and fairness and dignity for care service users.

You may ask why do these issues attract so much attention these days? Did you know that the UK's population is ageing? According to the government's figures, the percentage of people aged 65 or older throughout the UK will increase in the next few years.

### 65+ POPULATION

	2010	2033
UK-wide	10.2 million (17%)	16 million (23%)
Gwynedd	24,000 (20%)	33,000 (26%)

These figures are more acute in Gwynedd – in little over ten years the 65+ population in Gwynedd will have risen by 37%.

The figures are even starker in terms of the 85 years and older age group in Gwynedd – we are likely to see an increase of 119% between 2010 and 2033.

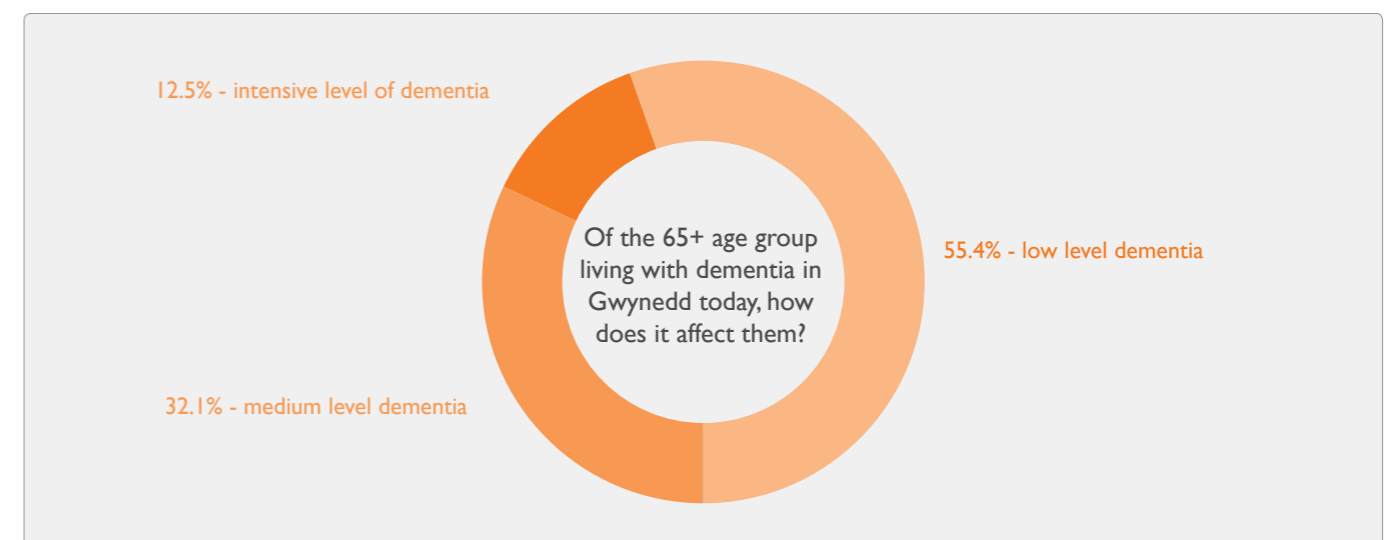
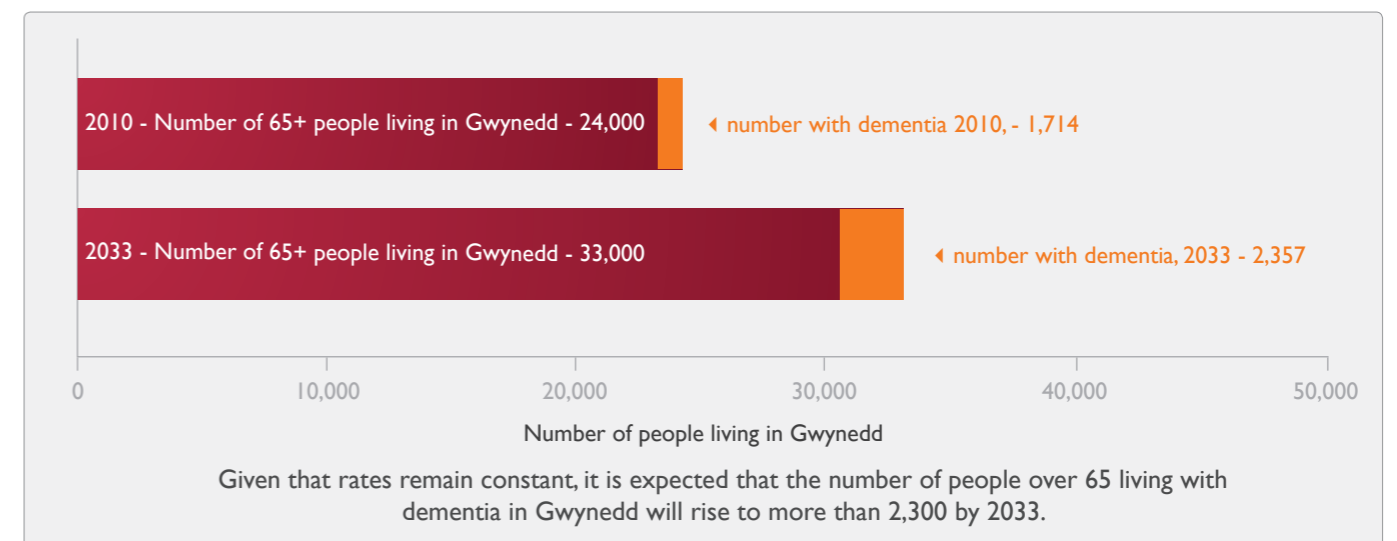
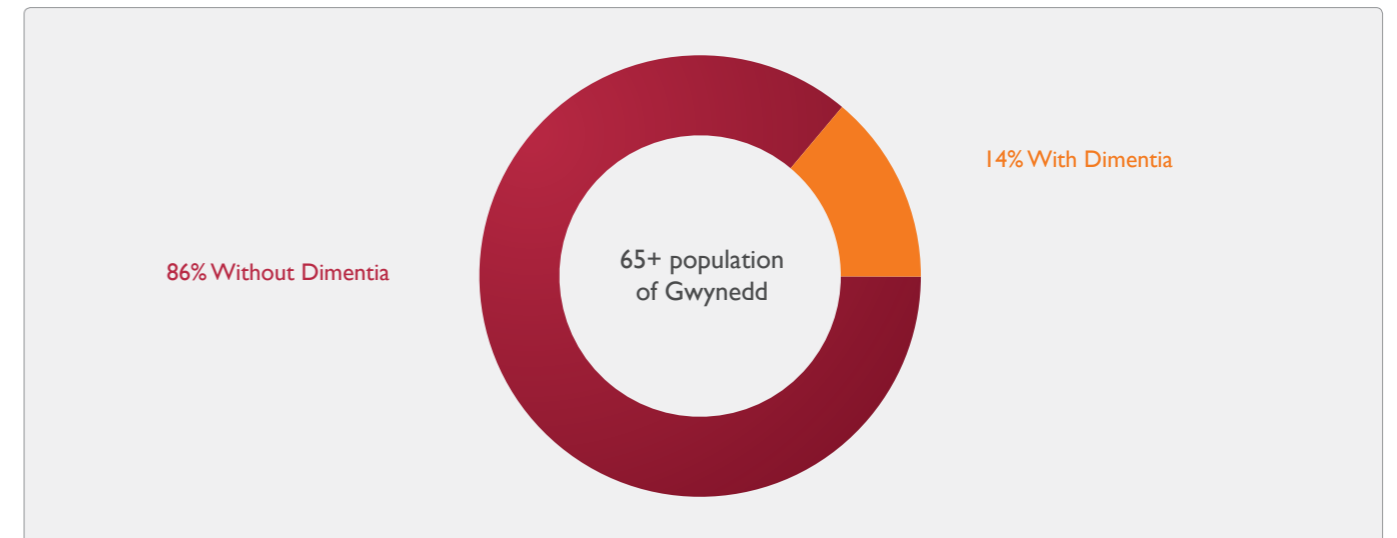
### PERCENTAGE OF POPULATION AGED 85+

	2010	2033
The whole of Gwynedd	2.7%	5.5%
Dwyfor	4%	7%
Meirionnydd	3%	7%

Dementia is one of the main reasons for disability as people get older and we foresee that an increase in the number of older people will lead to an increase in the number of people with dementia.

Today, one in every six person over the age of 80 has some form of dementia while one in every 14 of the 65+ age group has dementia. It is expected that the number of people with dementia will increase by 35%. This will undoubtedly lead to a change in the demands on public services. It is therefore important for the Council to start preparing now for the future. To do this, we will have to know how and where people will want to live as they get older.

## THE NUMBER OF PEOPLE IN GWYNEDD WITH DEMENTIA AND HOW IT AFFECTS THEM



To this end, Gwynedd Council will look carefully at issues concerning accommodation and care for older people throughout the county.

The aim of this booklet is to:

- Explain what kind of accommodation, care and services are currently available in Gwynedd (pages 7-16)
- Ask about your views and aspirations as you look to the future (pages 20-22)

Some of the terms and names of services used in this document may be unfamiliar to you. There is a reference panel at the back of this document to help you.

## THE PORTHMADOG CATCHMENT AREA

Gwynedd Council will be looking at accommodation and care issues for older people throughout the county.

We are doing this to ensure that we, and the residents of Gwynedd, are making the best use of the current provision and in order to be able to plan for improvements and new services – for today and to the future.

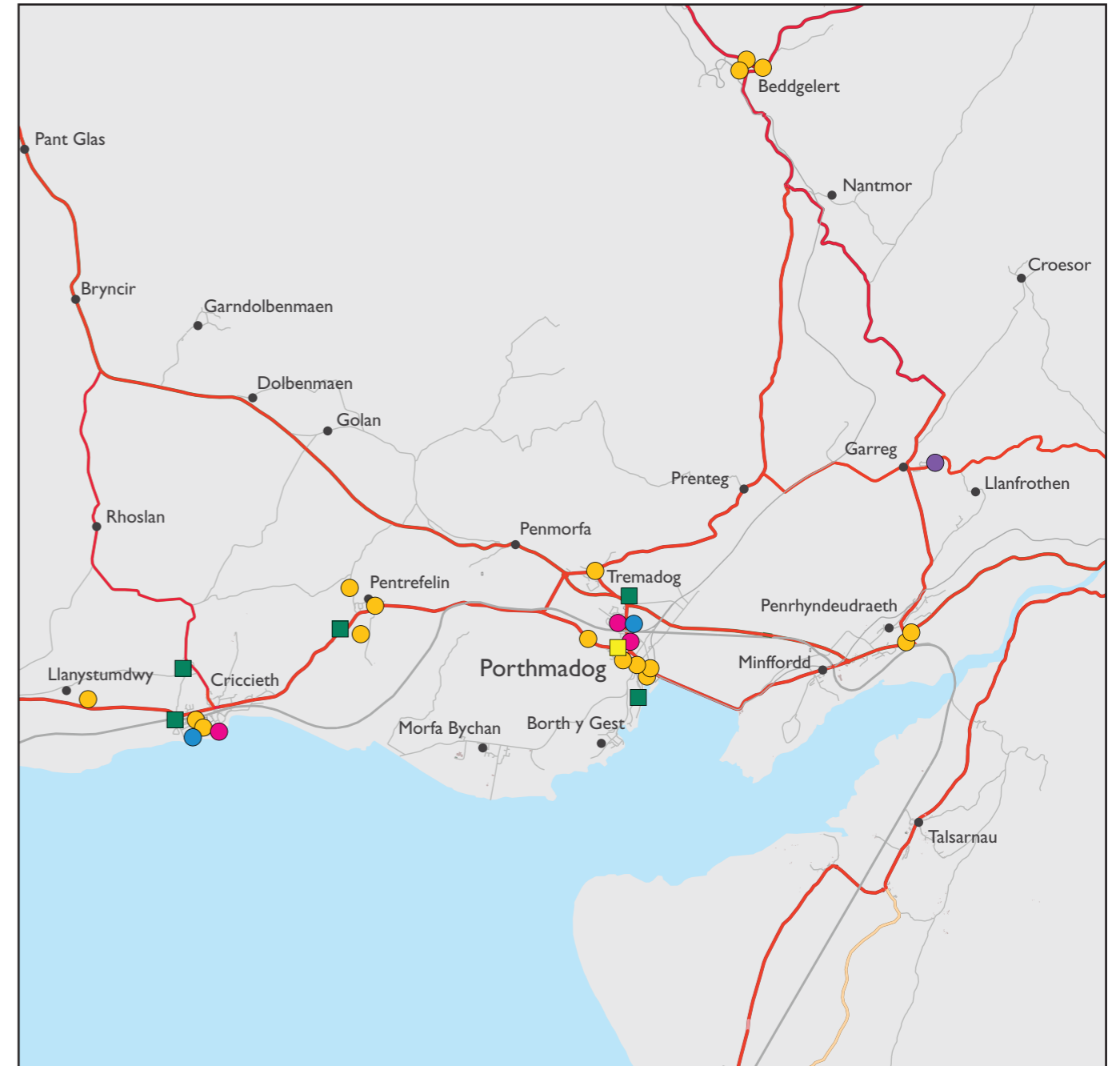
We will be looking at the Porthmadog catchment area first.

With the Porthmadog catchment area we are referring to those towns and villages that maybe see Porthmadog as their main centre for shopping and other services.

The area includes:

- |                  |                    |
|------------------|--------------------|
| • Beddgelert     | • Minffordd        |
| • Borth y Gest   | • Pen Morfa        |
| • Bryncir        | • Penrhyndeudraeth |
| • Criccieth      | • Porthmadog       |
| • Garndolbenmaen | • Prenteg          |
| • Golan          | • Pwllgoleulas     |
| • Llanfrothen    | • Rhoslan          |
| • Llanystumdwy   | • Tremadog         |
| • Morfa Bychan   | • Talsarnau        |

## CURRENT SERVICES IN THE PORTHMADOG CATCHMENT AREA



DAY CENTRES	
<span style="color: blue;">●</span>	Gwynedd Council
<span style="color: magenta;">●</span>	Independent Sector
LUNCH CLUBS	
<span style="color: purple;">●</span>	Lunch Club

SOCIAL CLUBS	
<span style="color: yellow;">●</span>	Social Club
CARE PROVIDER	
<span style="color: yellow;">■</span>	Gwynedd Council Homes
<span style="color: green;">■</span>	Independent Residential and Nursing Home



## THE SITUATION TODAY

The population of the Porthmadog catchment area is ageing and the local population is generally older than the population of Gwynedd in general.

Despite this, unfortunately, according to several different surveys and reports, the kind of homes that are available in the catchment area do not always match people's lifestyles or provide a suitable solution to the kind of problems they might be encountering.

Almost half of the population of the catchment area, or 47%, is aged 50 or older, which is the age when people either need to start planning for the future. Maybe you have already started to consider how and where you, or someone close to you, will live as you get older because of a health condition.

### A SUITABLE PLACE TO LIVE

Of all houses in the Porthmadog catchment area, more than one in three is a detached house and one in three is a terraced house. The Council would like to hear from local people if this affects the way they live as they get older – is it difficult to make alterations to a traditional terrace house that would help enable an older person to continue to live independently? Are you living in a detached house that has become too big for you?

### LIVING COSTS CAN BE A CAUSE FOR CONCERN

We all want people to continue to live with the dignity they deserve as they get older. Sadly, however, many people of pension age are worried about living costs.

Within the Porthmadog catchment area, 28% of the population receive the State Pension. Of these people, 20% receive Pension Credit, which is an additional payment for people in need.

Are you worried that your financial situation prevents you from living in a suitable home for your needs as you get older? The Council wants to hear about your experiences.

We hear time after time about people who find it difficult to heat their home adequately and to keep warm during the winter.

The type of house, flat or bungalow in which you live can have a major impact on living costs. For example, how you heat your home, your ability to insulate and to use energy-saving gadgets varies according to how old your home is and what materials were used to build it.

## WE WANT TO HEAR FROM YOU

Do you think that factors such as the type of house, flat or bungalow in which you live affects your ability to live independently – for better or for worse? Are you worried about living costs, fuel costs and care costs?

Remember to fill in the questionnaire so that Gwynedd Council can prepare for an ageing population.

## SERVICES AND RESOURCES FOR OLDER PEOPLE IN THE PORTHMADOG CATCHMENT AREA

There are already many resources and services that are aimed at older people in the Porthmadog area.



## CHOICES

How and where you live is your choice. This section shows how some of Gwynedd's older people live today.

Remember, full details of what is available for older people in the Porthmadog area can be seen on the map on page 7

### AT HOME

People who continue to live in their own homes as they get older say that they appreciate their independence and privacy.

Thanks to the support of an army of workers and volunteers, many older and vulnerable people are able to continue to live at home despite health problems.

The support that is available throughout the county includes:

- home care and the possibility of being part of the Enablement programme
- the professional support of care workers
- help provided by people working in the voluntary and charity sectors.

Gwynedd Council and the Carers Outreach Service support people who help to look after a relative or friend who live in their own home despite an age-related difficulty or health problem.

In addition, equipment around the home, for example handrails or devices that can summon help should the person fall ill or be in danger, can be of great help and give peace of mind to the individual and their family.



## EXAMPLES OF PEOPLE WHO COULD CONTINUE TO LIVE IN THEIR OWN HOME AND THEIR EXPERIENCES

**Miss Edwards** is 78 and lives alone in a bungalow. Six months ago she suffered a nasty fall while getting out of the bath. She spent ten days convalescing at Ysbyty Gwynedd.

She was worried that she would have to go and live in a care home – she has lived in the same village all her life and was determined to be able to return to her own home.

After she was discharged from hospital she went to an Enablement Unit in a residential home, to give her a chance to regain her strength and to see how she would cope with living by herself again. In the Unit she learnt how to manage steps and how to carry out everyday tasks around the home that a little bit different so that she could go back to living independently in her own home once more.

When she first returned home, a support worker would drop by three times a day to help her – to get up in the morning, to make lunch and to go to bed. But little by little she could manage more and more herself and by now can look after herself as she used to.

Occupational therapists have been to her house to see what equipment could be of help to her. She has had a new shower installed instead of the old bath and also handrails around her bungalow to help her get up and about.

### SHELTERED HOUSING

The aim of sheltered housing is to create a supportive environment in the community so that older people can continue to live independently and get support at the same time.

Sheltered Housing are apartments or bungalows that have been especially built for older people, though some are dated by now and are difficult to adapt, for example to install a hoist in the bedroom or they are not suitable for a wheelchair user.

There is usually a manager or warden on the site but there is no 24-hour presence. The warden or the emergency services can be contacted through an alarm system in the event of a problem.

Support is available, if needed, by Gwynedd Council services, the private sector as well as volunteers and charities – just as a person who continues to live in their old home or in a traditional care home would have. For example, a person can be helped by home carers to cook or get dressed; one can receive health services through community nurses or be included in social activities if they so wish.

There are community facilities such as a communal lounge and gardens in some sheltered housing developments.



**EXAMPLES OF PEOPLE WHO COULD BE LIVING IN SHELTERED HOUSING AND THEIR EXPERIENCES**



**Mr and Mrs Davies** are both in their early 70s. Their health continues to be quite good, but Mrs Davies has mobility problems and is unable to go up the stairs since having both hips replaced. They felt that their old home had become too big and the garden too much work to manage.

Their only daughter lives and works in Cardiff, and she was worried that she was too far away to keep an eye on her parents.

Now, Mr and Mrs Davies have moved to live in a ground floor apartment in the sheltered housing development in the town centre. Being able to live in a place of their town is important to them. Although support staff are not at the block of flats all day, they are always pleased to see the warden call by.

Telecare equipment has been set up in their home – that is electronic sensors around the home and a press-button gadget to be worn as a pendant around the neck which can summon help should a person fall ill or be in danger. When Mr Davies was ill during the night recently, Mrs Davies was unable to get up to help him, but by pressing the alarm button she was able to call for help from the emergency services.

A care worker from the Council calls in the morning and evening to help Mrs Davies to get up and go to bed and their daughter pays for someone to come to clean twice a week.

Both have made new friends with the other residents since moving here and they enjoy going to the luncheon club every Tuesday in the community room. The flat is convenient for the shops, the library and the chapel and both are able to walk to the station to catch a train to see Mr Davies' brother in the next town.

**DAYTCARE**

However and wherever you chose to live as you get older, Gwynedd Council and its partners can offer support to help you get out and about or aid you with practical tasks.

Older people receive day care for any number of reasons and currently Gwynedd Council's day care service is provided in one of three places – Council run day care centres; Council run residential homes and independently run residential homes.

**EXAMPLES OF PEOPLE WHO CAN BENEFIT FROM DAY CARE SERVICES**

**Mr Murray** is 86 and lives with his daughter and her family. His health has deteriorated lately and his daughter and son in law have to assist him a lot, for instance to get up from bed or from a chair and he can't walk very far. He is also quite forgetful these days.

Mr Murray has recently been going to a weekly lunch club for older people, which is held by the local branch of a charity in the community centre in the village. Volunteers call for Mr Murray in the minibus, which can accommodate his wheelchair. They also bring him home at the end of the afternoon.

The club is an opportunity for Mr Murray to get out of the house and see other people without being dependent on his daughter to drop him off and pick him up. His daughter is reassured that he is in a safe place and it means she has a break and has time to spend with her family.

**Miss Lewis** is 69 and lives alone. She has severe arthritis which means she finds it difficult to get up, move around and to prepare meals.

She is can also be very lonely – she has no family living nearby and some weeks the only person she sees is her neighbour who drops by every now and again.

Now, Miss Lewis has day care three times a week in a Council-run residential home. Every time she attends she has a hot dinner and the staff help her to have a bath. It is also a chance to see other people and she enjoys being in the company of her new friends.

## EXTRA CARE HOUSING

Supporting people to live independently, not being dependent on the development's staff to do things for the individual, is central to extra care housing. However, people can live in extra care housing even if they have acute care needs.

Care staff are available at any hour of the day or night to help with personal care or to respond to an emergency. The kind of care provided can change as the individual's situation changes and needs will be met through a home care service or a GP and community nurses – in exactly the same way as if someone continued to live at their old home or in a traditional residential home.

Facilities in extra care housing usually include common rooms such as a lounge and dining room; an activities room; scooter storage and gardens.

These buildings make the most of the latest technology and modern architectural designs to ensure people's safety and also to promote their independence.

### EXAMPLES OF PEOPLE WHO COULD LIVE IN EXTRA CARE HOUSING AND THEIR EXPERIENCES

**Mrs Hughes** is 94 years old. Her health is not as good as it was and she has to spend periods of time in her bed. She gets help from the extra care housing staff, and uses equipment such as hoists to get up to a chair.

A community nurse comes once a day to treat a wound and to keep a check on her diabetes.

She needs care from extra care housing staff to get up and to be washed and they keep a frequent eye on her, during the night as well if necessary.

She has friends who live in the same housing development and who often call by to keep her company. Her daughter comes to stay in the development's guest room once a month and they enjoy sitting in the complex's private garden together.

**Mrs Jones** is 85 years old. Before she moved to extra care housing she lived on her own. At times she would feel lonely as she would not venture out very often as her home was situated on a steep hill. She was also fearful at night as her home was in an isolated location.

She has always been an independent person and doesn't want to be a burden on other people, and would not therefore feel happy to go to a residential home or to live with one of her children.

Mrs Jones has recently moved to an extra care housing development. She enjoys her independence – she has her own self contained flat with its own front door, and comes and goes as she pleases. She's in her element playing bridge and whist with some of the other residents in the communal room.

At the extra care housing she gets some support from the development's staff with personal tasks.

## CARE HOME

There are different types of care homes – the support available at them depends on the individual's specific needs.

**Residential home** – In Gwynedd, there are residential homes that are run by the Council and by independent companies. Traditional residential homes offer safe and secure accommodation and 24-hour care. Usually, in a residential home, individuals have their own bedroom, with common rooms, such as a lounge, to share with other people. Some homes have ensuite facilities.

People living in a residential home have the opportunity to take part various activities such as gardening and keep fit. More than ever, the emphasis is placed on enabling people to do things for themselves wherever possible so that they can keep hold of their independence. Activities are also organised outside the home as well as visits and activities by local organisations within the home, such as schools and churches.

All homes must be registered by the Care and Social Services Inspectorate for Wales (CSSIW).

### EXAMPLES OF PEOPLE WHO COULD BE LIVING IN A RESIDENTIAL HOME AND THEIR EXPERIENCES

**Mrs Owen** is 83 and is losing her vision because of glaucoma. She also has arthritis and because of this found it increasingly difficult to look after herself – she found it especially hard to cook because she cannot lift saucepans.

She has recently developed a heart complaint though it is stable under her doctor's monitoring. This makes her nervous, especially during the night. Her son is in the armed forces so is away from home for long spells.

Because of her physical condition Mrs Owen can't go out as she used to as she needs someone to pick her up and drop her off. She also needs help to get up from a chair and to move about.

Mrs Owen moved her bed downstairs and the toilet is also on the ground floor, but the bathroom is on the first floor of her house. A home carer would call by four times a day to help her get up, get dressed and prepare meals. Mrs Owen had suffered falls and was hospitalised several times and until recently had managed to return home every time.

But, as her memory lapses and her ability to move around deteriorates, her son is worried that she will injure herself by falling over or have an accident in the house. So she has moved to a nearby residential home.



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## CARE HOME

**Nursing homes** – In Gwynedd, all nursing homes are run by independent companies. If a person's health deteriorates, nursing home staff can provide specialist nursing care.

Appropriate activities are organised for residents as well as opportunities to socialise.

All homes must be registered by the Care and Social Services Inspectorate for Wales (CSSIW).

### EXAMPLES OF PEOPLE WHO COULD BE LIVING IN A NURSING HOME AND THEIR EXPERIENCES

**Mrs Roberts** is 93 and has lived in a nursing home since a stroke left her unable to feel the left hand side of her body. She spends most of her day in a special bed as she needs a hoist to get up. She also has incontinence problems.

The stroke has affected her memory and left her with a speech impediment. It can be difficult to understand what she says so the home's staff monitor her closely to ensure that she isn't in any pain and that she receives plenty of nutrition.

She is completely dependent on others for all aspects of care and she is very vulnerable. Despite this, she still enjoys the company of others and loves music.

## WHAT DO THE DIFFERENT ACCOMMODATIONS OPTION OFFER

	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Live in a place of your own	✓	✓ Every apartment within such a development is entirely self-contained with its own front door.	✓ Every apartment within such a development is entirely self-contained with its own front door.	✗	✗
Help in an emergency	✓ The Council can arrange for you to have Telecare equipment installed in your home, which can be used to call for help if you are ill or have injured yourself.	✓ If there is a warden, he or she can respond to an emergency or an alarm can be used to call for help.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.
Personal care	✓ Home carers are able to provide help with personal care such as food preparation and getting dressed and washed	✓ Home carers are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The extra care housing staff are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The home's staff are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The home's staff are able to provide help with personal care such as food preparation and getting dressed and washed
Nursing care	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the family doctor. If a person needs nursing care on a daily basis he or she will need to move to a nursing home.	✓ A home that has been registered with the Care and Social Services Inspectorate for Wales (CSSIW) is qualified to provide nursing care by the homes' staff that is beyond what would be offered by a community nurse or in a residential home.

	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Help around the house	✓ Home carers are able to provide help with tasks related to personal care, such as preparing food and clearing up afterwards, changing bedclothes. The individual will have to arrange his or her cleaning services.	✓ Home carers are able to provide help with tasks related to personal care, such as preparing food and clearing up afterwards, changing bedclothes. The individual will have to arrange his or her cleaning services.	✓ Extra care housing staff are able to provide a full service, if the individual needs it and wishes so.		
Social activities	✓ A number of social activities and day centres for older people are available in Gwynedd.  Support is available through volunteers and charities, if needed, to travel and to participate.	✓ There is a common room in some developments and activities held there – dependent on the resource and the warden. A number of social activities and day centres are held in Gwynedd. Support is available through volunteers and charities, if needed, to travel and to participate.	✓ There are communal rooms such as a lounge and activities room in every such development, where activities are held. Tenants can also take part in activities outside the development.	✓ There are common rooms, such as a lounge, in every home and various activities are held – dependent on the individual's ability to take part.	✓ There are common rooms, such as a lounge, in every home and various activities are held – dependent on the individual's ability to take part.



	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Costs	<p>If you're on a low income you may be eligible for housing benefit or Council tax benefit.</p> <p>If you're paying for care costs, how much you will have to pay is means tested and the maximum you will have to pay is £50 per week.</p>	<p>Rent for Sheltered Housing in Gwynedd is on average £60-£65 per week – the cost varies depending on how many bedrooms are in a flat or house (2012-13 figures). Pay for the services of a warden and monitoring service is extra (around £11 and £2 respectively). Care costs are additional and how much you will have to pay is means tested and the maximum you will have to pay is £50 per week. So, the most anyone will have to pay is around £128 per week.</p>	<p>Rent for an extra care housing complex in Gwynedd is £110 or £101 per week for one or two-bedroomed apartments (2012-13 figures). Service charges are an additional £63 per week and a daily hot meal in the dining room is £41 per week. Care costs are additional and how much you will have to pay is means tested and the maximum you will have to pay is £50 per week. So, the most anyone will have to pay is £264 per week.</p>	<p>Living and care costs for a Gwynedd Council-run residential home are £581.28 per week (2012-13 figures). Costs of independently run care homes will vary.</p> <p>You may also be eligible for a contribution towards your nursing, care and housing costs from the Council or the health service.</p>	<p>There are no Council-run nursing homes in Gwynedd and costs of independently run care homes will vary.</p> <p>You may also be eligible for a contribution towards your nursing, care and housing costs from the Council or the health service.</p>

Wherever you choose to live, advice is available regarding claiming benefits which could help towards your living costs.

# CARE AND ACCOMMODATION OPTIONS FOR OLDER PEOPLE

A quick guide to some of terms and service names you may have read here – pull out and keep this page for future reference.

## Telecare

The Telecare system involves installing sensors around the home and an electronic device to wear either around the neck or wrist which can be used to call for help if the person is ill, has had a fall or is in danger.

The call goes to a monitoring centre and staff there can contact a neighbour or family member, or the emergency services.

The system can also remind a person to take medicine or warn of smoke or gas in the home.

Telecare users say that it gives peace of mind that help is available day and night if needed, and that it boosts the individual's self confidence to be able to continue to live in their own home if they have been ill or have suffered a fall in the past.

**i** For more information about Telecare telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Enablement

An older person receives a short period of Enablement learning following an illness or injury in order to re-learn skills and to re-gain their independence.

For example, someone may be having difficulties in getting dressed or cooking following a stroke, or is anxious about leaving the house following a fall. Unfortunately, this can lead to a loss of confidence in their ability to look after themselves in the way they were used to. Through the Enablement scheme, people learn how to do things a little differently around the house in order to regain their self-confidence to be able to return home.

Gwynedd Council's first Enablement Unit was recently opened in Penygroes near Caernarfon, where a person can spend a short period in order to regain skills before returning home. The Enablement Unit is situated within a traditional residential home.

**i** For more information about the Enablement scheme, and to find out if you could be eligible, telephone 01286 682888 or email [cynghoriasuesuoedolion@gwynedd.gov.uk](mailto:cynghoriasuesuoedolion@gwynedd.gov.uk)

## Support at home

If the Enablement plan is unsuitable for a person, they may be qualified for personal care.

The staff of Gwynedd Council's Provider Service, or workers from the independent sector, can visit people at homes and provide help with all kinds of things, for example: help to get up from bed; going to the toilet; bathing; food preparation; washing clothes and cleaning.

The person may need help with tasks outside the home such as to go shopping and to collect their pension.

**i** For more information about the help available, and to find out if you could be eligible, telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Equipment and adaptations around the home

Simple changes to the home can make a world of difference to a person's ability to live independently in their own home. Such changes include:

- handles and handrails to help someone get up and walk;
- a hoist to help get up from the bath or bed;
- a shower to replace a bath;
- a ramp for a wheelchair.

**Gwynedd's Care and Repair Service** is an agency which can help with adaptations. The agency works to improve living standards and to promote the health and welfare of older people and people with disabilities by installing equipment and making adaptations to people's homes, in accordance with the individual's needs.

**i** For more information about care and repair services telephone 01766 510160 or visit the website [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

## Support for carers, including respite care

A carer is someone who looks after a relative or friend who is ill, frail or has a disability, and who cannot manage to live at home without unpaid practical or emotional support.

Support, including respite care, is available to carers. Respite care means that the person for whom you care is looked after by someone else, either at home or at a residential home, for a short period of time, so you have time for yourself.

**i** For more information about the support available to carers, telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Contact point

There are several charities, groups and organisations which can help older people:

Age Cymru Gwynedd a Môn - 01286 677 711 [www.ageuk.org.uk](http://www.ageuk.org.uk)

Citizens Advice Bureau - 08444 772020 / 0845 4503064 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Gwynedd Older People's Council – 01286 679433

For more information about housing and Council Tax benefit contact Gwynedd Council on 01286 682689

The Department of Works and Pensions [www.dwp.gov.uk](http://www.dwp.gov.uk)