

MEETING	Scrutiny Committee
DATE	23 November 2023
TITLE	Day Care Service
PURPOSE	The need for assurance that there is a quality day care provision available across the County.
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1. BACKGROUND

- 1.1 The traditional model of providing Day Care in Gwynedd has not been reviewed for many years. We therefore appreciate the opportunity to inform the Care Scrutiny Committee of the arrangements in place by the Adults Service to review that provision. The review will consider how we can support individuals with care and support needs to meet their well-being objectives within their local communities.
- 1.2 The Social Services and Well-being Act (Wales) 2014 was introduced on 1 April 2016, and it provides a legislative framework for care and support in Wales. The Act changes the way that people are assessed and the way services are provided, promoting a diverse range of support available within the community to reduce the need for formal support.
- 1.3 The traditional model of providing Day Care in Gwynedd has not been changed to address the requirements of the Act and ensure what matters to the residents of Gwynedd. The existing model focuses on care provision for people in buildings rather than supporting people who have care and support needs to continue to attend community activities.
- 1.4 This is also very timely given the recent work by Welsh Government - ***Review of Day Opportunities and Respite/Short Break Services, 2023*** which states that the pandemic has led to essential amendments to the provision, and identifies many key issues moving forward.
- 1.5 The review is an opportunity for us to consider different, more suitable and flexible ways of providing support and services of a good quality which also give value for money.

2. THE TRADITIONAL MODEL

- 2.1 The Council used to provide a programme of traditional day care activities in specific locations in the county for adults who needed support, by professional staff. These centres allowed older people to socialise and take part in specific activities, giving some respite for those who looked after them from day to day. The provision was limited to locations in the main centres, at specific times, with a fairly limited offer of activities. Individuals would have to travel in to these centres, and transport was arranged for them.

3. WHAT IS BEING OFFERED AS PROVISION IN GWYNEDD

3.1 Before Covid, the access guidelines to the Council's traditional service stated that the individual needed to have personal care needs or needs involving memory conditions in order to be able to attend the Council's services. If low level well-being needs was what was needed, such as companionship, socialising and a meal, it was then expected for community/third sector provision to meet the need. These were the services provided by Cyngor Gwynedd before Covid:

Cyngor Gwynedd Day Centres	Commissioned day care.	Short respite provision available	Specialist Dementia Day Care Provision
Bryn Dysynni Tywyn - three times a week	Day care service in Council residential homes	Dementia Support Workers - one-to-one support for individuals and their carers for a few hours a week.	Plas Hedd Bangor x two times a week (CG&BCUHB)
Plas Hedd Bangor x three times a week	Day care service in private residential homes	Council residential homes providing respite care of up to a fortnight.	Hafod Hedd, Chwilog x three days a week (CG and BCUHB)
Encil y Coed x three times a week	Day care service in Cartref Bontnewydd centre (Age Cymru).		
Y Ganolfan, Blaenau Ffestiniog x three times a week			

3.2 Responding to the challenges which have landed on our doorstep as a result of Covid 19 has given us the opportunity to genuinely re-think the way day care is being provided to our citizens in Gwynedd. This period has shown how important providing social opportunities to individuals is, and ensuring that carers have short breaks from caring. It is an opportunity to learn from the experiences, and move away from services which are based on disability, age, buildings and to look at opportunities for individuals to regain community links.

3.3 Our services are traditional ones which have not been reviewed or evaluated for a long time. Our services are not ones which meet the individual and personal objectives of the individuals and there is a culture of fitting people around the services. The model was very unsuitable and posed many risks during covid, and as a result the centres had to be closed. Bringing a large number of people together to one site would have caused a great concern, and there were problems with the standards of some of those buildings as well.

3.4 Our day centres in Plas Hedd and Bryn Dysynni have reopened their doors gradually since Covid, however, staffing problems is an obstacle in many areas, and the other centres have remained closed.

3.5 The Council's traditional Day Centres are not evenly distributed across the Council either, and three traditional Day Centres have closed in recent years -

- Cysgod y Coleg, Bala, day centre with Age Cymru having developed well-being services in the area
- Noddfa Madog, Porthmadog Day Centre, with the users moved to Day Centres in Blaenau Ffestiniog and Cricieth.
- Maesincla, Caernarfon, day centre with Age Cymru having developed a service in the area

3.6 The developments of the community hubs across the county have led to opportunities for everyone to collaborate at a very local level. This has already started in a few places e.g. Porthi Dre in Caernarfon where the local CRT is working with the Hub and the care provider in order to hold activities for older people in the area who may not be able to go out otherwise.

3.7 The review would be an opportunity to identify and develop collaboration opportunities with other partners as well, and offer a variety of different services. The focus would be on building on the strengths of those attending, strengthening skills and learning new skills and giving them a flavour of new experiences.

4. OUR VISION

4.1 Our vision for the Adults, Health and Well-being service is for everyone of all ages to receive the support they need in the most suitable and convenient way for them. Since the needs of every individual and their family / carers are different, in order that they can continue to live their lives as they wish, we must adapt our services to be more closely tailored to the actual needs of those requiring our support. We will also be investing to develop provision to provide more breaks for individuals and their family or carers in our residential centres.

4.2 In order to deliver this, we will undertake a review and will consult and engage about day care provision arrangements within the Adults Service in Gwynedd.

4.3 Undertaking a review into Day Care provision arrangements within the Adults Service will ensure opportunity for all, and will overcome any health and care needs. It will be an opportunity to strengthen the health and well-being of individuals, focusing on strengths, targeting loneliness and social isolation, improving and raising confidence levels and basic living skills.

5. RECOMMENDATION

5.1 We recommend that we review the existing provision, and move away from the term 'day care' and services provided in buildings. We will move on to focus on how we can address and support the well-being of individuals and their carers in a variety of different ways. We need flexible services that meet the need.