

# Appendix 1

## Gwynedd Council Plan 2023-28 – Year 3 Actions

### A Caring Gwynedd: Supporting Gwynedd residents to live full and safe lives in our communities

Department: Adults, Health and Wellbeing

Overview	What we aim to achieve during the THIRD year 2025–26 (milestones):	Has the milestone been completed	What has been achieved during the year	What is the effect (or likely effect) on the people of Gwynedd?
<b>Project: Modernising our care resources to meet future needs</b>				
<p>We will modernise our care homes, update our community resources and expand the accommodation options available to Gwynedd residents.</p> <p>Amongst our plans are:</p> <ul style="list-style-type: none"> <li>• Extra Care Housing - Development of over 100 new units in Penyberth, Frondeg (Caernarfon), Canolfan Lleu (Penygroes) and Dolgellau.</li> <li>• Residential Homes:               <ul style="list-style-type: none"> <li>○ Redevelopment of Plas Gwilym, Penygroes.</li> <li>○ Upgrading Hafod Mawddach and Cefn Rodyn.</li> <li>○ Opening a Dementia Unit at Bryn Blodau and Plas Hedd Homes.</li> <li>○ Planning dementia developments at Plas Pengwaith</li> </ul> </li> </ul>	1. Submit a brief and business case to the Housing and Property Department for Extra Care Housing in the Caernarfon area, and prepare a timetable for the work.	Partly	We have submitted a business case to the Housing Department for the development of Extra Care Housing in the Caernarfon area, but due to the need to confirm practical information, there is a delay in drawing up a timetable.	<p>This work contributes to the department's aim to expand accommodation options for the people of Gwynedd, ensuring that we promote independence with appropriate support within a local community, reducing or delaying the need for care or placement in a care home. This is crucial to ensure that people can live their lives safely and in the way they wish to live it.</p>
	2. Scope the need for additional Extra Care Housing provision on the Penyberth site, Pwllheli.	Yes	The development of Extra Care Housing in Pwllheli is underway and the above Housing LIN report will feed into the final plans for the care model required.	
	3. Decide on the way forward for Extra Care Housing provision in the Dolgellau area.	No	A suitable site for development in Dolgellau remains unclear and work continues to investigate any options, but the Housing LIN report will also help us understand the extent of the need in the area.	
	4. Complete and submit an initial business case for a new nursing home at Penyberth.	Yes	An outline business case has been submitted to Cabinet in December 2025 for a new nursing home in Penyberth. The home will be run in conjunction with the Health Board and will be the first of its kind in the county.	
	5. Prepare a full analysis of all our in-house homes detailing the investment	No	The work of compiling a full analysis of our in-house homes and the investment required has been commissioned through the	

<ul style="list-style-type: none"> <li>○ Opening of new nursing and dementia home at Penyberth with 50+ beds</li> <li>● Supported Housing in the Community – a minimum of 6 houses located throughout the county to offer suitable and safe care homes.</li> <li>● Commissioning work jointly with the Housing Department to understand the need for suitable care accommodation for the future.</li> </ul>	needed to meet modern standards.		Housing and Property Development Service and four companies have tendered for the work. The next step will be to score the companies and determine the company that will undertake the work.
	6. Complete 2 new supported houses.	Yes	We have completed 2 supported houses to support individuals with learning disabilities in Harlech and Penrhyndeudraeth.
	7. We will have a report summarising the demand for care accommodation in Gwynedd over the next 20 years, prepared jointly with the Housing and Property Department.	Almost completed	We awarded the work of producing a report outlining the demand for care accommodation to Housing LIN. We have received a draft of it and expect to receive a final version very soon in 26-27.

**Project: Using more of technology to improve the ability of Gwynedd residents to access support and care.**

<p>We will enable the people of Gwynedd to live a good life as long as possible within their local communities. To achieve this, they need to have the required information to take advantage of community opportunities that would promote their well-being, as well as flexible methods of organising the support they need.</p> <p>Amongst our plans are:</p> <ul style="list-style-type: none"> <li>● Adopting and promoting a community information system, Dewis</li> <li>● Integrating a virtual occupational therapy system, AskSarah, into our website</li> </ul>	1. Promote the use of the Dewis Cymru system across Gwynedd and train editors on their role in maintaining the system.	Yes	We have been promoting the system and training editors who will assist us into the future. We continue to work with Dewis Cymru as they make further developments to the system that will facilitate its future use.	<p>The above work is essential to our aim of promoting independence and living well. In turn, the use of technology and equipment reduces the need for traditional care intervention (and thus reduces dependence and delays decline). Given the prospects outlined in the Llechen Lan report, succeeding in keeping people living independently with such support is vital to ensure the future sustainability of our services.</p>
	2. Develop a promotional programme for 'Help Yourself', Telecare, Direct Payments and other options that support Living Well.	Yes	We have been promoting Living Well support options through various channels.	
	3. Make a menu of telecare devices available and promote widely on the website, in the media and through social work teams.	Yes	The menu of telecare devices is being promoted, and support is available to the social work teams in understanding the options available. Individuals and their families can apply directly for telecare equipment through the council's website and as the performance data shows, we are seeing a steady increase in usage.	
	4. Transfer all individuals using Direct Payments to a new payment system (prepaid cards).	No	While any new direct payments package may offer a prepaid card, it is more of a challenge to change the arrangements of those who have been using these payments	

<ul style="list-style-type: none"> <li>• Developing our use of Technology Enabled Care (TEC)</li> <li>• Promoting use of the Telecare service</li> <li>• Making use of robotics to enable independent living</li> <li>• Developing our Direct Payments system using a virtual wallet</li> </ul>			<p>for years. However, in these cases we put arrangements in place to monitor and collaborate more closely with individuals and their carers. We have also experienced issues with the prepaid card provider and so we are looking to find an alternative provider to ensure people have a better choice.</p>	
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**Project: Ensuring that full and timely support is available to support people to live at home**

<p>To ensure that people can live their best lives, we must make prompt and easily accessible support available for individuals and their families.</p>	<p>1. Update our assessment documents to ensure they provide accurate and reliable data on unpaid carers' support.</p>	<p>Yes</p>	<p>We have adapted assessment documents and held sessions to raise staff awareness of the importance of recording the information about how they support carers. This will ensure that we have more accurate data to identify how we support carers.</p>	<p>Ensuring appropriate support for unpaid carers will have a direct impact on our demand for care. They do invaluable work supporting their loved ones to live independently and reducing the need for traditional care. Unpaid caring is a significant demand on individuals and their families, and appropriate support is vital to the wellbeing of the carer as well as the individual in need of the care. Ensuring they have the confidence that their loved ones will be cared for in an emergency is essential to reduce anxiety and prevent deterioration.</p>
<p>We will implement plans to:</p> <ul style="list-style-type: none"> <li>• ensure we acknowledge the value of family and unpaid carers by making sure that we can easily identify them and offer them full support with caring</li> <li>• reduce our waiting lists for new home care packages, ensuring no one in Gwynedd waits longer than 28 days following a care assessment.</li> </ul>	<p>2. Develop arrangements to help unpaid carers plan ahead for caring for their loved ones in an emergency, including a standard form to complete and a dedicated recording space on the new Mosaic social care system.</p>	<p>Partially</p>	<p>The services have been expanding the use of the 'message in a bottle' scheme, giving out the 'bottles' free of charge to individuals and their carers to record vital details in the event of an emergency. The current WCCIS form has been modified to record more information about emergency plans for unpaid carers, with the work to identify the best way to record emergency plans on Mosaic continuing into 26-27.</p> <p>There is also an emphasis, through discharge training in conjunction with the Health Board, on identifying unpaid carers. In addition, practical ideas and assistive technology (e.g. Lilly) are explored to support and monitor caring situations.</p>	<p>Ensuring they have the confidence that their loved ones will be cared for in an emergency is essential to reduce anxiety and prevent deterioration.</p>
	<p>3. Implement a work programme to reduce our home care waiting lists, ensuring no one waits more than 91 days for home care.</p>	<p>Partially</p>	<p>While waiting lists for domiciliary care have remained relatively similar, work on the implementation of the work programme has been progressing steadily and the number waiting over 91 days has decreased. Work continues to promote a closer collaborative</p>	<p>Securing additional support through domiciliary care when needed strengthens individuals' ability to stay at home and live</p>

			relationship between the social work teams and the provider.	independently in their local community.
<b>Project: Working with Health Services to enable people to live their best life in the community</b>				
<p>To ensure that we fully promote the well-being of individuals, it is vital that we are able to change our culture and ensure that we work effectively with the Health Board to deliver comprehensive care and health services into the future.</p> <p>Amongst our plans are:</p> <ul style="list-style-type: none"> <li>• Co-locating adults' teams with community nurses and health therapists</li> <li>• Developing collaboration systems as one team around the individual through a Community Resource Team system</li> <li>• Working together to align the Community Resource Teams with the Primary Health Clusters</li> <li>• Developing new collaboration arrangements for the community mental health teams.</li> </ul>	1. Review Social Services and Health front doors and decide on the best model for our Information, Advice and Assistance service for the future.	Partially	We have researched the front door models of Social Services and undertaken a review of existing arrangements as well as discussing possible options moving forward. We are in the process of reaching an agreement on the way forward and consulting with staff and considering what new systems will need to be in place in order to be able to implement the changes.	<p>These workstreams have a significant impact on our residents, primarily by ensuring that they can easily access suitable and timely support, from assessment to care and following a hospital stay. It also contributes to our efforts in the preventive field to try to reduce hospital periods.</p> <p>The work on our front doors is expected to reduce pressure on staff and enable them to focus on their caseload and assessing in a timely manner.</p> <p>Making more effective use of 3rd sector support will also enable them to provide alternative support to promote good living and early identification of needs. In turn, it is expected that this will reduce pressure on statutory services and allow us to focus our resources on those who need them most.</p>
	2. Community Resource Teams to decide on the most suitable collaboration and co-location arrangements in each sub-area, with home care providers as a core part of these teams across the county.	Yes	A decision has been made that the current co-location arrangements are suitable, and regular meetings are taking place with the Provider Service in the hope of addressing the waiting list in the most vulnerable areas.	
	3. Trial a Social Work Practitioner role located with Hospital Discharge Coordinators to facilitate patient discharge and prevent inappropriate referrals to our community resource teams.	Yes	The piloting of the role of a Social Work Practitioner in the Hospital is still ongoing but is showing encouraging results. The performance data can be seen to show an increase in the number of assessments being carried out.	
	4. Restructure management of our community resource teams to support the sub-area-based way of working.	Yes	The Community Resource Teams now work at a sub-district basis with local teams taking ownership of the area and care packages. This has facilitated the control they have over their sub-districts and enables a better overview for the Area Managers.	
	5. Review our new collaboration arrangements with community mental health teams to ensure they	Yes	A review of new collaboration arrangements with the community mental health teams took place in May 2025. Some barriers remain in working with Health and	

	are robust (one year established).		persistence is needed to ensure that collaboration runs smoothly and there is no delay in the transfer of cases. The work continues to establish a strong working relationship.	
	6. Complete a review, jointly with Mantell Gwynedd, of how we commission third sector services to ensure consistency and best value across the county.	Yes	A review of the way we commission 3rd sector services has been carried out and we continue to work with Mantell Gwynedd. We will continue to negotiate with 3rd sector providers over the coming months, with a view to having new, more fit for purpose agreements in place by 2027-28.	
	7. Develop a commissioning strategy to ensure we understand Gwynedd residents' care and support needs over the coming years and can develop a diverse, sustainable market to meet demand.	Partially	We have done a lot of work which contributes to the development of a commissioning strategy e.g. we have a plan for ensuring value for money when commissioning residential/nursing placements, we are reviewing the domiciliary care model, and we are in the process of updating the Llechen Lân information. However, further work will be needed to bring together a single strategy.	

**Project: Developing training and work opportunities for individuals who need support**

We will promote training and work opportunities for individuals who need support. Amongst other schemes, we will improve provision at our Learning Disabilities Day Centres at Dolfeurig in Dolgellau and Frondeg, Caernarfon.	1. Development work on the new Dolfeurig building progressing during 2025–26, aiming to open by 2027.	Yes	Work continues at the new building at Dolfeurig, with the building now holding water and progressing to the interior work.	All these developments contribute to the aim of ensuring that individuals with learning disabilities have opportunities, like everyone else, to contribute fully within their local communities. We know that this is very important from a wellbeing and sense of achievement perspective, and it also promotes independence and provides opportunities to engage with others within the community,
	2. Secure long-term resource for employment support officers so this work becomes a permanent part of the service.	No	We are continuing to try to sort out how the employment support service will be funded on a permanent basis but in the meantime, we have secured funding up to March 2027.	
	3. Develop businesses to employ individuals with learning disabilities within the Council.	Yes	Efforts to raise awareness of the need for employment opportunities for people with Learning Disabilities in the Council are now coming to fruition and we have seen an increase in the number of individuals with Learning Disabilities employed by the Council. We are also in discussions with	

			more services in order to further expand these opportunities.	reducing the demand for care services.
	4. Jointly with our partners, develop a community opportunities strategy for learning disabilities in Gwynedd.	Partially	Work has begun on the development of a community opportunities strategy but there are plans to reshape the Well-being Pathways scheme and therefore the strategy will need to be developed hand in hand. This work will therefore continue into 2026-27.	
<b>Project: Llechen Lân</b>				
We will prepare an analysis of the demographics of Gwynedd; the demand for service; and adult social services best practices to understand and highlight the demand for service and associated resources that will be needed for the next twenty years.	1. Create a single plan for bringing together all the work of the Department for Adults, Health and Wellbeing and streamlining the workflows.	Partially	For various reasons this work has not yet been completed but a draft plan has been drawn up, and an initial discussion has taken place at a meeting of the Departmental Management Team. Following the appointment of a Senior Executive Officer to the department, this work will be completed early 26-27.	The Llechen Lân data is also being updated following the release of the latest data by the Government, and this may affect the content of the scheme.