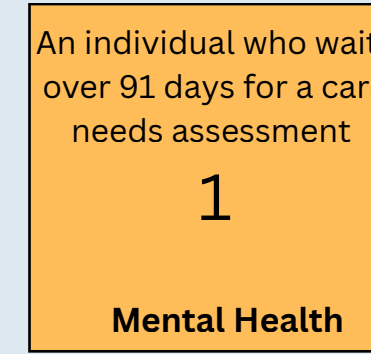
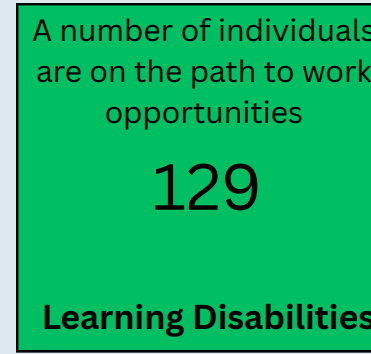
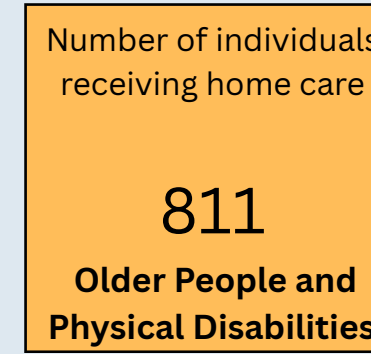
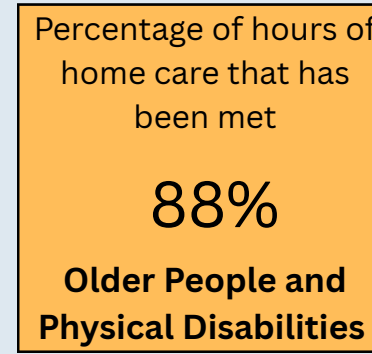
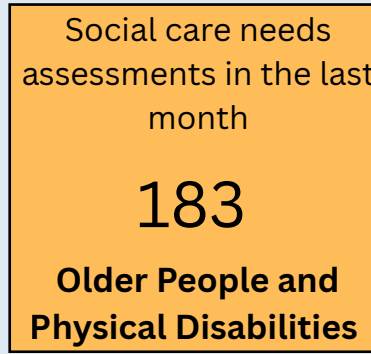
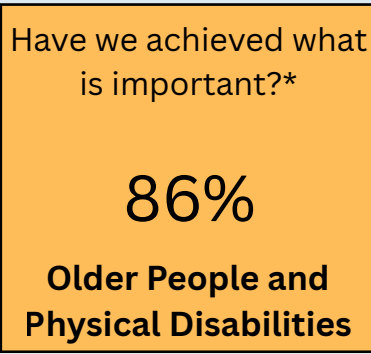





# Overview of the performance of the Adults, Health and Well-being Department April 2026

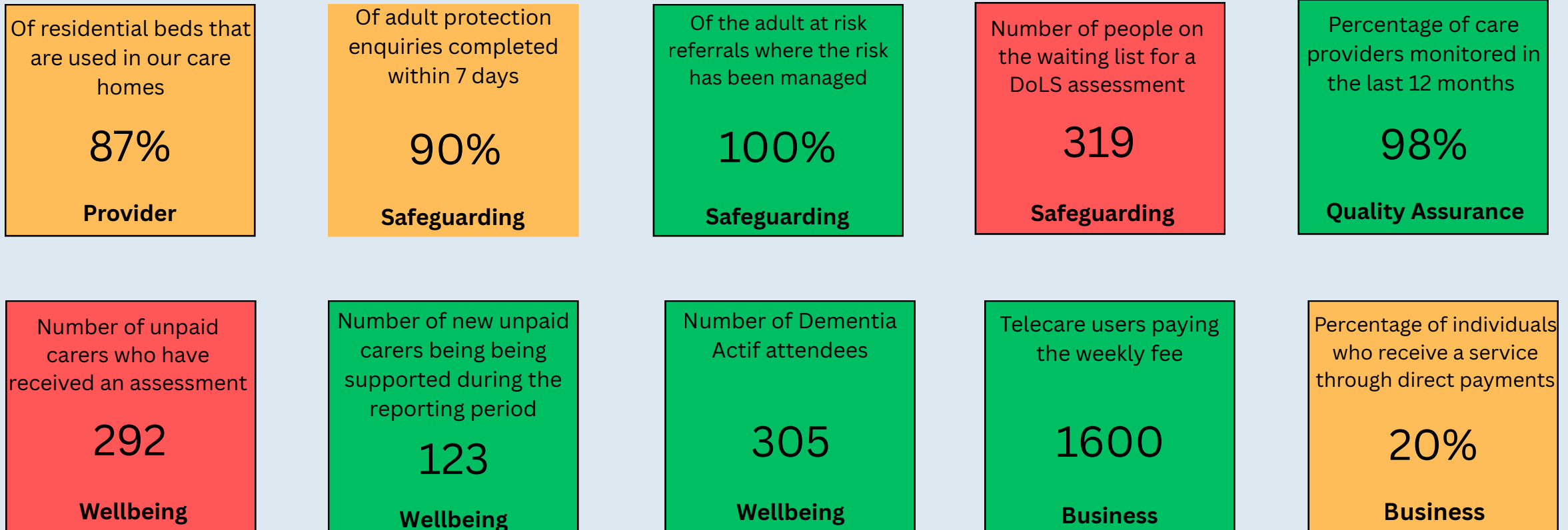


Does the Service succeed in meeting the need?

-  Yes, consistently
-  Yes, partially, inconsistently or delayed
-  Long delays or inability to deliver

*\*It should be noted that this is a sample of individuals who have received a care review. These figures do not include individuals who are waiting for a service.*

# Overview of the performance of the Adults, Health and Well-being Department April 2026



Does the service succeed in meeting the need?



Yes, consistently



Yes partially, inconsistently or delayed

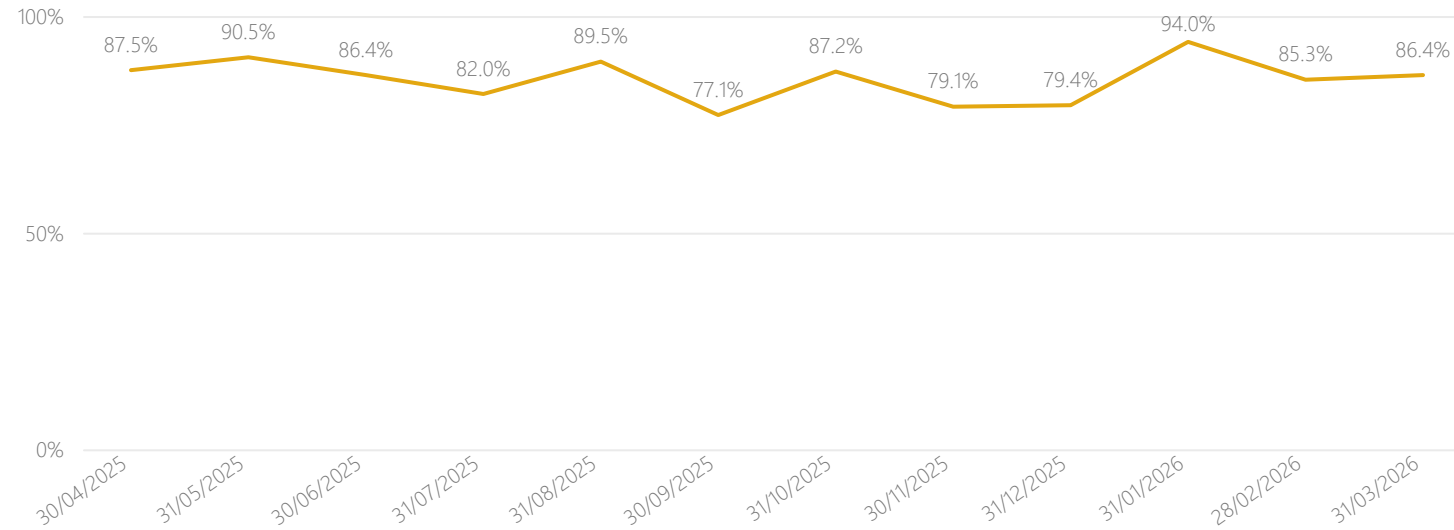


Long delays or inability to provide

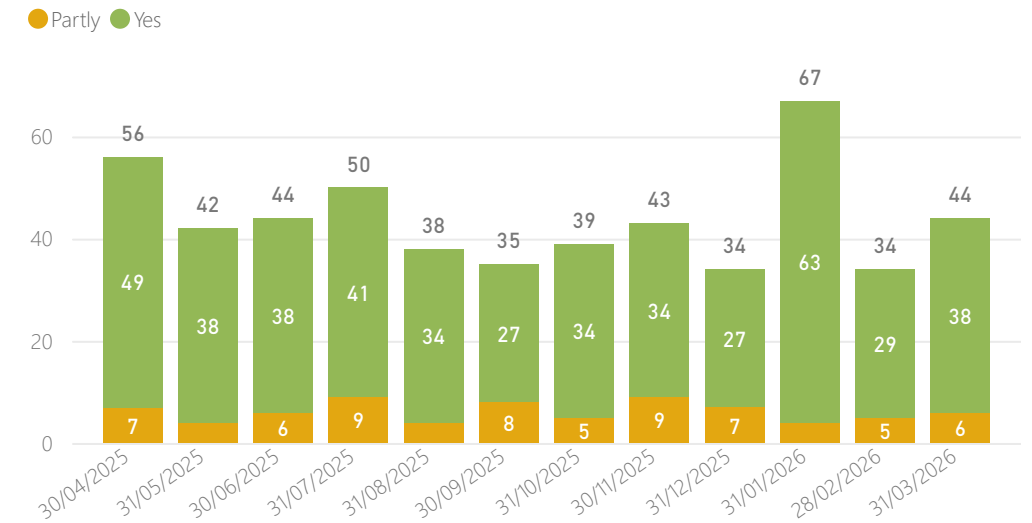
# Older People and Physical Disabilities - Sian Edith Jones

*to enable Gwynedd Adults to: "Live my life as I want to live it"*

Percentage of reviews where the individual has noted we succeeded in supporting them to achieve what's important to them



Do individuals feel supported to be able to achieve what's important to them?



## Behind the performance:

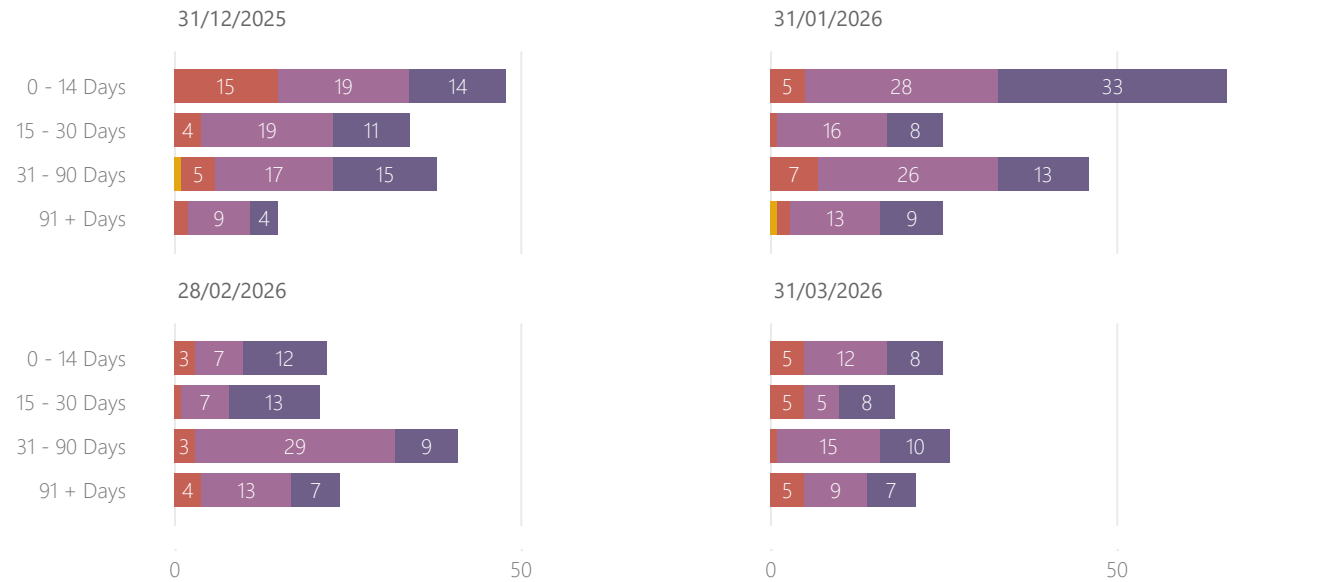
Reviewing activity has been fairly stable, with a significant number of reviews completed by the end of January, followed by a noticeable decline by February and March. The majority of individuals noted they were satisfied, with a relatively low number only partially satisfied. The reasons for being partially satisfied varied, including unsuitable housing, frustration, mobility problems and lack of day activities. Others said they were unhappy with the home care visit times. Some were partially satisfied or dissatisfied because they were in a residential setting rather than at home due to a lack of home care which is an extremely sad situation.

# Older People and Physical Disabilities - Sian Edith Jones

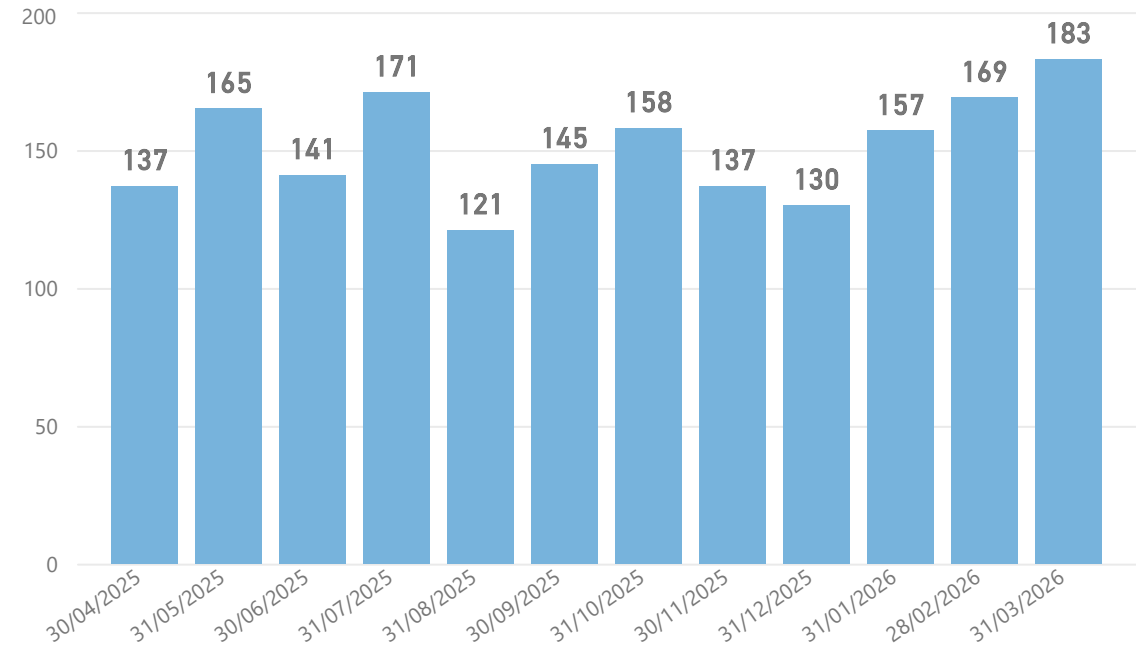
*to enable Gwynedd Adults to: "Live my life as I want to live it"*

## How long individuals have been waiting for a social care needs assessment

● GW- Pending Carer Assessment ● GW-AS-Pending Allocation OT ● GW-AS-Pending Allocation Social Care Practitioner ● GW-AS-Pending Allocation Social Worker



## Number of social care needs assessment by month



### Behind the performance:

The number of assessments completed during this period is higher than it has been for a long time, reflecting the heavy work pressures placed on the teams. We hope this is the effect of winter pressure and that the same level of intensity is not going to last but time will tell. Investment has recently been made to ensure timely assessments to facilitate discharge from hospital, especially at Ysbyty Gwynedd. The aim of this work was to reduce DPOC codes (specific reasons for hospital discharge) for individuals awaiting allocation or for a social worker assessment. Indeed, the DPOC figures have dropped significantly, coinciding with the large increase in the number of assessments completed. Now, lack of care packages and residential/nursing placements are the main reasons for DPOC. The improvement in hospital discharge data emphasises the need for the government to invest further in increasing home care and residential/nursing care capacity.

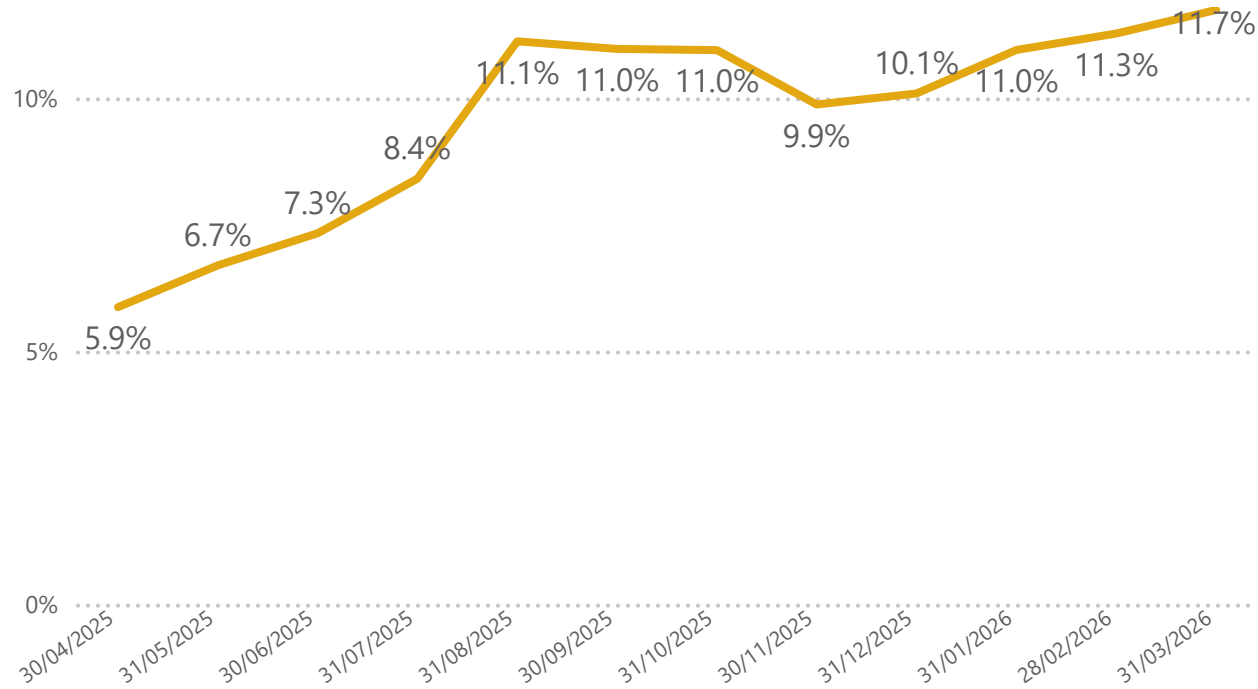
The data on people awaiting assessment is related to staffing and recruitment concerns. We are losing experienced social workers and by today there is less interest in the social work degree course, and it is not entirely clear why. This is an issue that deserves serious attention and potentially requires internal solutions.

There is a significant reduction in the occupational therapy waiting list which is encouraging given the previous patterns and recruitment difficulties. This decrease is due to the use of agency support and the employment of a temporary therapist. In terms of people waiting for a carer's assessment, some carers have been waiting during the period (shown in yellow on the data), but it's positive to note that no one is currently waiting.

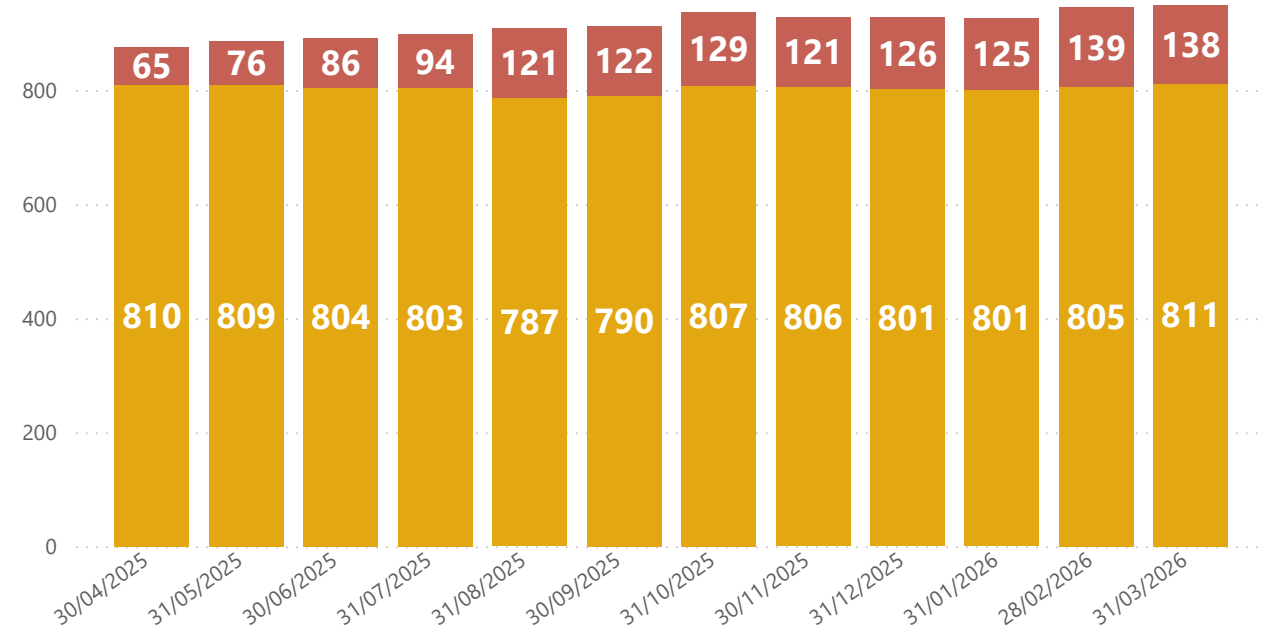
# Home Care Waiting Lists - Sian Edith Jones

*to enable Gwynedd Adults to: "Live my life as I want to live it"*

Percentage of unmet home care hours



Number of people receiving care (yellow) and the number on the waiting list (red)



## Behind the performance

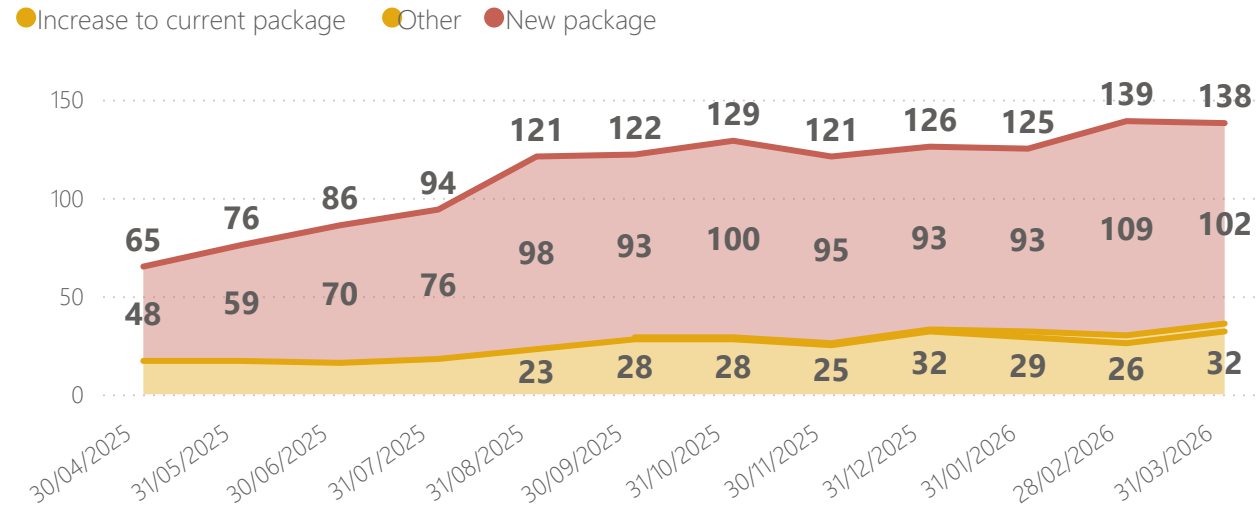
The home care waiting list reflects the increase in the number of assessments. As a result of increased assessments, more people are now having to wait for care packages. Dyffryn Nantlle, which had previously been an area of concern, has reduced its waiting list to 13 people (down from over 20). This improvement can be linked to regular, effective meetings held weekly to review the waiting list, prioritize and strive to free up capacity through the use of hospital patient data dashboards. Good collaboration takes place and positive feedback from staff that this approach is beneficial. However, staffing issues in the area continue to have an impact on our ability to deliver in Dyffryn Nantlle, although the ongoing collaboration and discussions are making a difference.

Ffestiniog and Eifionydd are also areas of concern. Although the overall figures there were high, only a handful of people had to wait more than 90 days. It was explained that many of those individuals, despite being listed, were not truly prepared for care - for example, because the property was unsuitable for other reasons. It is intended to separate these individuals from the main listing data, as the present picture is misleading and suggests that there are more waiting than there are in reality. An additional category is needed to report on people who are "waiting for care but not yet fully ready", to reflect the situation more accurately in the data. Encouragingly, 10 out of 17 districts had relatively low waiting figures of between one and eight people.

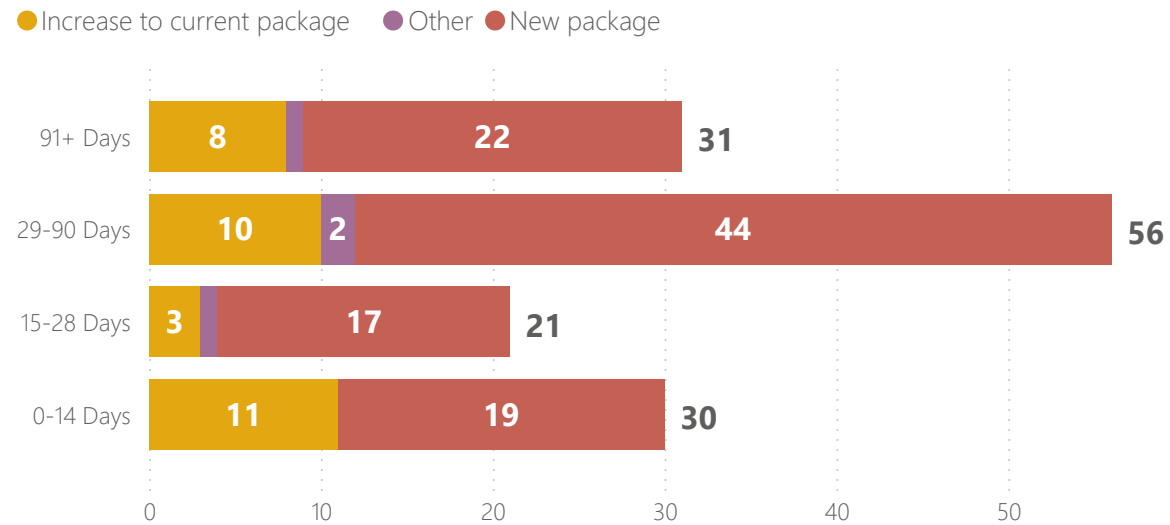
# Home Care Wait Lists - Sian Edith Jones

to enable Gwynedd Adults to: "Live my life as I want to live it"

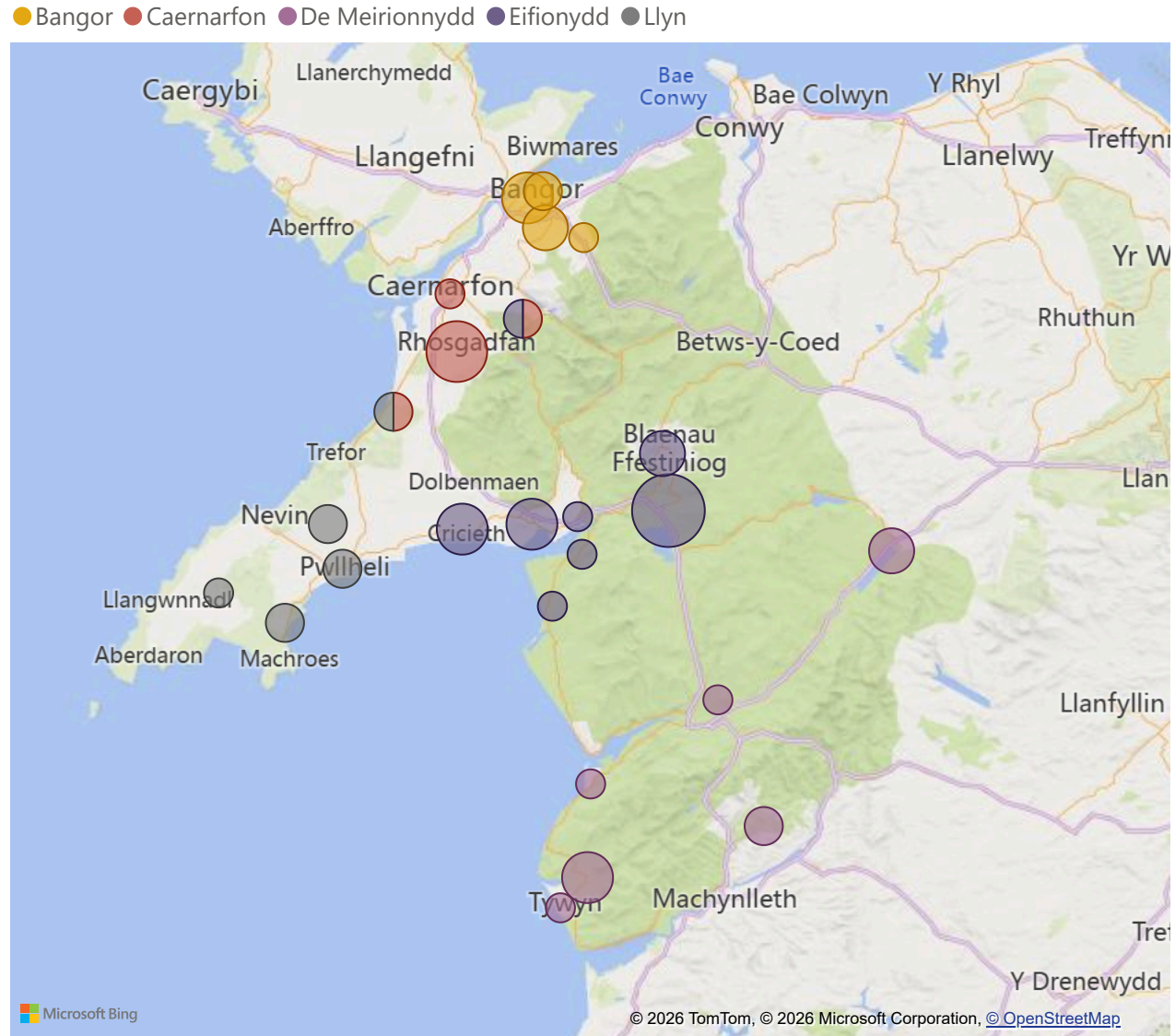
## Number on the home care wait list



## How long has an individual been waiting



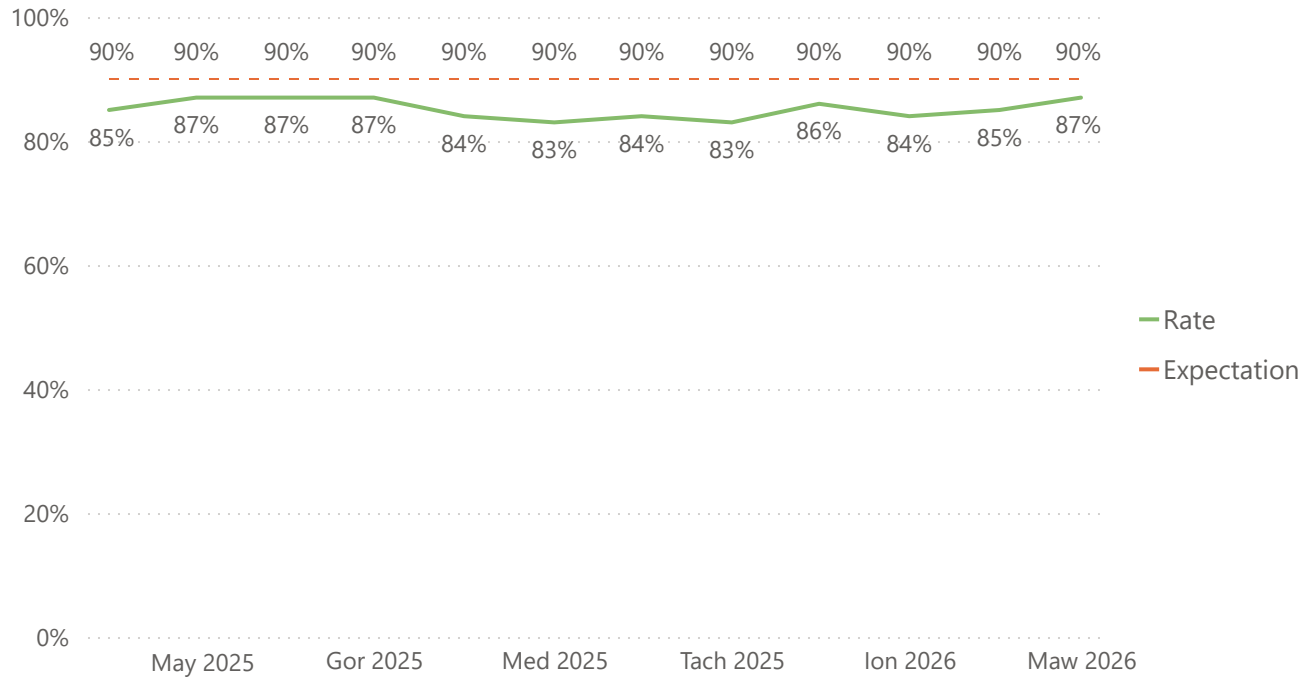
## Number on the waiting list for a new package of care



# Internal Residential Care Provision - Rhion Glyn

to enable Gwynedd Adults to: "Live my life as I want to live it"

## Average bed filling rates at our internal homes



### Behind the performance

It's promising to see the percentage back at the highest level it's been (87%) since regular reporting. After a long and frustrating period of waiting for the opening of the second dementia unit at Plas Hedd, it is good to be able to report that the unit has now been opened and is gradually being filled.

For the first time in quite some time, there are no units closed in our homes as a result of development/construction work. Therefore, we hope to see the percentage reach 90% over the next few months.

### Staffing levels and level of needs

These percentages are calculated on the basis of vacancies and where staff members with a fixed-hours contract are off on long-term leave (longer than 28 days). The information does not include casual staffing levels, short-term illness or situations where staff are excluded from work.

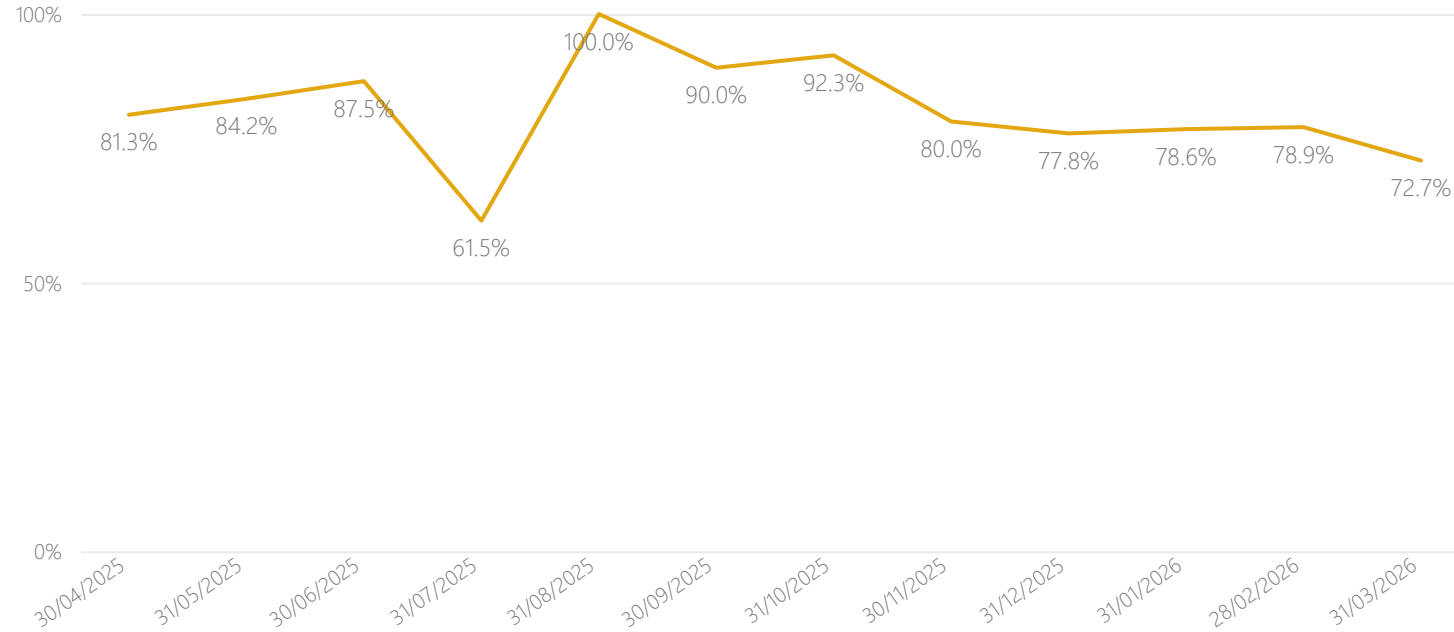
While the data is expected to vary across households from time to time, looking overall at the situation at the end of March 2026 it appears that job vacancies and long-term illness are currently having a greater impact compared to the same period last year.

	Mawrth '25	Awst '25	Hydref '25	Rhagfyr '25	Mawrth '26
Plas Hedd	87%	74%	82%	86%	83%
Plas Ogwen	86%	95%	100%	95%	100%
Plas Pengwaith	90%	90%	94%	81%	77%
Plas Maesincla	100%	94%	97%	93%	76%
Plas Gwilym	96%	91%	100%	100%	95%
Plas Hafan	96%	87%	90%	87%	87%
Plas y Don	84%	77%	92%	92%	86%
Bryn Blodau	90%	97%	85%	85%	89%
Cefn Rodyn	97%	92%	100%	90%	97%
Hafod Mawddach	95%	84%	86%	88%	92%
Llys Cadfan	84%	91%	87%	87%	88%

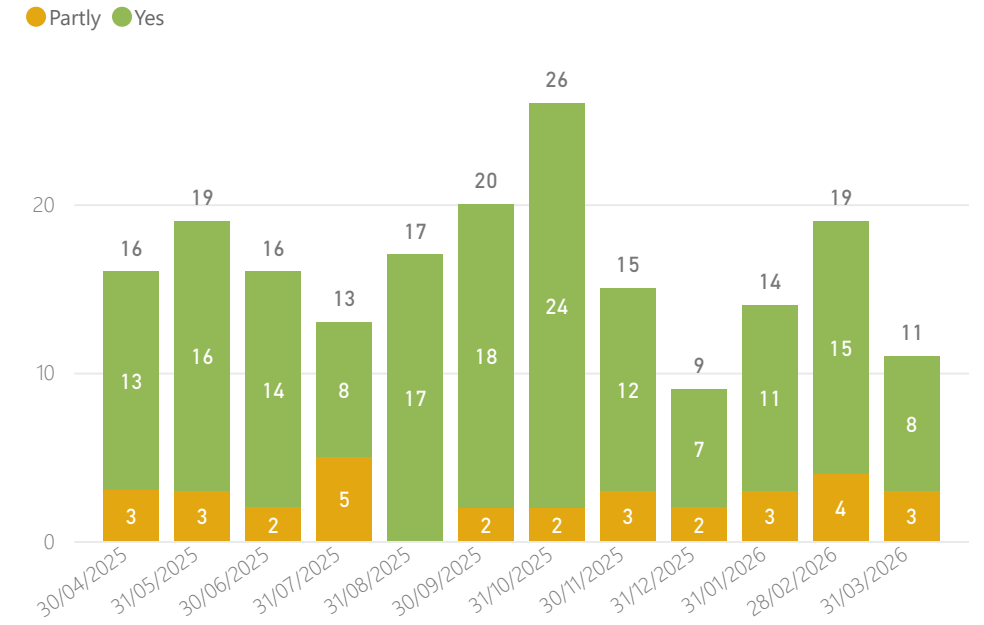
# Learning Disabilities - Llinos Rowlands

*to enable Gwynedd Adults to: "Live my life as I want to live it"*

Percentage of reviews where the individual has noted we succeeded in supporting them to achieve what matters to them



Do the individuals feel they are supported to achieve what matters to them?



## Behind the performance:

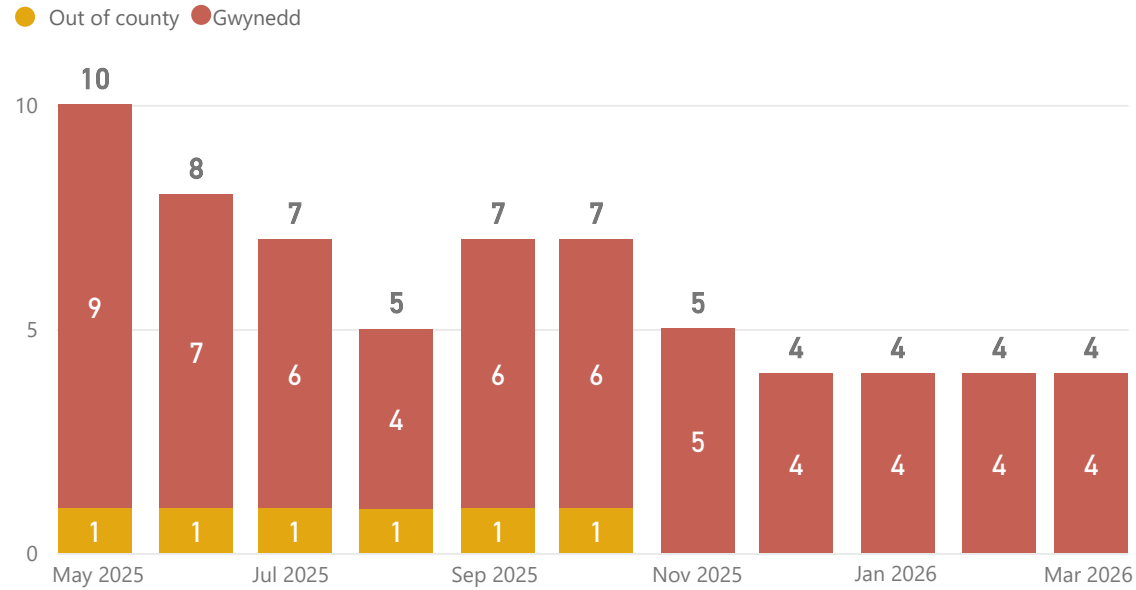
It is seen that there has been an increase in the number of reviews following the holiday period. The majority of individuals report that they are able to achieve what matters to them.

There are various reasons why some individuals state that they are partially able to achieve what is important to them. Two are waiting for equipment, another is still waiting for a house and health issues are disrupting the rest.

# Learning Disabilities - Llinos Rowlands

*to enable Gwynedd Adults to: "Live my life as I want to live it"*

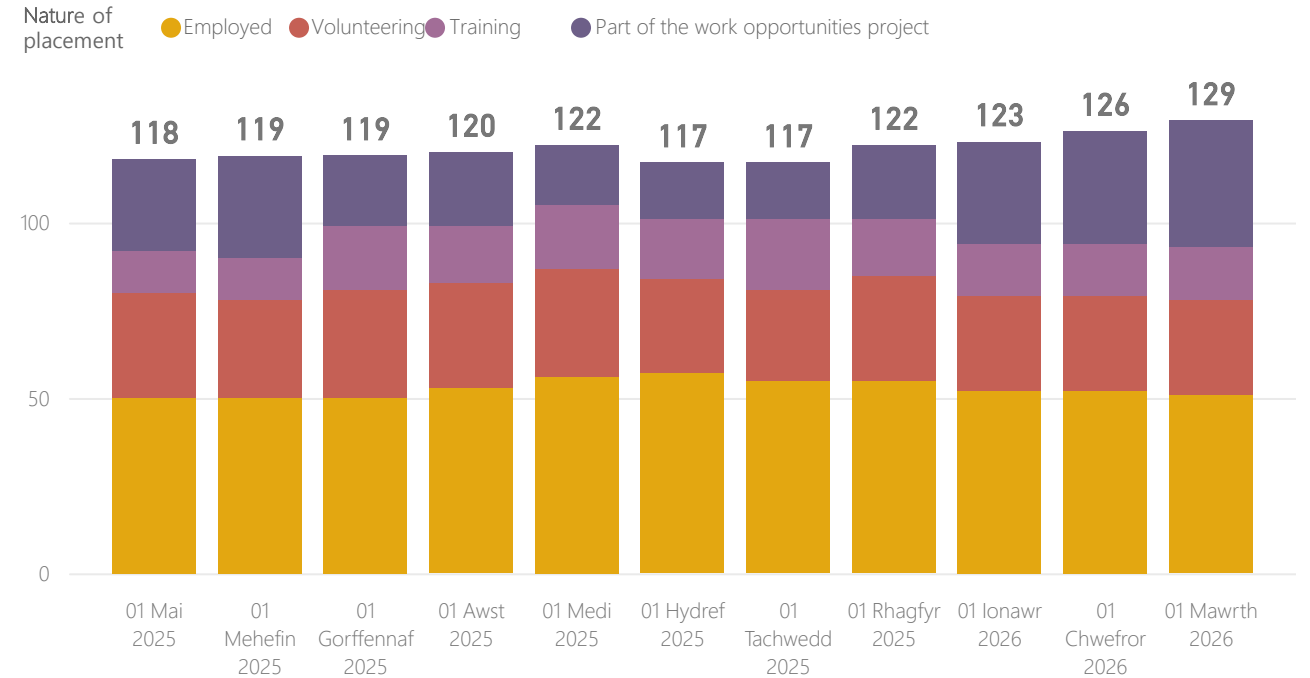
Number of individuals with learning disabilities who have accommodation needs within the next year



## Behind the performance:

A new supported house opened in Harlech during the period. Three individuals have settled well in their new home. There are 4 names remaining on the waiting list – with one of them in hospital, and one having settled in his current home but wishing to move location. Arrangements are in place for the other two individuals and hopefully they will have moved by the next time I report.

# Number of individuals with learning disabilities who are in employment opportunities



## Behind the performance:

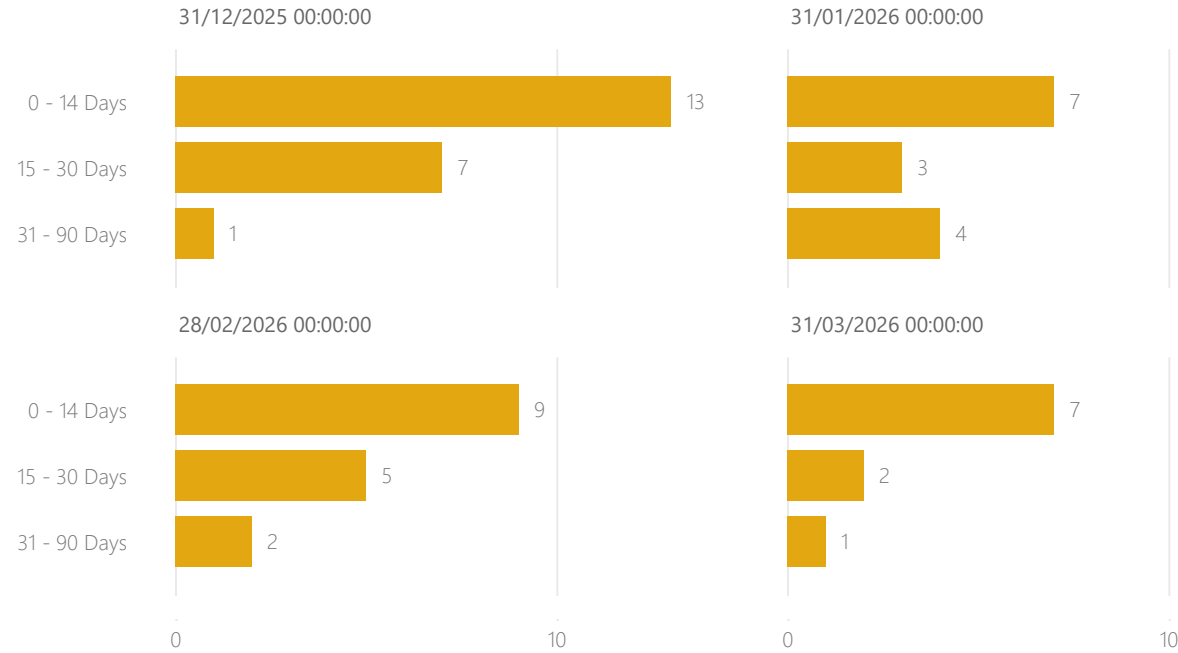
The number of individuals part of the scheme has increased over the reporting period. Two individuals have gained employment within the Councils in that period. This shows that the presentations to management network meetings are beginning to come to fruition.

# Mental Health - Mannon Trappe

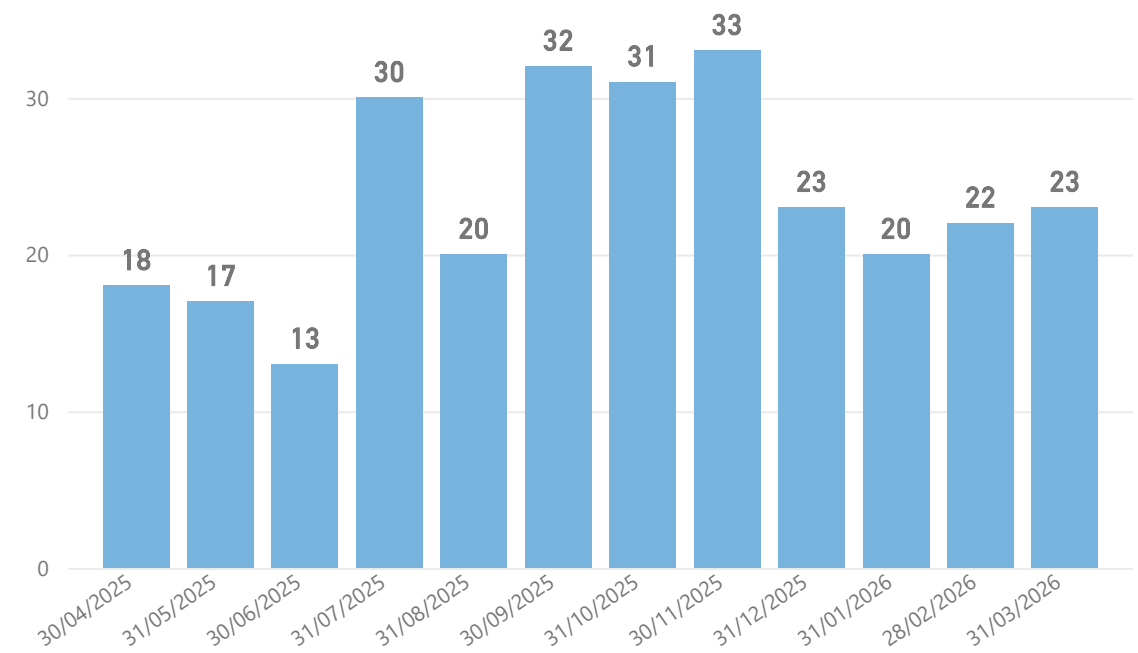
*to enable Gwynedd Adults to: "Live my life as I want to live it"*

How long have individuals been waiting for a care needs assessment?

● Assigned To Team



Number of social care needs assessments within the month



## Behind the performance:

There has been no significant change within the Mental Health Social Service. The South Gwynedd team is currently short of two social workers but there is an attempt to recruit for the same vacancy. It has been seen that many are refusing Support Worker support since the care charging policy was introduced. Because of this, there is an intention to submit a change of structure form to adapt two Support Worker positions to be Social Work Practitioners. This would assist the service in meeting IAA needs and to be able to assess in a timely manner.

49 assessments have been completed under the Mental Health Act since January.

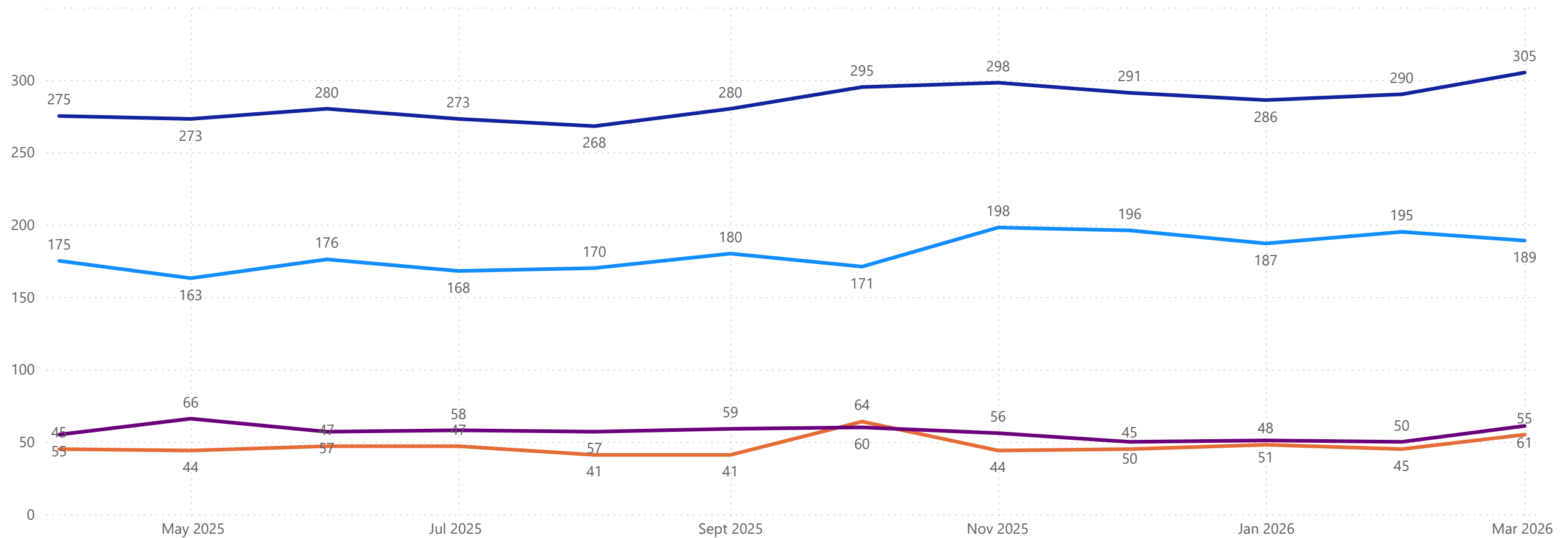
# Wellbeing - Alun Gwilym Williams

"Supporting people to live well within their communities"



Number of individuals who attended Dementia Active sessions, per month

● Preventative ● Total ● Unpaid carers ● People living with dementia



## Behind the performance

Attendance at classes has increased – with the period seeing the highest numbers of members throughout the year 2025-2026.

In addition to the weekly classes the team have been hosting special events and activities, such as a Boccia Tournament which brings together pupils from primary schools and Dementia Actif members to compete. It is an opportunity to promote activity whilst reducing stigma and barriers for individuals with dementia and carers, supporting community connection and encouraging understanding of dementia.

"I didn't know anything about dementia before, now I know a lot and I enjoyed helping people in the Boccia tournament." - a quote from a school pupil.



[Click here to watch a video of the Boccia tournament held at Byw'n Iach Arfon](#)

# Wellbeing - Alun Gwilym Williams

"Supporting people to live well within their communities"

Number of unpaid carers registered and being supported by Carers Outreach



2355

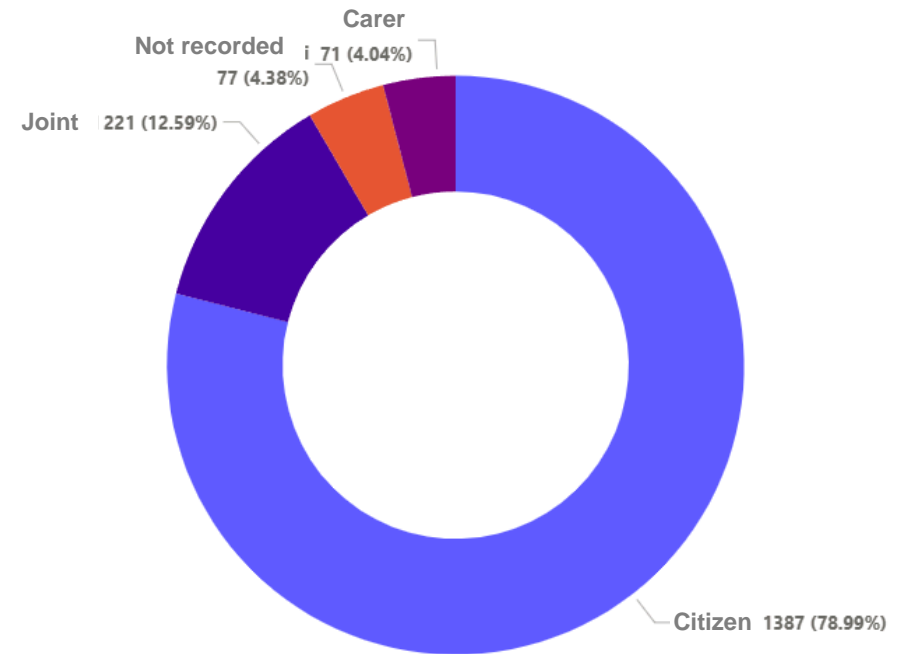
Number of unpaid carers being supported anew during the period



123

## Number of Carer Assessments

(looking at the type of assessment and if there is a related carer)



### Behind the performance

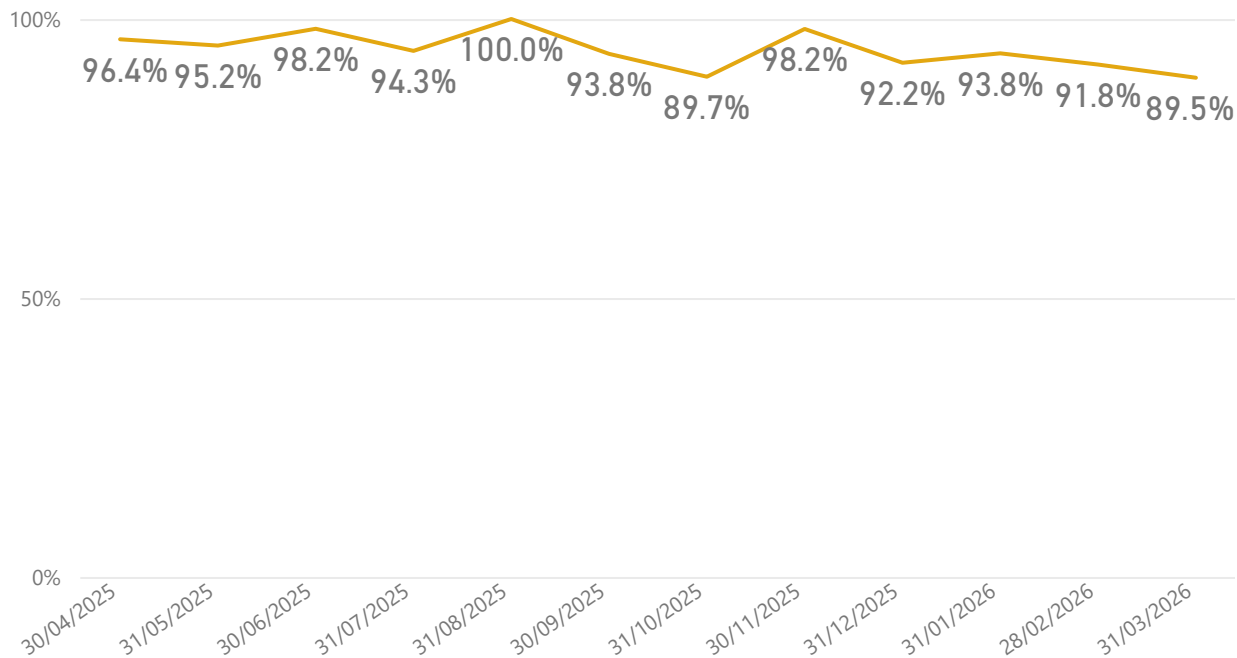
The support available to unpaid carers continues to receive national and regional attention, and our work plan in Gwynedd reflects several issues that arise and proposes ways of addressing them locally. Progress has been made on our work programme during the last quarter including:

- **Adapting the What Matters form:** Completed the work of adapting the WCCIS forms in terms of supporting carers and recording more detailed and accurate data. Sessions were held to raise awareness among the social work teams of these changes, and the importance of accurate reporting. A box has been added to the form to record details of any contingency/emergency plan for carers' wishes.
- **Carers App:** Initiating discussions with the designers of the app (Brandified) in order to establish the scope of the work. Circulating a questionnaire to find out the views of carers and staff on the content and use of the app.

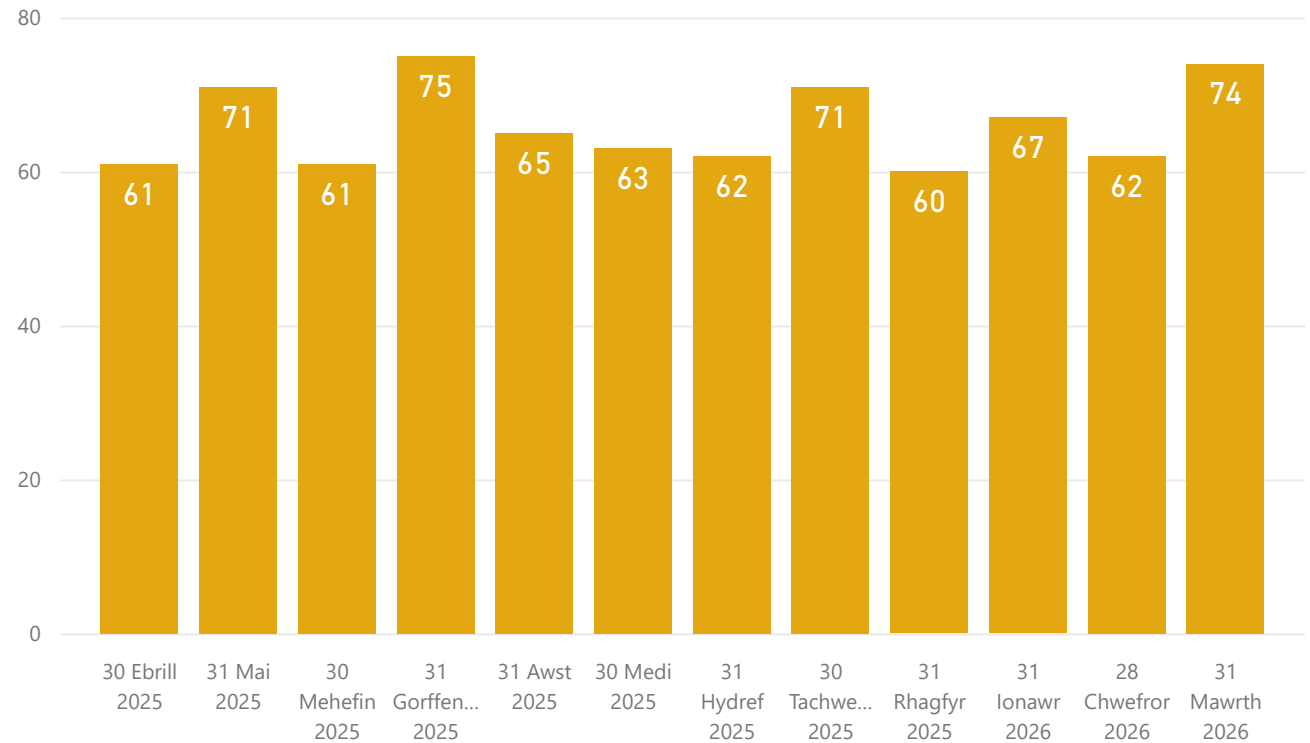
# Safeguarding - Mannon Trappe

*Safeguarding adults who have care and support needs and are at risk of abuse and/or neglect.*

Percentage of adults safeguarding enquiries completed within the statutory timescale (7 working days)



Number of new safeguarding referrals by month



## Behind the performance:

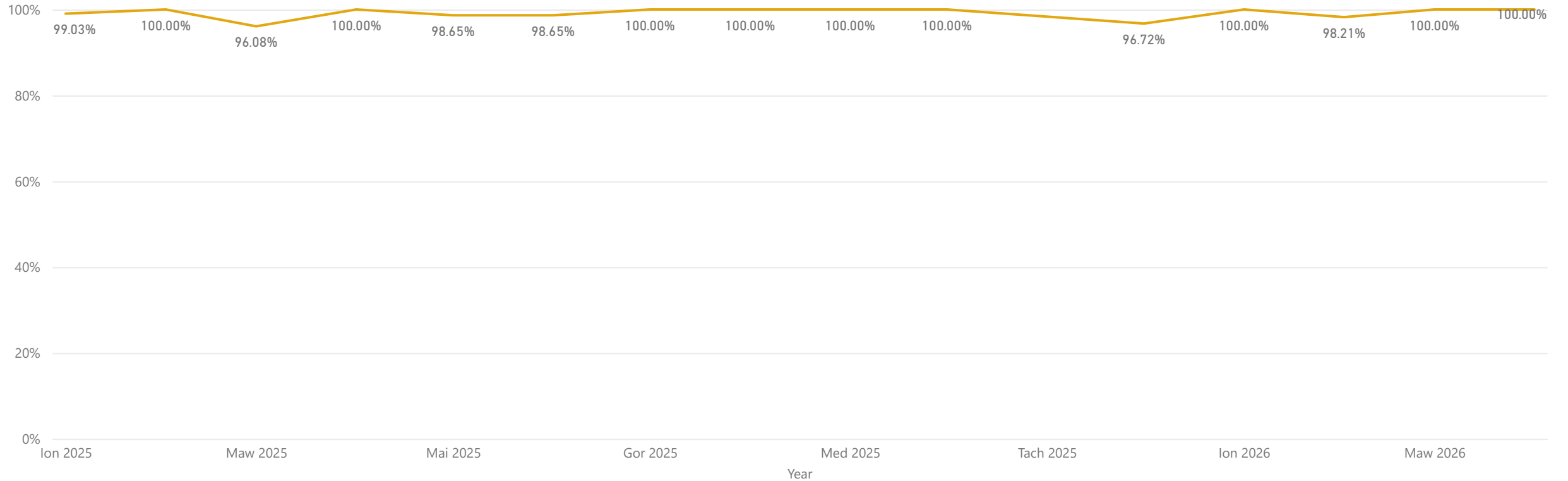
Unfortunately, our ability to complete a.126 queries within a statutory 7-day timeframe has slipped over the past few months. Our full-time Safeguarding Officer is now retired and the other officer is working part-time. In addition, the complexity of cases is constantly increasing and it is now a very difficult task to be able to make contact with the key stakeholders within the timeframe.

The Safeguarding Officer post has been advertised several times but we have not been successful in recruiting for the role. We will be interviewing on 24/4/26 so hopefully there will be an appointment. In the meantime, a number of reports are being sent to the districts to act on.

# Safeguarding - Mannon Trappe

*Safeguarding adults who have care and support needs and are at risk of abuse and/or neglect.*

Of the adult safeguarding referrals completed, the percentage where the risk was managed



## Behind the performance

Guidance has gone out to the Leaders to ensure that the safeguarding forms are closed at the end of the process which means an increase in the number of cases where the risk has been managed.

# Mandatory Training e-Module Titles

01 March 2026

Percentage of people within the dept  
who have completed the safeguarding  
e-module

**95.8%**

Adults

Percentage of people within the dept  
who have completed the VAWDASV  
e-module

**82.6%**

Adults

Percentage of people within the dept  
who have completed the safeguarding  
e-module

**100%**

Care Business and  
Commissioning

Percentage of people within the dept wh  
o have completed the VAWDASV  
e-module

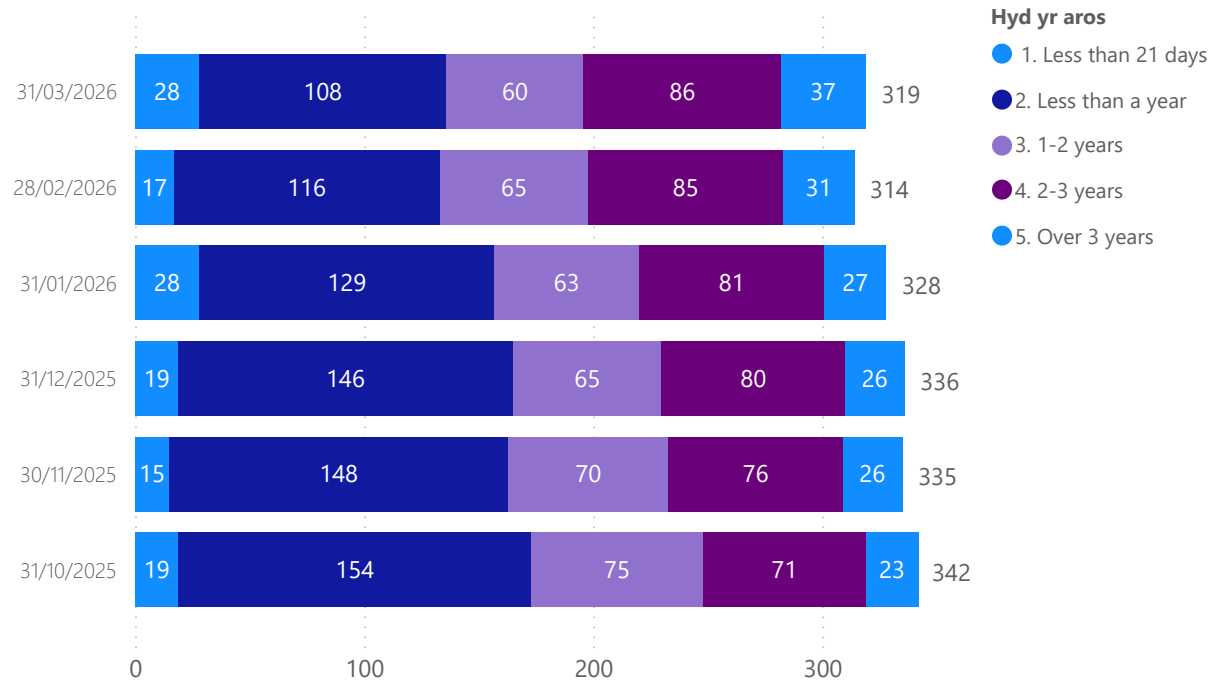
**100%**

Care Business and  
Commissioning

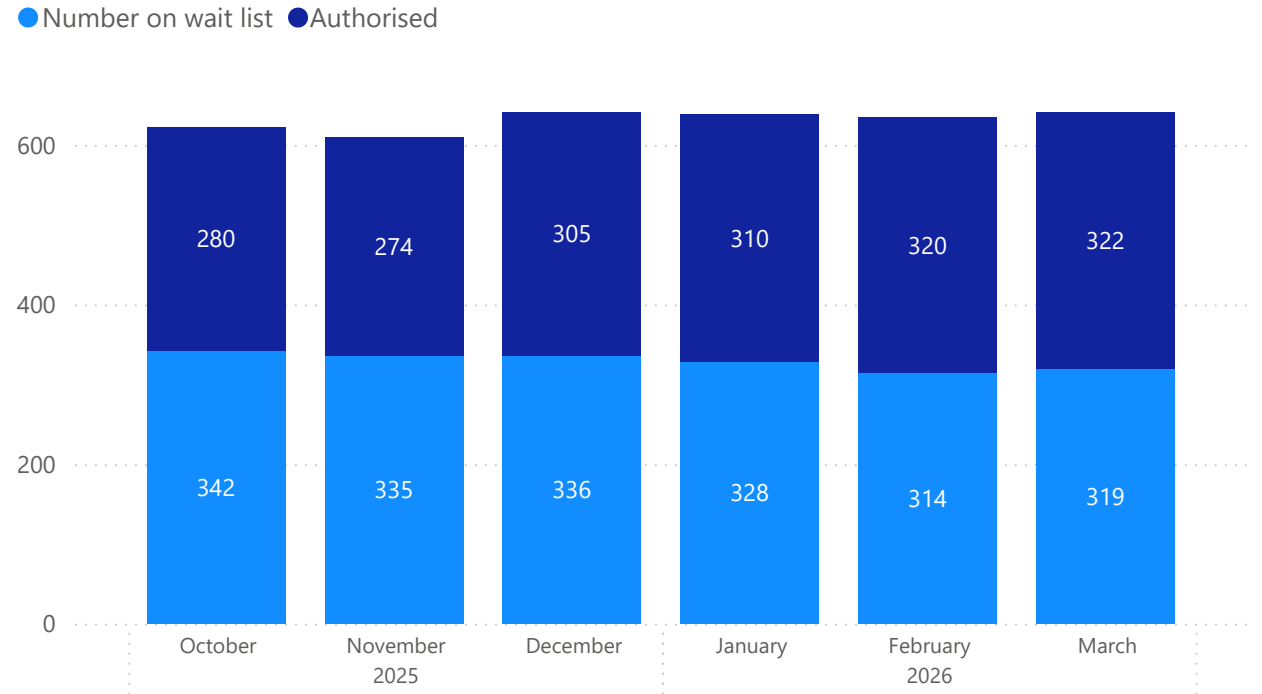
# Safeguarding - Mannon Trappe

*Safeguarding adults who have care and support needs and are at risk of abuse and/or neglect.*

Number on the waiting list for a DoLS assessment and how long they've been waiting - by month



Number of individuals on the waiting list compared to the number with a current DoLS authorisation - by month



## Behind the performance:

You can see that there has been an increase in the numbers that have been authorised. The DoLS Coordinator has worked hard to shorten the waiting list. She has established a process where she will coordinate all assessments and this frees up the time of the Best Interest Assessors to focus on assessing and writing their reports. The two Best Interest Assessors have now qualified and hold their own caseload.

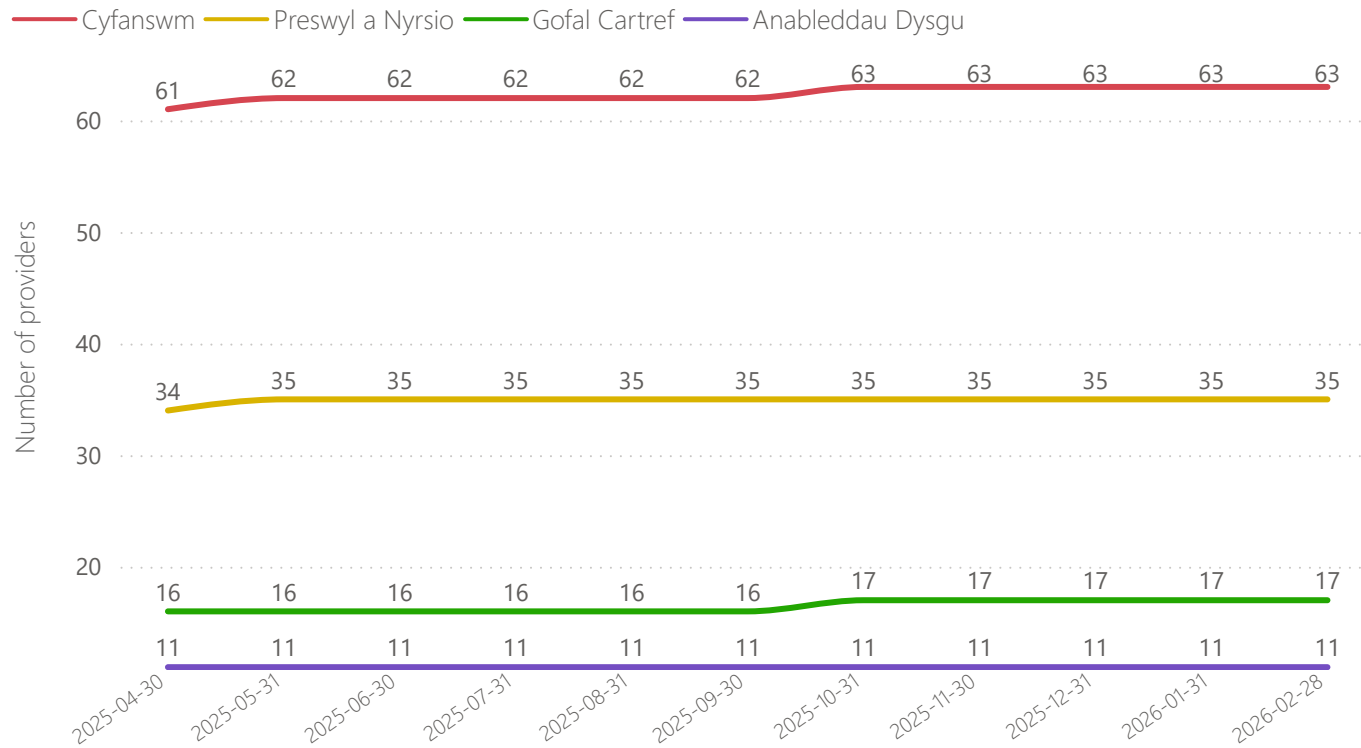
A successful application has been made to the Welsh Government for a grant of £114,000 to assist us with the DoLS waiting list. This funding will be used again this year to commission an agency to undertake audits, with the majority of these being out-of-county locations.

Grant funding has been used to employ a Social Worker to support the significant work of assessing the Community DoL cases in the Learning Disability service.

# Quality Assurance - Mannon Trappe

*Ensuring that the care commissioned is safe and of good quality.*

## Number of providers monitored in the last 12 months (accumulative figure)



## Behind the performance

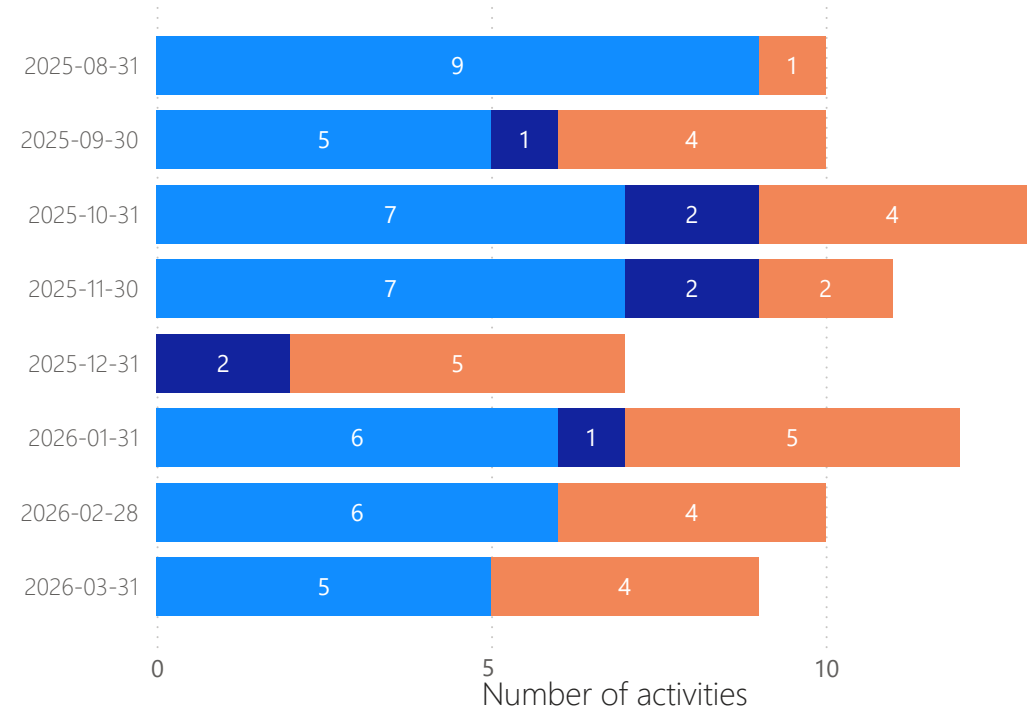
Officers regularly monitor and respond quickly to any concerns to ensure we are commissioning safe and good quality care. The data shows that regular visits are being made to residential homes. A pre-monitoring form has been introduced, which assists officers to better prepare for visits and to focus on any risks. The team will meet fortnightly with the Medicines Team and internal managers to discuss medication errors and offer support. This work contributes to keeping residents safe within our provisions.

There is regular contact with services, sharing details of relevant training and any useful information. Work with Learning Disability Supported Housing services has continued, including the safe closure of one provision with support for the residents. While home care monitoring has been a bit slower, officials have responded quickly to problems with two providers. Work here will continue, focusing on one provider where improvements are needed.

One provider remains under the Escalating Concerns regime and new entries have been embargoed since October 2025. The recall naturally has an impact on the ability of our services to place in that area and every effort is made to try to work with the provider to ensure that the necessary improvements have been made.

## Nature of monitoring activities

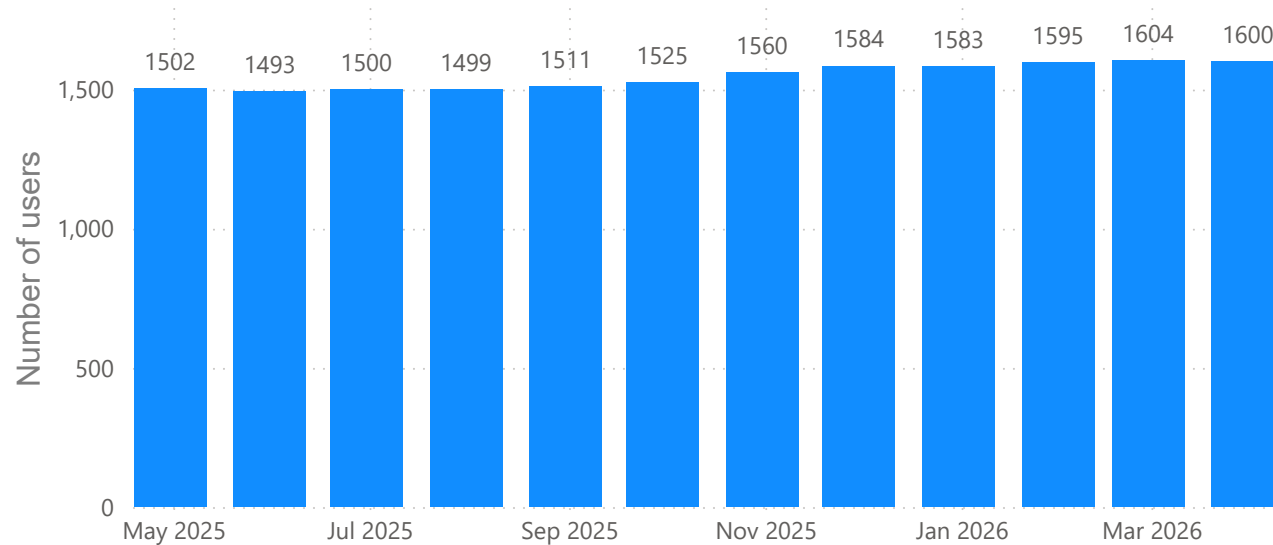
● Formal monitoring ● Escalating concerns ● Reactive



# Business - Alun Gwilym Williams

*Providing business support and guidance to social services.*

### Telecare users paying weekly fee

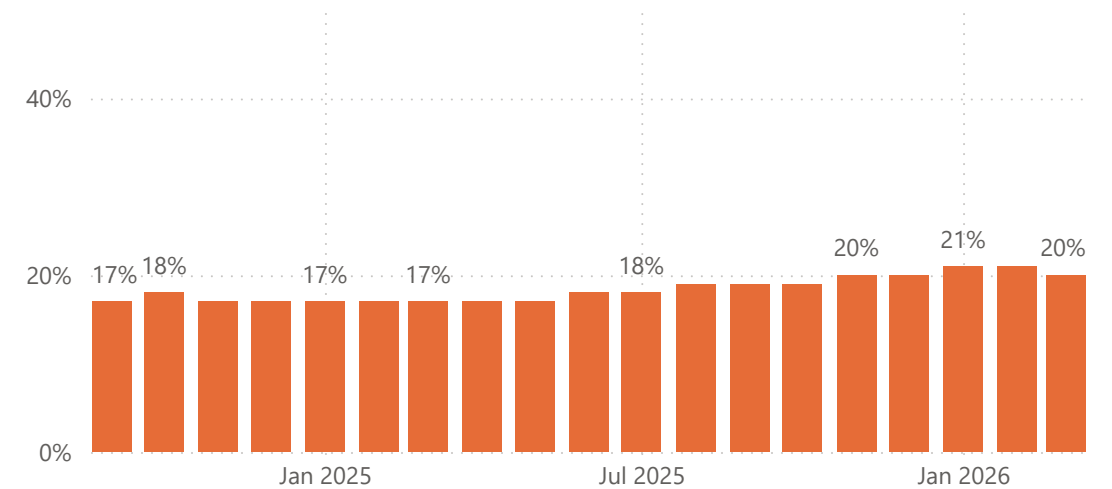


## Behind the performance

The number of telecare users has continued to increase steadily over recent months, mainly as individuals transfer services from housing associations Adra and Grŵp Cynefin. The team continues to work closely with the housing associations to ensure a smooth transition of residents, and we are confident that the transition of residents to new devices will be completed by the end of the summer.

In addition, we will be working with Adra and the North Wales Fire Service on a new project over the coming months. The aim of this project is to ensure that a significant proportion of residents who transfer receive a fire safety audit as part of the process. The hope is that this project will be proactive, and lay the foundation for much more collaboration in this area in the future.

### Percentage of home care or support services provided via direct payments



## Behind the performance

The number of adults funding their home care or support service through direct payment has remained stable over the past few months, with the slight decrease in percentage as a result of the increase in the number of people being looked after. A leader has been appointed to lead the Independence Promotion Team and will be responsible for driving the work programme forward.

A number of developments are underway in the area, for example the establishment of a website that will enable care workers to find work and for people to search for workers in their areas locally. It is hoped that this type of development will make direct payments a realistic option for more people across Gwynedd.