

MEETING	Care Scrutiny Committee
DATE	Thursday, 16 July 2026
TITLE	Day Care Services
REASON FOR SCRUTINY	Council Plan 2023-28 – A Caring Gwynedd
AUTHOR	Sian Edith Williams Jones (Assistant Head – Older People, Physical and Sensory Disabilities, Adults Health and Wellbeing)
CABINET MEMBER	Cllr Dilwyn Morgan

1. Why does it need to be scrutinised?

At a previous meeting of the Committee on 23 November 2023 a review of the day care service was scrutinised and a further report on the review and the potential model was requested in a timely manner for the scrutinisers to provide further input.

The item was scheduled for the March 2026 meeting but the meeting had to be postponed until July 2026.

2. What needs to be scrutinised?

- What is the day care service that is provided and where?
- Is there consistency across the county?
- Does the new model recommended provide a better service and operate more efficiently across the county?
- What do potential service users think of the new service model?
- Is there suitable transport for patients with dementia to attend day care?
- Does the provision provide enough support and respite for unpaid carers?
- How does the relationship with health work in the context of the new arrangements?

3. Summary and Key Issues

The intention to review the provision of day care services was submitted to this committee on 23 November 2023. The committee supported the intention to undertake a full review of the provision and consider an alternative model fit for the future. Officers have been asked to ensure that the new model provides a consistent service across the county including for those living in rural areas.

The purpose of this report is to update you on the work, responding to the above questions.

4. Background / Context

Under the 'a Caring Gwynedd' heading of Gwynedd's Council Plan 2023-28, we are committed to modernising our care resources – including updating our community resources – and are committed to enabling the people of Gwynedd to live their best lives as long as possible within their local communities. In addition, we are committed to ensuring the valuable support of family and unpaid carers by ensuring that we can easily identify them and offer them full support in caring.

We want people to be able to live independently and safely in their community, with more choice and control over their care and support and plenty of opportunities to contribute socially. Personal care and support is enabled through strengths-based person-centred assessments.

4.1 What is the day care service provided and where?

A broad community offering is now available that is flexible and community centred:

Provision	Providers	Providing respite/support for carers?
'Traditional' Day Care Units • Bryn Dysynni, Llys Cadfan, Tywyn – daily • Plas Hedd, Bangor – three times a week • Plas y Don, Pwllheli – daily	Cyngor Gwynedd (under the management of residential homes)	Yes - respite
Specialist Day Care (Dementia) • Plas Hedd, Bangor – twice a week • Day Assessment Service Hafod Hedd, Bryn Beryl – Mon to Fri. • Day Assessment Service Meirion Unit – Dolgellau hospital – Weds and Thurs • Day Assessment Service Tywyn Hospital – Tuesdays	Joint Health Board and Council	Yes - both
Day care service in the county's residential homes (outside the dedicated units) – across the county	Cyngor Gwynedd Private providers	Yes - respite
Short respite care services in residential homes – up to two weeks. Available across the county.	Cyngor Gwynedd	Yes - respite
Dementia Support Workers – one-to-one support for individuals with dementia and their carers. Across the county.	Cyngor Gwynedd	Yes – both
Dementia Actif Gwynedd – physical and social activities to support people living with dementia and their carers, as well as older people in general who benefit from light exercise and opportunities to socialise. 17 sessions across Gwynedd including a new one in Cricieth. The areas range from more urban	Cyngor Gwynedd	Yes - support

places to smaller areas such as Sarn Mellteyrn and Fairbourne.		
Short break provisions • Sit-in Services • One-to-one support activities	Care Providers Micro Carers Supporting Agencies	Yes – both
Social activities Day sessions and activities for people over the age of 60 with dementia or a long-term health condition in many community settings across the county e.g. • cuppa and chat sessions • lunch clubs • embroidery or art groups • card clubs • trips and virtual tours • guest talks	Local hubs (and close collaboration with Dementia Actif Gwynedd) Age Cymru Community initiatives and groups (with support from organisations such as Age Cymru)	Yes – both

The below map aims to show the above provision from a geographical sense:



The above does not include the pilot about to begin in Dolgellau and Porthmadog. It was not possible to show the short breaks and day care provisions available across the county's residential homes, dementia support workers provision or 1:1 support or sit-in services.

The traditional day care units in Tywyn, Bangor and Pwllheli - managed by the homes - provide care and supervision for individuals with intense needs. They are not open-door services; there is a specific criteria to qualify – dependent on an assessment of needs.

On the other hand, the above community developments across the county have created local opportunities for collaboration to respond to needs that are known locally, with hub staff often supporting the provision by taking part in sessions or transporting individuals.

There is currently a further pilot in Dolgellau and Porthmadog to develop new models of day respite care, using regional funding of around £25,000 which has been earmarked to support unpaid carers. The pilot aims to offer community opportunities within existing care settings (e.g. care homes), providing respite for carers and meaningful social activities for individuals. The model builds on the success of Llys Cadfan, Tywyn, and is led by Age Cymru, with Council staff providing the necessary care. The service is due to start in September, with specific measures in place to assess benefits for individuals and carers and to inform further developments.

The work builds on existing community links, working with local older people's groups to avoid duplication and to strengthen links between care setting residents and the wider community. The goal is to reduce loneliness and strengthen community well-being.

4.2 Is there consistency across the county?

While the table above shows that provisions are available throughout the county, it is fair to note that challenges vary from area to area, and it is ongoing work to ensure that we are constantly monitoring and developing the provision to meet the needs of each area. It must also be recognised that a number of community proposals are dependent on short-term grant funding, which can pose a risk to the sustainability and consistency of provision in some areas. Through the review of provision and the development of new proposals, we are committed to ensuring consistency across the county, including in rural areas.

4.3 Does the new model recommended provide a better service and operate more efficiently across the county?

We believe that broad community offerings provide a better and more effective service for several reasons:

- greater choice and control for individuals over their care and support, enabling person-centred assessments and strengths-based arrangements.
- encourages and maintains independence and social participation.
- enables people to arrange provision of their choice through direct payments.
- responds better to the needs of individuals and offers a greater range of services, including bespoke support rather than a uniform model.

Our social workers are constantly discussing what is important to individuals as part of assessments and reviews, and feedback from users and their carers varies, with some favouring support tailored to the individual, others wanting opportunities to socialise in groups and some wanting to see more traditional models.

4.4 What do potential service users think of the new service model?

A recent piece of engagement work with over 200 people (potential service users) across our communities to highlight the barriers with regards to planning forward to live independently also supports the model. A number of respondents indicated that they would like more local services and social support to reduce loneliness and felt that this would help them live happily, healthily and independently as they get older. Here are some comments/themes:

- a desire to see more social resources to encourage active and healthy ageing whilst enjoying local activities, with many respondents citing the need to bring different age groups together so that everyone contributes
- wanting more resources like allotments and green spaces and less traditional things like learning languages, discussing movies or practicing tai chi
- wanting to see centres to encourage socialising and social clubs
- many noted that more community transport is important to them
- some respondents noted the desire to see day centres reopen, specifically referring to the need for daytime games and activities for individuals with dementia

We believe that this exercise supports the need to ensure a diverse community offering, encouraging staying healthy (physically and mentally), fit and independent. The quote below summarises:

“not all 70 year olds, for example, are the same – some are and want to remain active, engaged in the local community and useful, whilst others are sadly having difficulty doing these things, we’re not all the same” (respondent)

4.5 Is there suitable transport for patients with dementia to attend day care?

It should be noted that our Transport Policy places an expectation on individuals to arrange their own transport where possible and that transport will only be arranged in exceptional situations. In many cases family members or peers are willing to transport, but some also use services such as O Ddrws i Ddrws.

Several community hubs also already have offers for individuals with dementia, providing transport to take people to the setting and back home. We have seen good examples of collaboration across hubs (such as in Penygroes and Caernarfon), and hub staff are also involved in the sessions in some cases.

Having said that, from discussions with Council day centre officers and the Health Board, we know that suitable transport is challenging in some places in the county and can be a barrier for some individuals with dementia. We are aware that provision varies from area to area and that better consistency in the availability of community transport could help attract more people who need support to Gwynedd's specialist day services or Dementia Actif sessions. The Dementia Actif service works closely with community hubs Yr Orsaf (Penygroes), Partneriaeth Ogwen (Bethesda) and Canolfan Henblas (Bala) who provide a minibus service to collect participants and transport them home after sessions. They were also instrumental in supporting the establishment of TAIH which is now run entirely by the local community. TAIH is a not-for-profit transport service set up for and around

Tywyn, helping individuals who are struggling to access transport for a number of personal, geographical or financial reasons. We hope to see more of these types of developments in the future.

Here is a summary of the community provision we are aware of to date:

Provider	Services offered
Yr Orsaf, Penygroes – Dyffryn Nantlle	Green vehicles transporting people to day activities at Yr Orsaf
Y Dref Werdd - Blaenau Ffestiniog	Green vehicles transporting people to day activities at Y Dref Werdd, and a desire to extend the provision further.
Porthi Dre – Caernarfon	Arrangement with Yr Orsaf, Penygroes, to borrow a vehicle and driver to transport individuals who have no other means of getting to Porthi Dre.
Partneriaeth Ogwen – Dyffryn Ogwen	Green Vehicle - transporting individuals to lunch clubs and on trips
Congl Meinciau, Botwnnog – Llŷn	Using the Door to Door or Flexi Bus service
Canolfan Henblas – y Bala	A vehicle transporting people to activities
TAITH - Tywyn	Prosiect TAITH – a not-for-profit transport service that provides transport to health and wellbeing appointments.

It is worth noting that our Dementia Support Workers also assist with the transport of individuals when there are no other suitable options as well.

4.6 Does the provision provide enough support and respite for unpaid carers?

We recognise the importance of providing short breaks for unpaid carers, and we are keen to ensure that those offers have a high social value for the individual as well. We're investing in the development of additional and various respite provisions, and our answer to question 1 outlines the types of support available to enable carers to take a break from their duties.

In addition, work is underway with the Department for Economy and Community to consider the role of libraries as community spaces and to support libraries to meet Age and Dementia Friendly standards. As part of this work, we are looking at ideas such as the inclusion of a 'Carers Café', a Friendly Age Hour and more arts and wellbeing activities in the libraries. This would provide more options for unpaid carer support.

4.7 How does the relationship with health work in the context of the new arrangements?

Close collaboration between Betsi Cadwaladr University Health Board and Cyngor Gwynedd is a key part of the new arrangements. An example of this is the Day Assessment provision at Hafod Heddd, Ysbyty Bryn Beryl for individuals diagnosed with dementia which focuses on behaviour assessment, medication delivery etc whilst also providing carers with a break. Our answer to question 1 outlines this. Cyngor Gwynedd's Dementia Support Workers support individuals who attend this provision and work closely with colleagues in

Health to support families with intensive caring responsibilities. This collaboration ensures that individuals and their carers receive multidisciplinary support that combines health and social care expertise.

More broadly, our Community Resource Teams work closely with Health, with a number of teams co-located alongside health workers. Social workers work daily with District Nurses and Mental Health Nurses to assess needs, co-ordinate support and formulate integrated care plans that ensure individuals and their carers receive a service that combines health and social care expertise.

4.8 The financial context

Overall, our care services face significant fiscal challenges as a result of several factors – steady increases in demand, intensifying needs, reliance on short-term grants, budget deficit and savings and cuts to realise. These challenges are further described in the Llechen Lân report, and the Care Scrutiny Committee will receive an update on this report at its meeting today.

The challenge around short-term funding is particularly relevant in this area as many of the Council's more frugal community initiatives and services (such as Dementia Actif) are dependent on grants and this may create uncertainty for such services into the future.

4.9 Conclusion

The Council wishes to move away from the traditional 'Day Care' model and develop a more flexible, person-centred and diverse model, with a focus on 'Community Offer'. The new model responds to the needs of individuals, offers more choice and maximises a collaborative relationship with Health, the third sector and the community.

Overall, user feedback is very positive, and we look forward to working further together to ensure that the needs of the population of Gwynedd are met equally across the county.

5. Consultation

As already stated, we have recently carried out a consultation with potential service users to consider how they would anticipate their desired future support in order to remain independent and age well. The relevant conclusions are highlighted above in question 4.

We consult substantially and regularly on these developments across the Adults Department (Dementia Actif, Provider Services, social work teams etc) and our partners including Age Cymru, Health and community groups representing those affected. They provide constant input and all of the above developments have taken place as a result of these discussions.

6. Well-being of Future Generations (Wales) Act 2015

*Have you **included** residents / service users? If not, when and how do you plan to consult them?*

Social workers are in regular discussions with individuals about what is important to them, and the information shared with us supports the need for a range of community offers that endeavour to meet the needs of as many people as possible. We have also considered the input of organisations representing the older population.

*Have you considered **collaborating**?*

We collaborate extensively on all parts of this work and this is outlined above.

*What has been done or will be done to **prevent** problems arising or worsening in the future?*

The whole purpose of this review is to improve the way we are able to support individuals within their communities. This means providing more than just 'traditional' day care – and ensuring that offers are available for people who do not yet need a needs assessment. Supporting individuals to stay fit and socialise leads to a number of benefits including reducing isolation and supporting people to remain independent and safe.

For example – Gwynedd's Dementia Actif classes include light exercises aimed at improving balance, strength, balance and coordination – all whilst having fun. There is also time set aside in each session to chat, reminisce and support peers over a cup of tea – bringing significant benefits to individuals with dementia and their carers too.

*How have you considered the **long-term** and what will people's needs be in years to come?*

The Llechen Lân report, which will be presented to the Scrutiny Committee today, highlights the significant increase facing the Department in future with regards to supporting individuals over 65 with various needs. It states that there will be a 77% increase in the 80+ population in Gwynedd by 2047. There will also be an increase in demand for services to support individuals, families and their carers, and changing our models of support is outlined as essential to enable us to continue to deliver services into the future.

*To ensure **integration**, have you considered the potential impact on other public bodies?*

We are in discussions with the Health Service and the third sector to ensure that the new model supports their work, enriches the offers they have and that, together, we offer a range of provision that is appropriate to the various needs of Gwynedd residents.

7. Impact on Equality Characteristics, Welsh Language and Socio-Economic Duty

An impact assessment has been in place for this work since the start of the review. We are adapting it and reconsidering as we develop the work further, and it is a live document that we will need to continue to adapt as we continue to develop. The latest version is included as an appendix to the report.

The assessment concludes that the developments to the model and the increase in community proposals have a positive impact on different groups, on the opportunities to use the Welsh language and on individuals who may live in very rural areas – by increasing the offers and making sure they are community led.

The assessment recognises that further work needs to be done to ensure that provisions are available in all areas, and the recent work with Age Cymru in Porthmadog and Dolgellau takes the first steps towards targeting areas with less community provision. The assessment also recognises the need to encourage community transport developments to ensure that the proposals are open and available to all.

8. Next Steps

Continue work to develop new day respite care models in Dolgellau and Porthmadog, using regional respite funding of around £25,000 which has been earmarked to support unpaid carers.

Continue to evaluate the impact of the developments.

Appendix 1

Impact Assessment on Characteristics of Equality, Welsh Language and Socio-Economic Disadvantage.