Gwynedd Council Plan 2023-28 – Year 4 Actions (Adults)

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

Overview	What we want to achieve during the FOURTH year 2026-27 (milestones):	An update on milestone progress to date (September 2026)	Milestone likely to be completed by the end of the year? (Ydi / Nac Ydi)	What do you want to achieve in the FIFTH year to complete this project?
Project: Modernising our care resources to meet future needs				
We will modernise our care homes, update our community resources and expand the accommodation options available to Gwynedd residents. Our plans include: • Extra Care Housing - Development of over 100 new units in Penyberth, Frondeg (Caernarfon), Canolfan Lleu (Penygroes) and Dolgellau. • Residential Homes: - Redevelopment of Plas Gwilym, Penygroes.	In relation to Extra Care Housing, we will have: - drawn up a timetable for the work in Caernarfon. - opened a provision at the Penrhos Site, Pwllheli. - decided on a way forward for provision in the Dolgellau area.	Pwllheli – construction work continues. The TGY development will be ready by the Autumn with a view to filling the units by the end of the year. Due to the work to commission the Housing LIN report, the timetable for other developments will not be clear until we have drawn up an older adults accommodation plan. Report being presented to Cabinet in November with a view to establishing an Independence Promoting Accommodation Board to lead the work in conjunction with the Department of Housing and Property.	No, not fully	We will have a timetable for the county's Extra Care priority plans. Contractor appointed and Penrhos nursing home construction started To draw up a development plan for our residential care provision. Develop an accommodation

- Upgrades to Hafod Mawddach and Cefn Rodyn. - Opening of a Dementia Unit at Bryn Blodau and Plas Hedd Homes. - Dementia development planning at Plas Pengwaith - Opening a new nursing and dementia home in Penyberth • Supported Living in the community – a minimum of 6 homes located throughout the county to offer suitable and safe care homes. • Joint commissioning work with the Department of Housing to understand the future demand for care accommodation.		In addition, it should be noted that there has been a change in the intention for the Canolfan Lleu project. The Health Board is leading and Extra Care is no longer part of the plans, focusing only on a Health Centre.		strategy for individuals living with Disabilities.
	Completion of a full business case for the development of the new Penyberth nursing home.	Have been out to tender for a company to formulate the final business case. The next step is to appoint the successful company.	Yes	
	Produce a full analysis of our residential care delivery model to enable us to consider development options that will ensure the provision meets modern standards, is cost-effective and meets local need.	We have commissioned an external company (C4 Projects) to develop possible options per home. Work is still ongoing, and in addition to the plans received as part of the first phase (Plas Hedd, Bryn Blodau and Llys Cadfan), we have now just received plans for Plas Ogwen, Plas Maesincla and Cefn Rodyn.	Yes	
	Opening of the new Dementia Unit at Plas Hedd. The unit will offer specialist provision for men.	Opened and in operation since April.	Yes - achieved	
	Completed 2 new houses and support.	A house is ready in Pwllheli and will offer a home for 3 people. Development is also due in Dolgellau.	Yes - partially achieved	

	We will have received the Housing LIN report highlighting the accommodation needs of older people in Gwynedd over the next 20 years (to coincide with Llechen Lân). We will have drawn up a work programme/response strategy.	Final report received. Work to formulate a response strategy is underway and will go before Cabinet in November.	Yes	
	Impact on the people of Gwynedd: All of the above 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 local communities, reducing or delaying the need for care or placement in a care home. This is crucial to ensure that people are able to live their lives safely and in the way they wish.			
Project: Increasing use of technology to improve the ability of Gwynedd residents to access support and care				
We will enable the people of Gwynedd to live their best life for as long as possible within their local communities. To achieve this, they need to have the knowledge they need to be able to take advantage of community opportunities that would promote their well-being, as well as flexible ways of organising the support they need. Our plans include: • To adopt and promote a community information system, Dewis.	Establish a team to lead on developments promoting independence.	A team has been set up and a Leader has been appointed to lead on the work.	Yes - achieved	Continue with the work programme to expand the use of technology and ensure that we are aware of new developments. To start using and promoting a new system that will replace Dewis Cymru. Continue with the work programme to release care capacity through the use of robotics
	Developing and expanding our use of technology to support us to: - improving and speeding up care need assessment processes - improving the information available about individuals in emergencies - strengthening community networks available to individuals	BeamNotes has been rolled out to all Adults and Children staff, to enable employees to focus on conversations with individuals. Training has been carried out and staff are making use of the software. Work is underway in collaboration with Adults and Children to identify further templates to be uploaded to the system as a matter of priority. The development of Mosaic continues, and attention will be paid to the availability of information needed in emergencies.	Yes	

• Integrating a virtual occupational therapy system, AskSarah, into our website • Developing our use of Technology Enabled Care (TEC) • Promoting the use of the Telecare service • Making use of robotics to enable independent living • Developing our Direct Payments system using a virtual wallet	Ensure that people have more than one choice when they want to manage their direct payments through a 'virtual wallet' or digital account.	Discussions have been held with companies, and we are in the process of analysing the options to be able to introduce more than one digital account option to people.	Yes	and artificial intelligence.
	Start using an online system to enable direct payment recipients to look through the details of employees and micro companies available to support them in our communities.	System being developed by Gwent Council in conjunction with Data Cymru and has been agreed to collaborate and use when available – there has been a delay but Gwent is expected to go live shortly and we will follow up after that.	Yes	
	Conduct an audit to consider whether the use of robotic beds in the community can be expanded to further free up care capacity.	Moving with Dignity Officer in post since mid-September, focusing on one of the Caernarfon CRT sub-areas first.	Yes	
	Impact on the people of Gwynedd: 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.			
Project: Ensure that timely and full support is available to support people to be able to live at home with their families				

To ensure that people can live their lives the way they wish, we must ensure that prompt and easy support is available to individuals and their families. Our plans include: • Ensure that we recognise the value of family and unpaid carers by making sure we can easily identify them and offer them full support in caring. • Reducing our waiting lists for new domiciliary care packages, ensuring that no one in Gwynedd waits more than 28 days following a care assessment	We will have expanded the use of the 'message in a bottle' scheme and ensured that the new Mosaic system can support us with unpaid carers' emergency arrangements.	Message in a bottle - the bottles have been distributed to several partners who are in contact with the public and are now in use out in the community. Mosaic – Construction of adult case management for Mosaic is underway and considerations for recording caregiver issues are being fully considered in that.	Yes	We will have fit for purpose and longer term agreements with our partners in the 3rd sector, ensuring strong community links across the county. In line with the review, we will implement a suitable domiciliary care commissioning and delivery model at the end of the current agreement during 2027/28.
	There will be more assessment workers to evaluate the needs of patients in the hospital and to expedite care and hospital discharge decisions.	Work is underway to prepare with the hope that new arrangements will commence during September.	Yes	
	We will have made recommendations following a review of existing domiciliary care provision, ready for implementation during 2027/28.	Engagement with providers and internal teams has taken place. There is a need to engage with people who are looked after and people who are on the waiting list, and we will be doing this over the coming months. Some changes to the regime/model have already begun to be implemented.	Yes	
	We will have implemented a programme of work to reduce our domiciliary care waiting lists ensuring that no one waits more than 91 days for domiciliary care.	Programme in place. Challenging with waiting lists increasing as more assessments are made. Collaborating with a new provider in the Bangor sub-area and plans are underway for other sub-areas.	Yes	

	Impact on the people of Gwynedd: 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. Securing additional support through domiciliary care when needed strengthens individuals' ability to stay at home and live independently in their local community.			
Project: Collaborating with Health Services to enable people to live their best life in the community				
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 for the future. Our plans include: • Co-locating adult teams with community nurses and health therapists • Develop systems of collaboration as one team around the individual through a Community Resource Team system	We will have adapted the arrangements of our Information, Advice and Support service to ensure that the process of contacting us is clear, easy and effective.	Work in progress. Currently confirming a new model with staff and planning the technical system. It is hoped that the department will have one telephone number by the end of the calendar year.	Yes	We will have undertaken a review of new Information, Advice and Support arrangements to ensure that it achieves the original aim. Working with Health to remodel the support available to people when leaving hospital, ensuring the best chance of recovering and
	Establish GP Cluster meetings to strengthen close collaboration and regular engagement with GPs in Bangor and Caernarfon.	Unfortunately, obstacles exist to move forward with this work despite efforts by our teams. We are unlikely to be able to fully achieve this.	No	
	Agree regionally on a single purpose and 'Shared Purpose to Shared Delivery' work programme to ensure effective collaboration with the Health Board across North Wales.	A memorandum of understanding and a programme of work in place to move forward with this work under the leadership of the Regional Partnership Board.	Yes	

• Working together to align the Community Resource Teams into the Primary Health Clusters • Developing new collaboration arrangements for community mental health teams	We will have developed a commissioning strategy that ensures that we understand the care and support needs of Gwynedd residents over the next few years and are able to develop a sustainable diverse market to meet the need.	Work is progressing in domiciliary care as well as residential and nursing to try and secure a more sustainable market.	Yes	regaining independence.
	Impact on the people of Gwynedd: 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. 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. 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.			
Project: Developing training and work opportunities for individuals in need of support				
We will promote training and work opportunities for individuals who need support. Among other schemes, we will improve provision at our Learning Disability Day Centres at Dolfeurig in Dolgellau and Frondeg, Caernarfon.	We will have opened a new hub in Dolfeurig, Dolgellau.	Some delays were experienced as a result of electrical works that needed to be completed, but no further delays are foreseen. The keys are expected to be received soon.	Yes	We will have drawn up and started implementing a programme of work to realise our new community opportunities strategy for learning disabilities in Gwynedd.
	We will, in conjunction with our partners, have developed a community opportunities strategy for learning disabilities in Gwynedd.	A regional plan in place across North Wales. The next step will be to review our strategy in terms of how to support individuals with a learning disability in Gwynedd.	Yes	

	Create an ethos of 'work first' ensuring that job opportunities, training and practical experience are prioritised over supportive services as part of core support, where appropriate.	Increase in the number of individuals accessing the world of work by promoting this within the teams and in collaboration with colleagues in education and health. Using successful examples to promote the work.	Yes – but it will be an ongoing work	We will have seen a further increase in the number of individuals in employment opportunities.
	Ensure a long-term resource for employment support officers so that this work becomes part of the service's permanent work.	We are working regionally to ensure sustainability for this service when grant funding comes to an end.	Yes	
	Impact on the people of Gwynedd: 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, reducing the demand for care services.			
Project: Clean Slate				
We will prepare an analysis of the demographics of Gwynedd; the demand for service; and the best practice of adult social services in order to understand and highlight the demand for service and the associated resources that will be needed for the next twenty years.	We will have updated the Adult Clean Slate report and action plan to reflect changes in data/assumptions about demand.	Updated report submitted to the Care Scrutiny Committee in July. Proceeding with the work programme.	Yes	We will have an older adult accommodation scheme in Gwynedd.

	We will have one plan for bringing together all the work of the Department for Adults, Health and Wellbeing and simplifying the workflows.	Not being able to prioritise the work due to capacity and other projects, but is due to happen soon. A draft is in place but now needs to be updated.	Yes	