

An overview of the performance within the Adults, Health and Wellbeing Department, April 2025

Are we achieving what is important?*

81%

Older People and Physical Disabilities

Individuals that are waiting over 91 days for a care needs assessment

43

Older People and Physical Disabilities

Social care needs assessment in the last year

179

Older People and Physical Disabilities

The percentage of home care hours that is unmet

7%

Older People and Physical Disabilities

Number of individuals receiving home care

831

Older People and Physical Disabilities

Individuals that are waiting over 28 days for home care

50

Older People and Physical Disabilities

Are we achieving what is important?*

92%

Learning Disabilities

Number of individuals identified as needing accommodation support in the next year

12

Learning Disabilities

Number of individuals that are on the job opportunities pathway

114

Learning Disabilities

Social care needs assessment in the last year

23

Mental Health

Individuals that are waiting over 91 days for a care needs assessment

0

Mental Health

Number of residential beds being used in care homes

86%

Internal Provider

Is the Service able to meet the need?



Yes, consistently



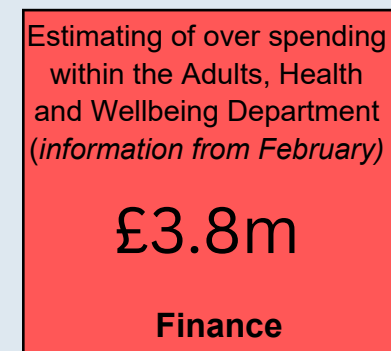
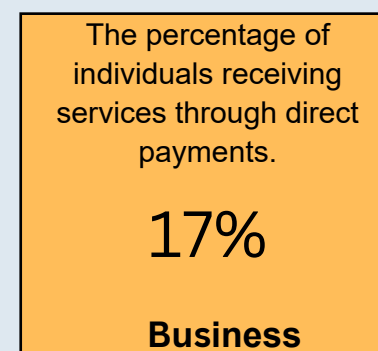
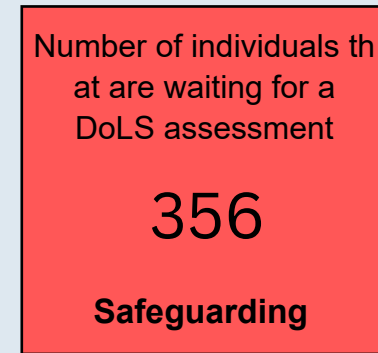
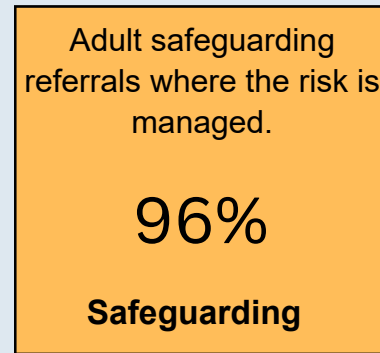
Yes partially, inconsistently or with delay



Long delays or inability to provide

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

An overview of the performance in the Adults, Health and Wellbeing Department, April 2025



Is the Service able to meet the need?



Yes, consistently



Yes partially, inconsistently or with delay

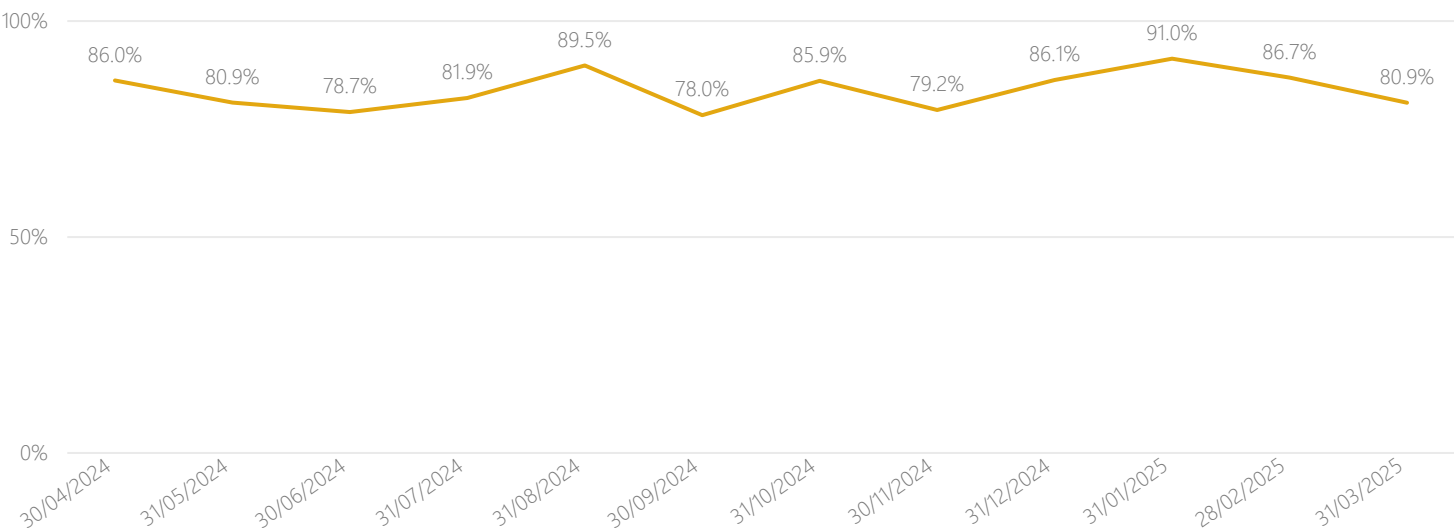


Long delays or inability to provide

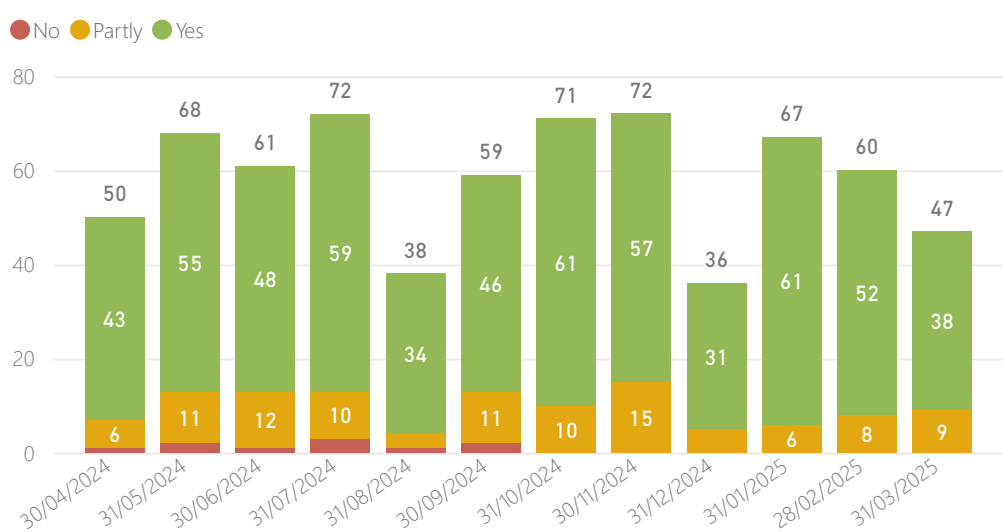
Older People and Physical Disabilities - Sian Edith Jones

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

The percentage of reviews where the individual has stated that we have succeeded in supporting them to achieve what is important to them



Do individuals feel that they have been supported to achieve what is important to them?



Behind the performance:

The number of reviews completed has decreased somewhat by today due to an increase in demand and new assessments being prioritised, you will see this in the data assessments. Staffing problems continue in some teams.

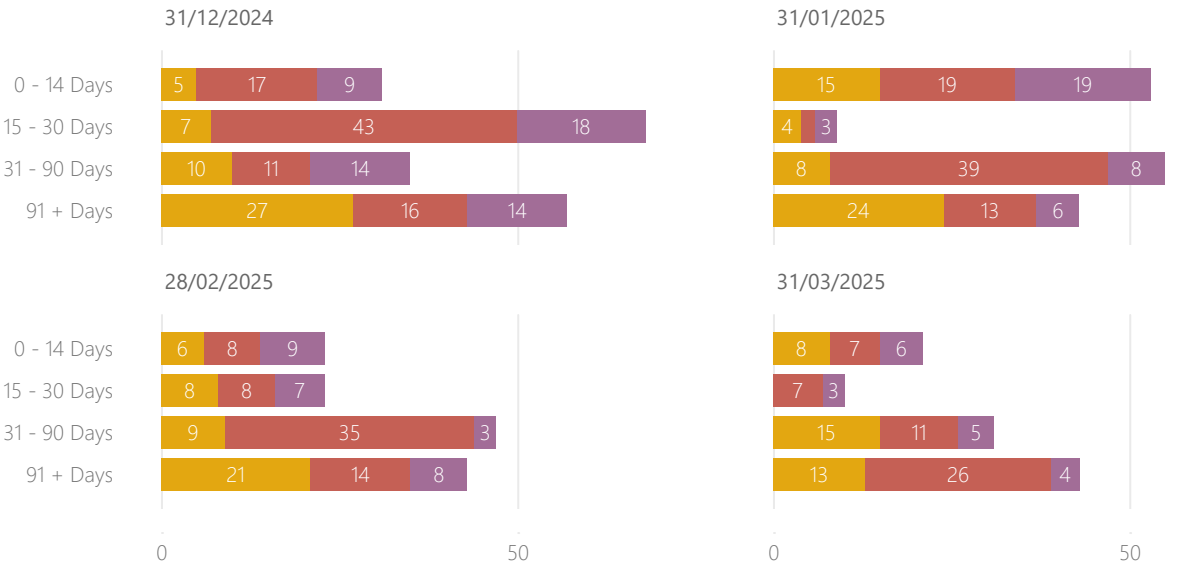
Positively, no one has stated that we have failed to achieve what is important to them. A significant number of individuals have expressed to them that they are somewhat satisfied, the reasons are varied, sadly but very commonly 5 individuals in residential care express a desire to return home.

Older People and Physical Disabilities - Sian Edith Jones

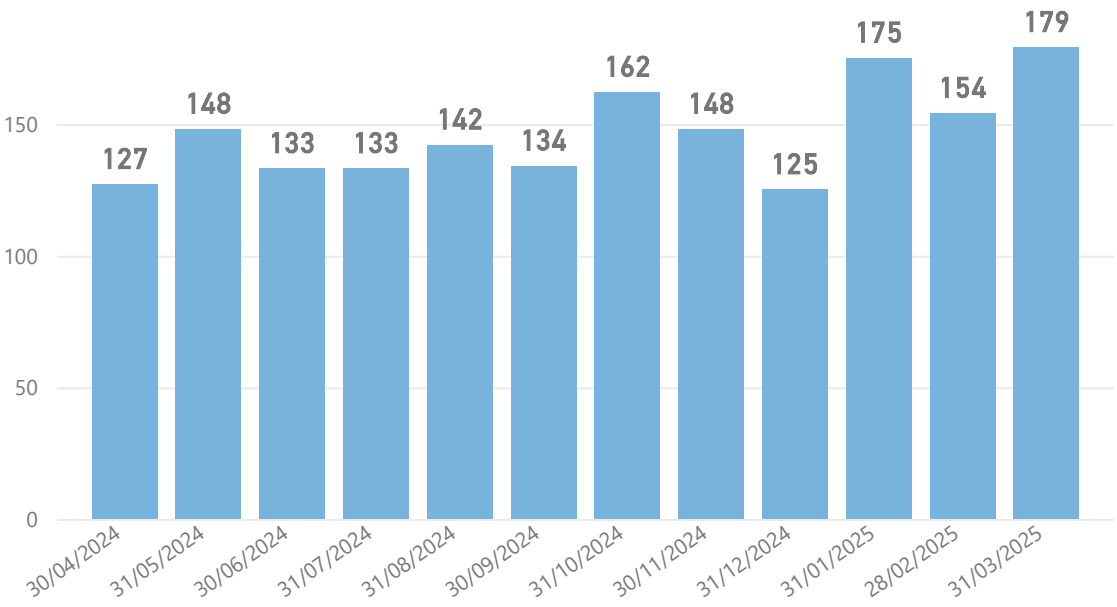
Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long individuals have been waiting for a care needs assessment

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



Number of social care needs assessments during each month



Workers have achieved a significantly higher number of social care assessments during the month of March, the highest level compared to last year, confirming the messages from staff about the significant workload they are currently under. The waiting period has significantly decreased by March, with the majority now waiting for a Social Work Practitioner (SWP) assessment. Proud to report that fewer individuals are waiting over 91 days on any list.

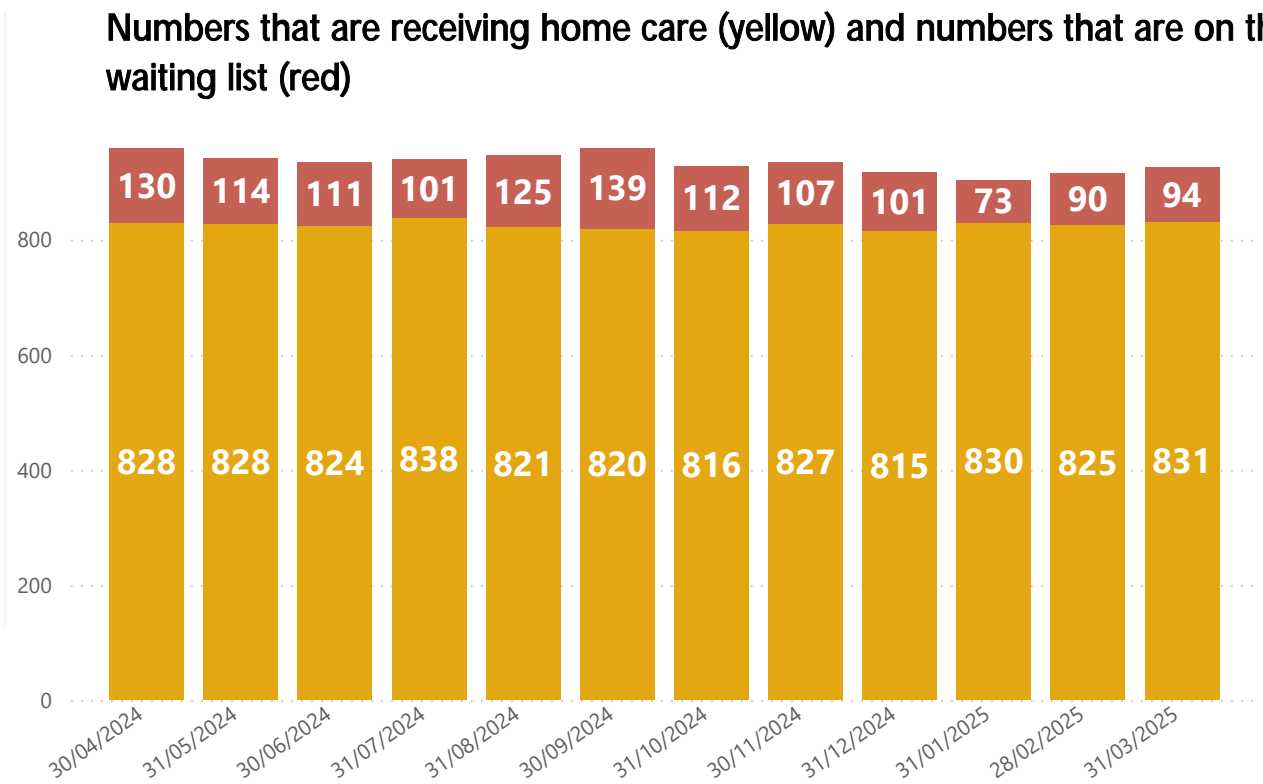
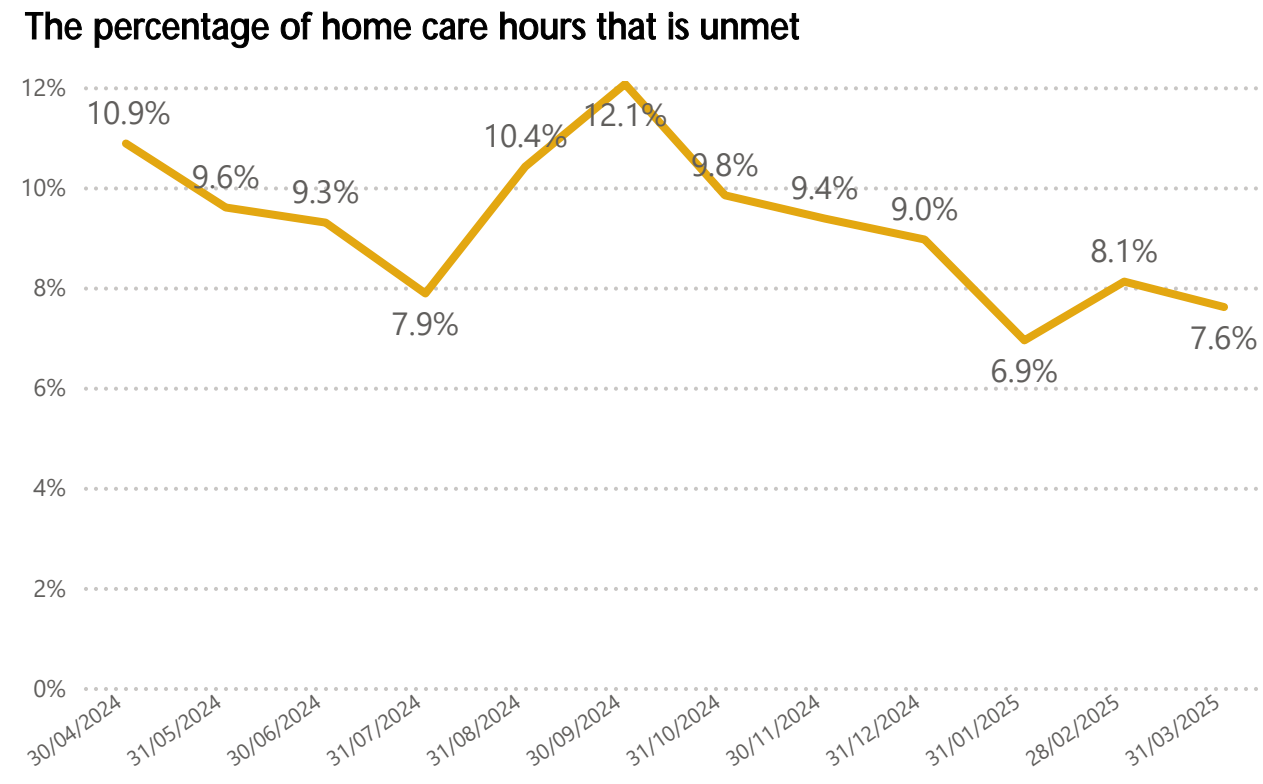
One factor of the reduction is the ‘50 day challenge’ funding that has enabled us to pay for a private occupational therapist to address the waiting lists over February and March, prioritising Bangor and South Meirionnydd (15 cases). While we have seen the impact of this 50-day funding, it is not the only reason; the higher skills of SWP in assessing equipment have had an effect, and it is possible that having one Information, Advice and Assistance (IAA) Officer in certain areas (Eifionydd, Llŷn, and Caernarfon) means that there is detailed and consistent screening been done which could possibly avoid unnecessary referrals, remains in the early days but hopefully seeing this continue.

The situation for Occupational Therapy is varied across Gwynedd, with some Community Resource Teams (CRTs) being stable and not many waiting lists, particularly in Caernarfon, Llŷn, and Eifionydd, while there are very high waiting lists in CRT Bangor and South Meirionnydd due to their current staffing levels. CRT Bangor is in the process of appointing a full-time Occupational Therapist (OT) after receiving a gift of extra hours from CRT Caernarfon, where there was a significantly higher number of Therapists and no waiting list. South Meirionnydd has struggled to recruit OTs for a while, and the Eifionydd team is temporarily supporting the most intense cases, with a job vacancy for an OT in South Meirionnydd advertised and concerns that there will be no interest again. We also do not have any OT trainees ready to apply this year. There is a request from the Therapy Manager for us to consider using an agency if we continue to struggle with recruitment this year.

Another concern in the Occupational Therapy field is the impact of the current situation of the Derwen Team. Derwen has recently lost 2 Occupational Therapists. The Therapy Manager is trying to maintain the situation/ heavy case load in the meantime, which is currently a significant additional workload.

Home Care Waiting Lists - Sian Edith Jones

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



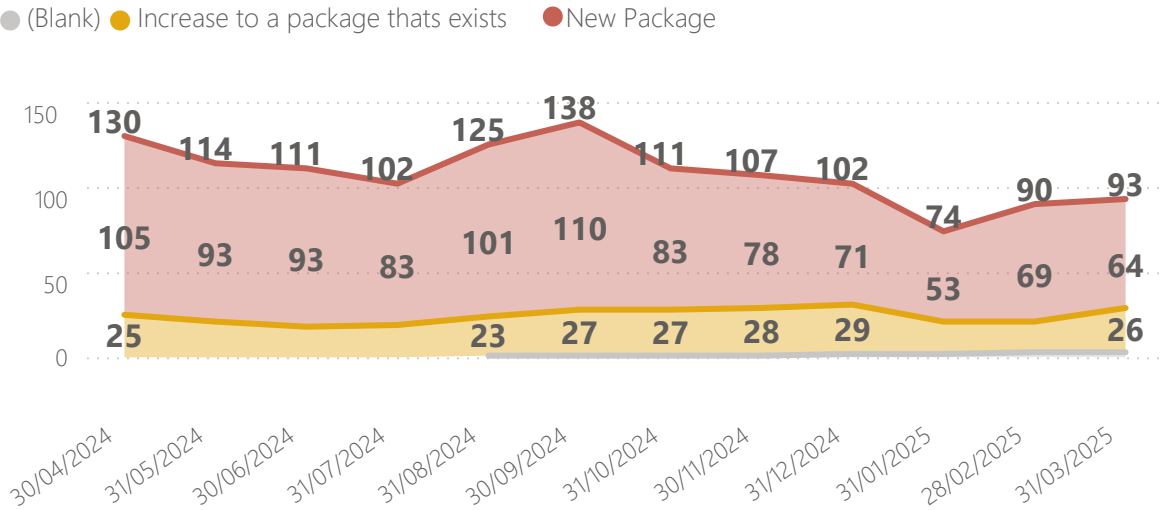
Behind the Performance:

Overall, the waiting list is stable, with most areas managing to reduce to very low numbers. Waiting lists remains in some areas.

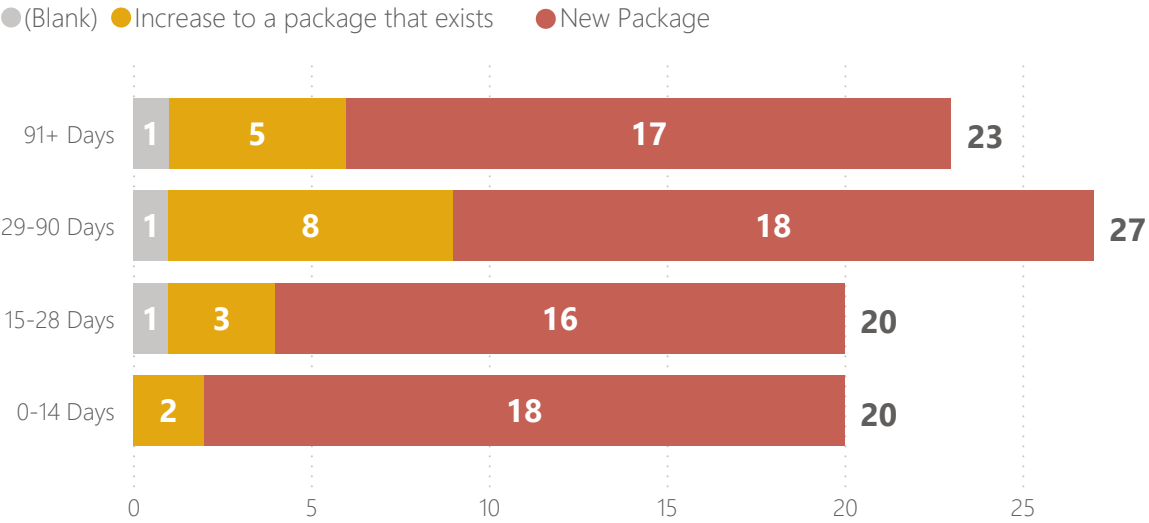
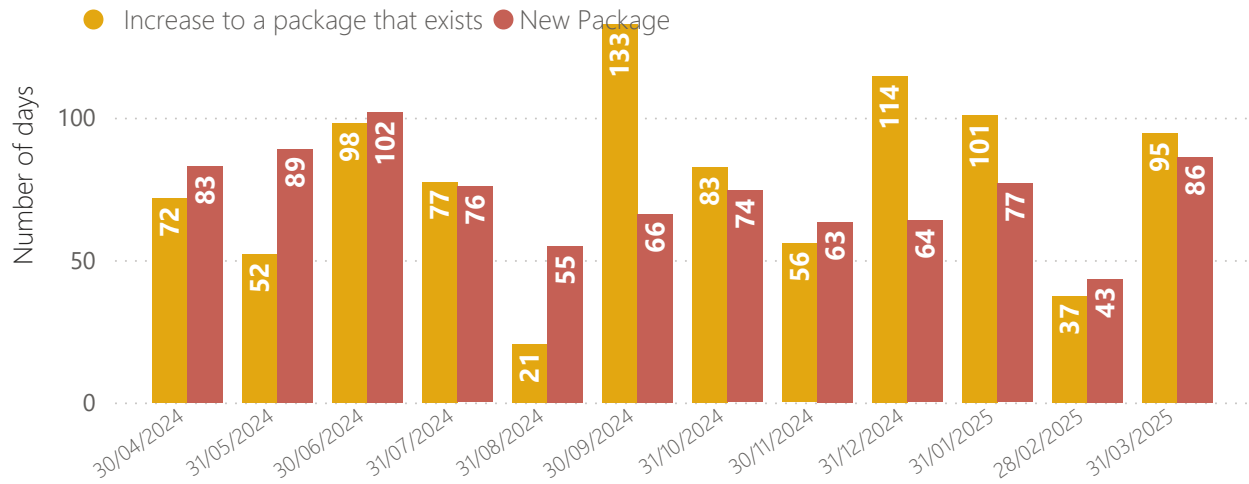
Home Care Waiting Lists - Sian Edith Jones

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

Number of individuals that are waiting for home care:



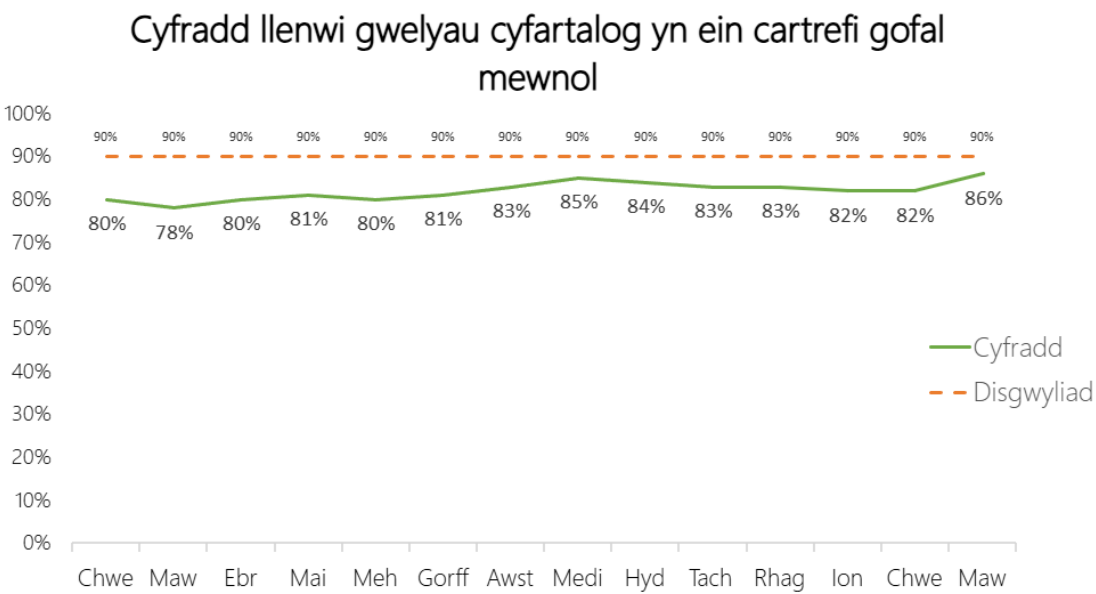
Of the people who have come off the waiting list, the number of days they have been waiting on average.



Month End Date	Nifer	Average days	Median of days
30/04/2024	35	81.94	45
31/05/2024	55	82.22	55
30/06/2024	36	100.97	77
31/07/2024	58	75.95	46
31/08/2024	39	51.28	30
30/09/2024	45	76.51	37
31/10/2024	88	75.44	34
30/11/2024	46	61.96	42
31/12/2024	50	72.76	33
31/01/2025	79	83.74	47
28/02/2025	47	41.44	18
31/03/2025	56	86.00	36
Total	577	74.69	40

Internal Provider - Rhion Glyn

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



Behind the Performance:

The bed occupancy rate has risen to 86% in March and has reached the highest level since this information was reported to the performance challenge meetings. The main reasons for the increase are the occupancy rates at Hafod Mawddach, Bermo (86%) and Plas Pengawith, Llanberis (87%).

- **Hafod Mawddach** - Although the beds in the new dementia unit have been utilised over the past months, the unit was officially opened as a dementia unit at the beginning of March.
- **Plas Pengwaith** - The home has recently reached full capacity, following a period of low demand for the service in the area. It should be noted that general residential care spaces are available in the home. It was reported in the last meeting the intention to open the dementia unit at Plas Hedd during March. A visit was conducted by the care inspectorate on 21/02/25, where a list of issues requiring attention was identified before the unit can be opened. It is noted that the Property Service has commissioned a contractor to address these issues, with work scheduled to take place during the first week of April.

This table shows staffing levels per home as of 31.03.25, with the column 'Staffing Levels' highlighting the staffing gap in the home considering vacant positions or positions where staff members are off due to long-term illness. The information does not include casual staff levels, short-term illness, or situations where staff have been suspended from work.

Over the next few months, it is intended to add to this information by including need levels per home. All of the homes will be using a new methodology for doing this from April 2025 onwards.

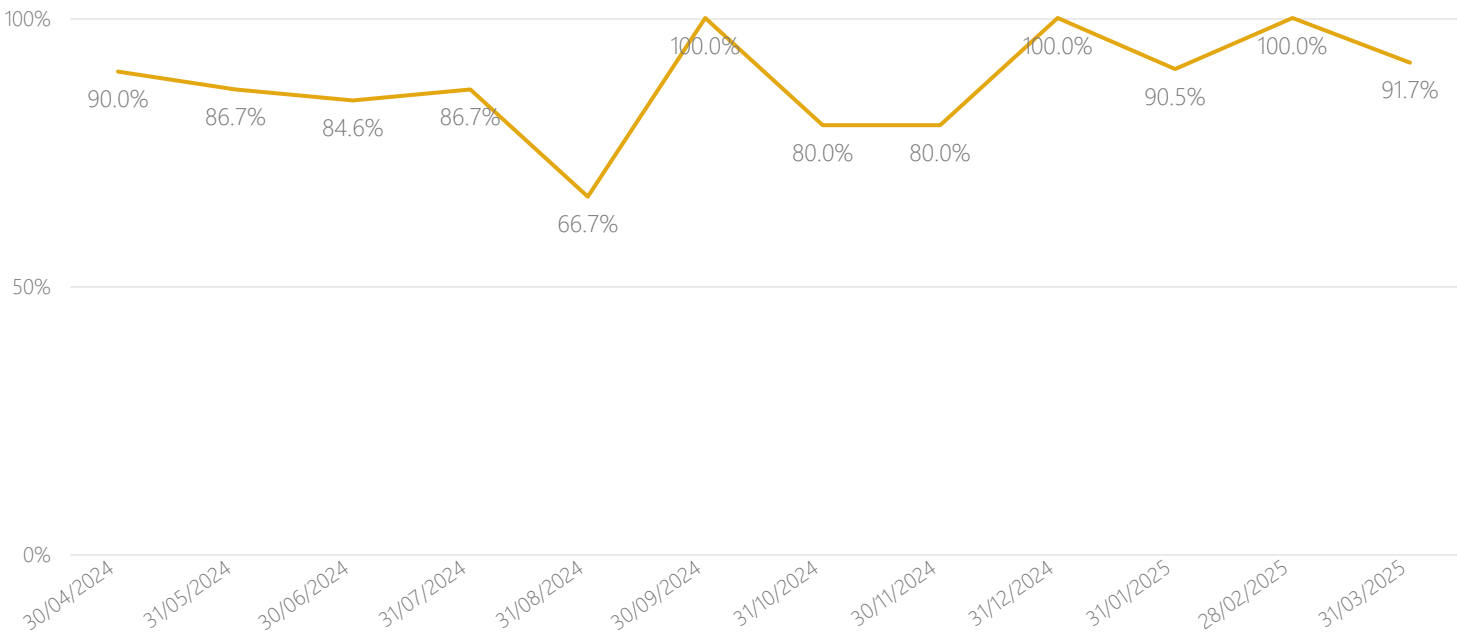
By considering staffing levels and the needs levels of our care homes, it is believed that this will help provide a fuller picture when considering and monitoring our occupancy rates.

	Cyfradd Llenwi	Lefelau staffio
Plas Hedd	64%	87%
Plas Ogwen	92%	86%
Plas Pengwaith	87%	90%
Plas Maesincla	100%	100%
Plas Gwilym	88%	96%
Plas Hafan	93%	96%
Plas y Don	77%	84%
Bryn Blodau	74%	90%
Cefn Rodyn	95%	97%
Hafod Mawddach	86%	95%
Llys Cadfan	97%	84%

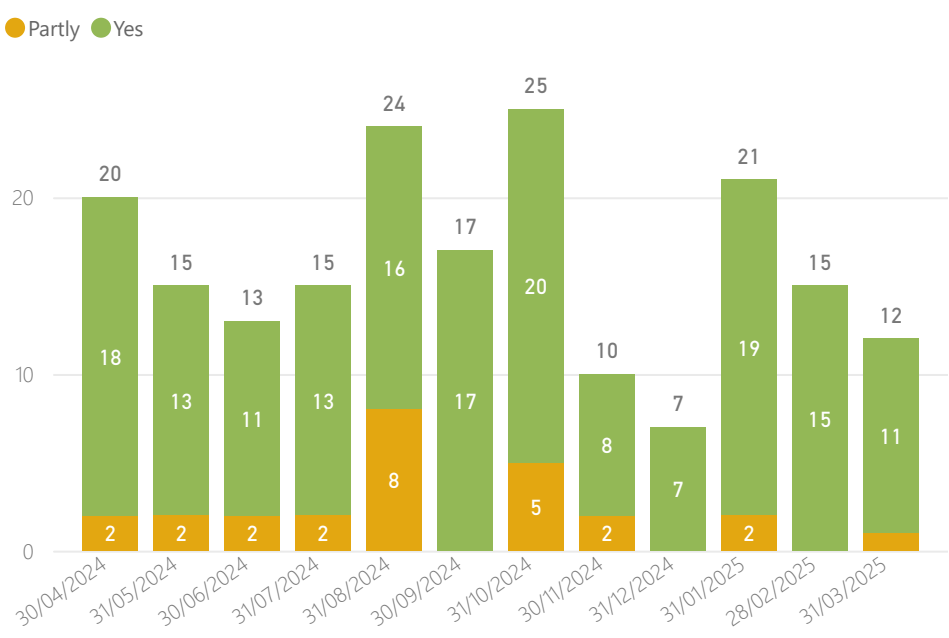
Learning Disabilities - Mari Wynne Jones

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

The percentage of reviews where the individual has indicated that we have succeeded in supporting them to achieve what is important



Do individuals feel that they have been supported to achieve what is important to them?



Behind the Performance:

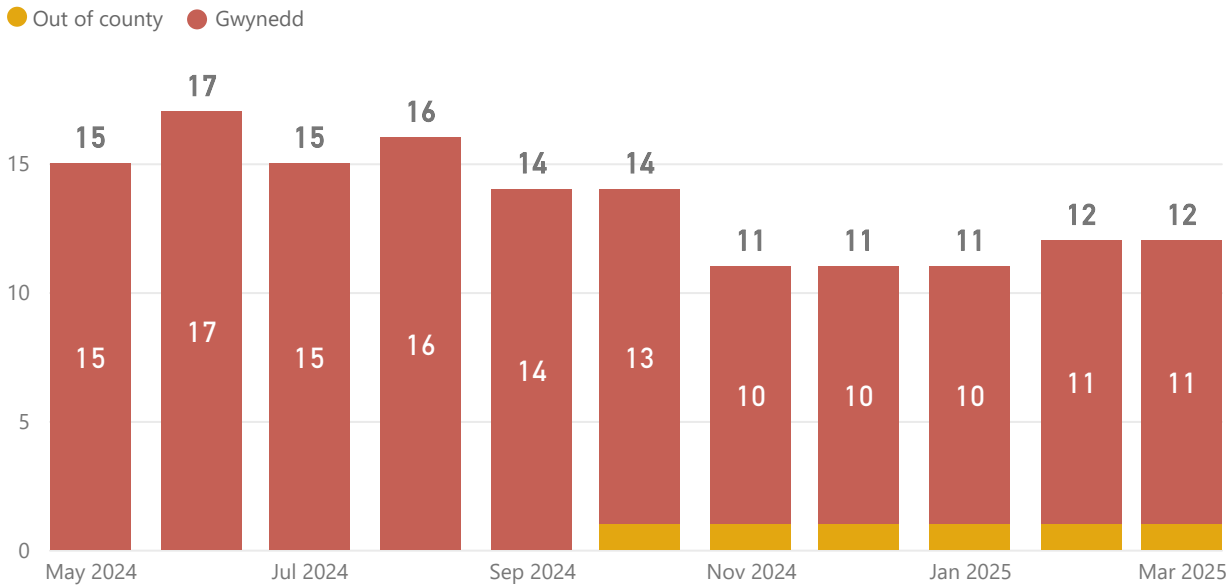
The number of reviews that have been conducted has increased slightly since the last report and is relatively consistent with the average reviews for the previous year.

As already noted, the service focuses on detailed reviews of accommodation and support plans and as a result takes longer to complete. Out of 26 reviews, only 1 person has indicated that they have not been able to fully achieve what is important to them. This is due to their frustration with the slowness of the arrangements for the individual to be able to live independently in the community.

Learning Disabilities - Mari Wynne Jones

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

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



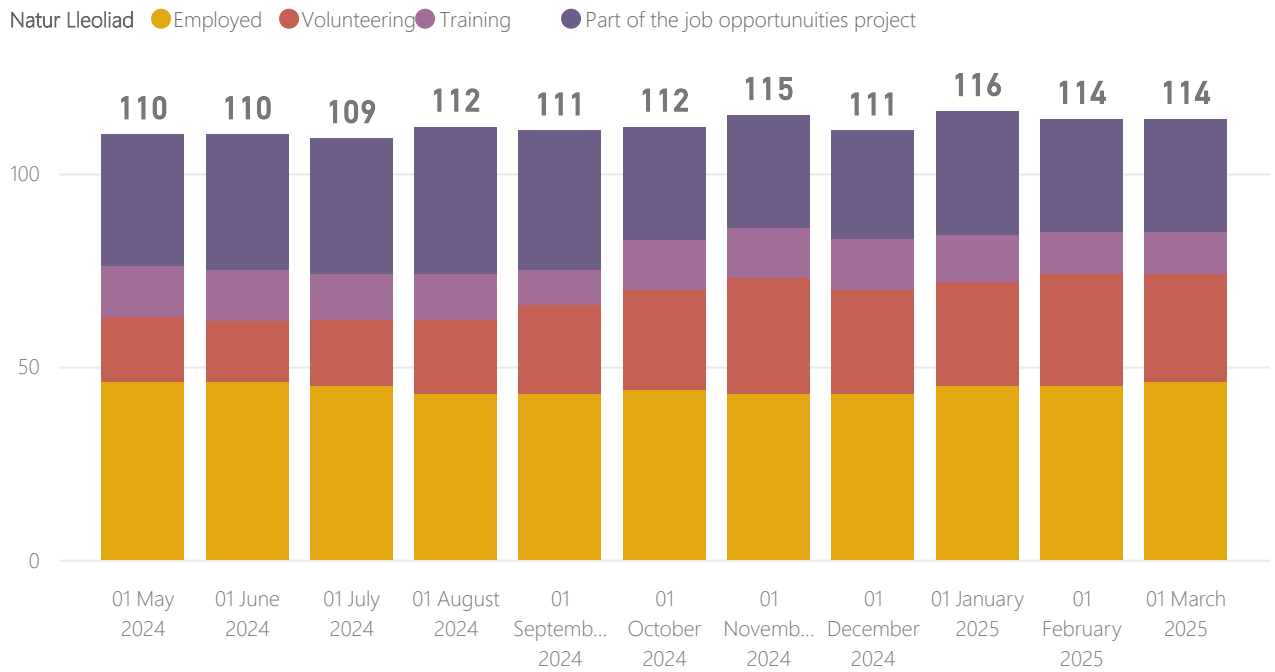
Behind the Performance:

There has been no change in the number of individuals on the accommodation list since the last report. However, there are several housing developments underway at the moment.

In the last report, it was noted that two people needed emergency accommodation because the private landlord had decided to terminate the agreement. Following positive discussions with housing association, the service has come to an agreement with them to develop two supported accommodations that will ensure suitable accommodation for the two specific people and a place for two other individuals who are currently on the waiting list. It is hoped that at least one of the houses will be ready by the end of May.

There is an intention for development in the Penrhyndeudraeth area to be ready by the summer, which will provide accommodation and support for three people, and the tendering process for a support provider has begun for a housing and support scheme in the Pwllheli area, aiming to be ready by autumn.

Number of individuals with learning disabilities in work opportunities



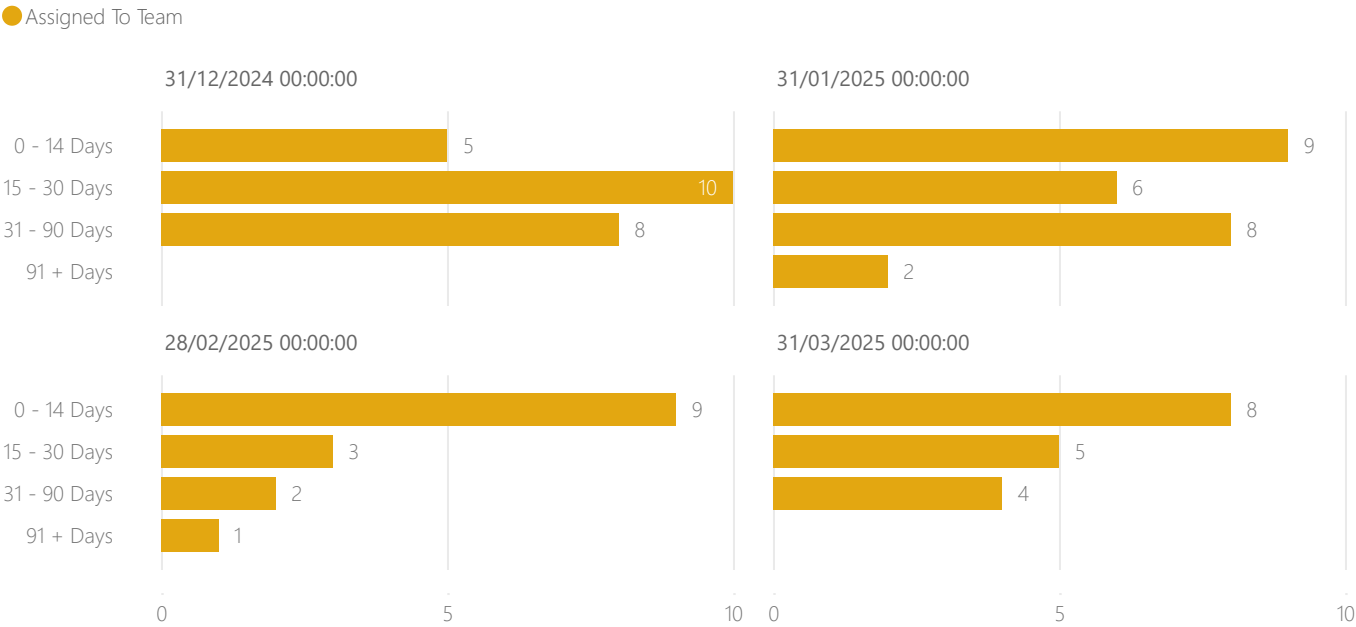
As the table shows, there is a slight decrease in the number of adults who are part of the learning disability employment scheme. There have been 6 new referrals to the scheme since the beginning of the year, but others have temporarily withdrawn from the scheme due to illness and family issues. There will be an open door for these individuals to rejoin the scheme if they wish in the future.

The coordinator continues to promote the scheme with schools and specialist colleges. Internally, the specialist chair transport scheme has started and several individuals have completed training in testing electrical equipment with the intention of providing a testing service for the Council's departments.

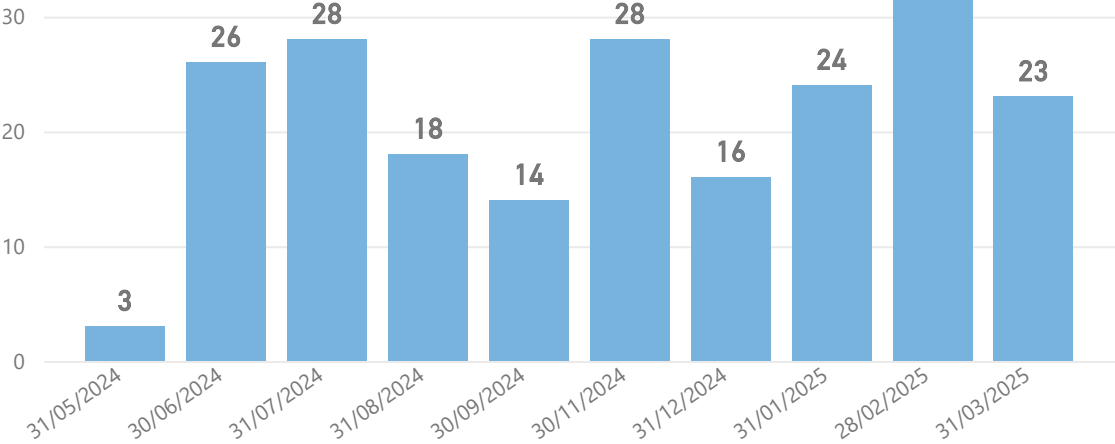
Mental Health - Mannon Trappe

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



Number of social care needs assessments during the month



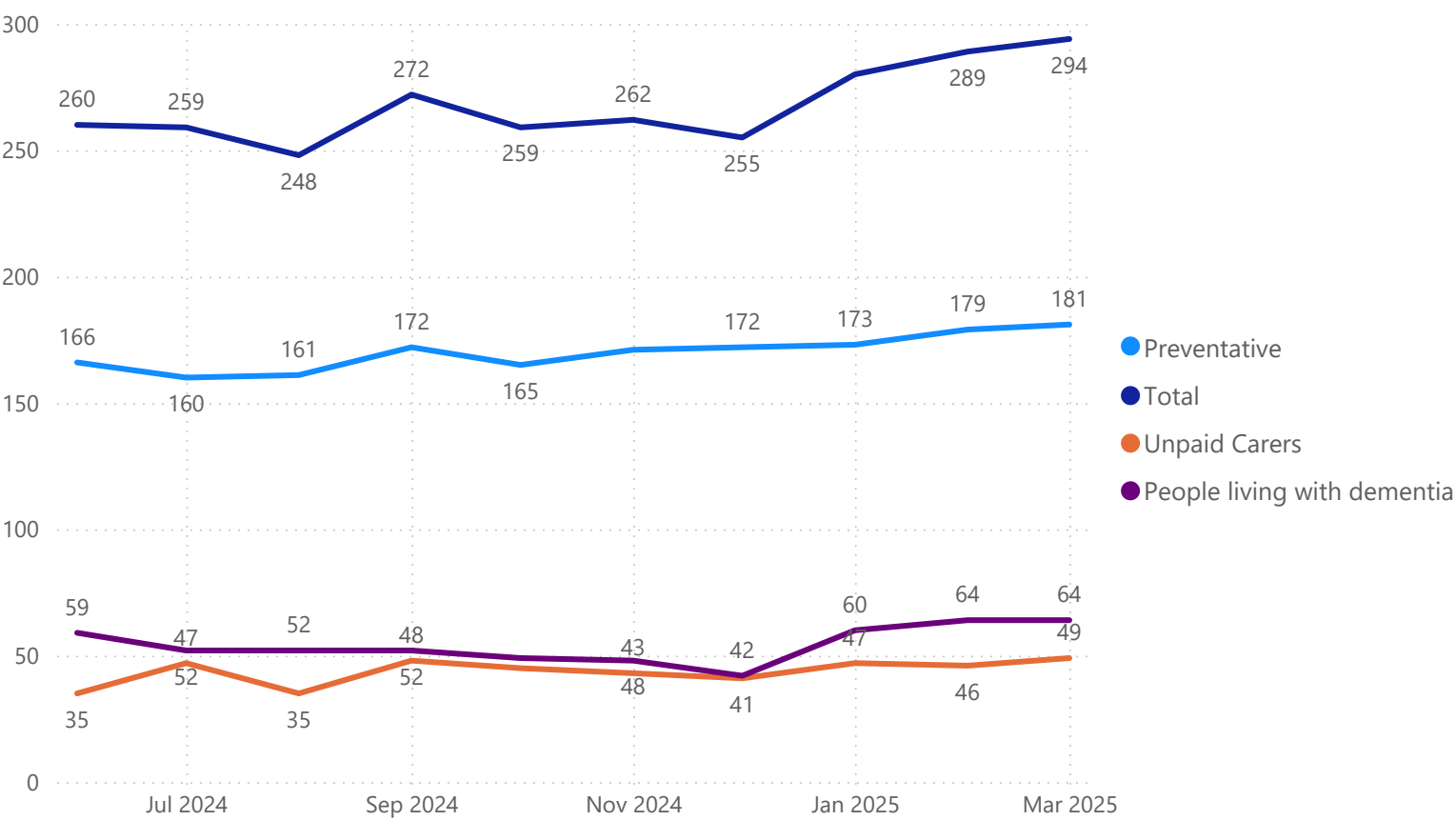
Behind the Performance:

The number of social care needs assessments has remained steady with people not waiting as long for an assessment.

Work is ongoing to organize the list of individuals under s.117 of the Mental Health Act – 233 so far. It is a requirement that a joint annual review with Health is conducted for every case but this is currently challenging as Health indicates that they do not have the staff to carry out the reviews.

Well-being - Supporting people to live a good life in their community - Alun Gwilym Williams

Number of individuals who have attended Dementia Actif sessions last month



"I've got rid of my raising recliner chair now as I feel like I don't need it, I can get up from the chair and the sit to stands have really helped me with that."

"To Emma and Dementia Actif team. Thank you so much for all you have done for Biddy and I over the last few years. Your wonderful heartfelt welcome, your kindness, enthusiasm and creativity meant that her dementia journey was one of happiness and adventure, creating so many special memories of her, from dancing to outdoor activities and of course the everyday benefits of the classes and the paned and chat afterwards" – Gofalwr.

"Thank you so much for putting me in touch with Social Services. They have been wonderful. I didn't want to call them after all the troubles I had looking after my own parents, but my daughter phoned them, and they have arranged for someone to come and cook my evening meal and other things. It has really lifted me because honestly, I felt suicidal. Now it has really lifted my spirits and they have shown me a shop in Dolgellau that I can go to anytime I like if I want to chat to someone. I have always had learning difficulties so I struggle to fill out forms, but the lady did it all for me!" – Aelod dosbarth Dementia Actif Fairbourne.

"I would like to say big thank you for allowing me to attend the virtual dementia tour today. I would certainly recommend the course to any family member who has a loved one with a dementia diagnosis and actually for anyone as we sadly all encounter people on the journey in daily life. I found the information booklets and the discussions within the group very helpful and I now know who to ask for help when I need it and where to find that help. It makes me feel that I'm not in this on my own" - Family Carer

"An extremely stimulating experience that certainly gave everyone food for thought. It seemed that everyone got something different from the hands on experience and the observation. The post discussion was enlightening with many picking up nougats of knowledge and information that they could use in their respective roles. For me, I'm now much more conscious and aware of everything I do around my husband. Everyone in a caring role should experience this." - Family member

Behind the Perfomance:

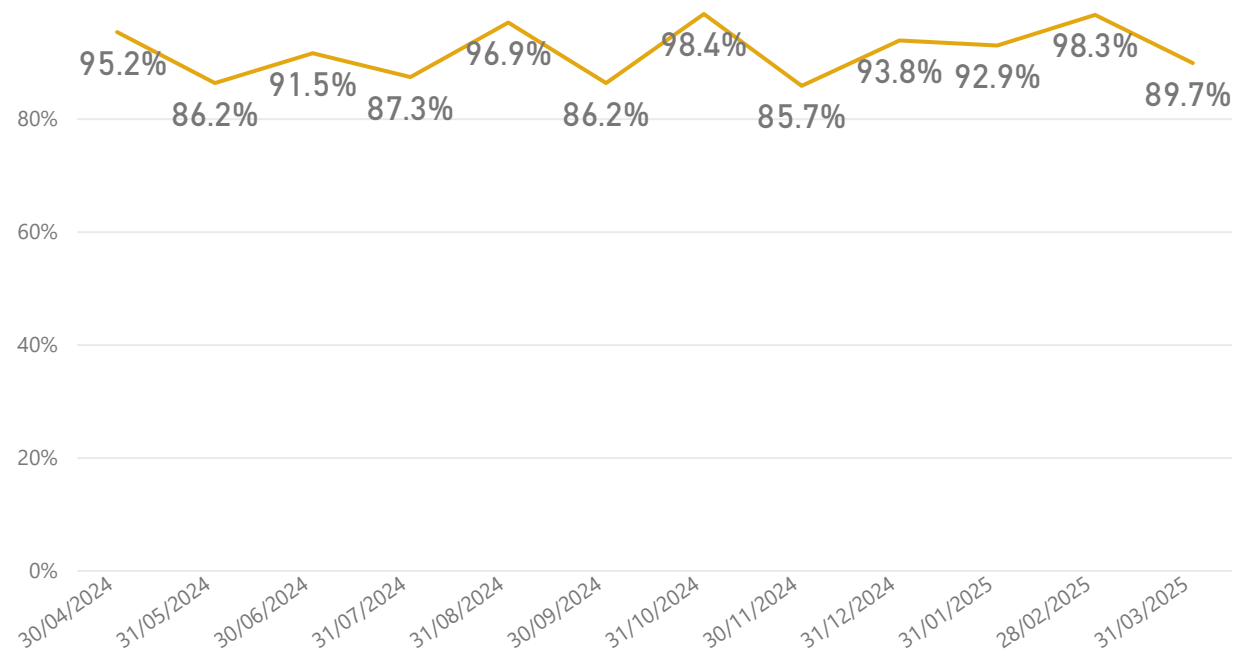
The attendance numbers were consistent for the classes in February & March. The Active Dementia Team organized training for the Dementia Journey in Gwynedd with the company 'Training2Care'. There was an invitation for informal family caregivers and care staff to participate in the training as well.

We have been holding Dementia Friends Sessions to prepare for the Pontio Intergenerational Boccia Tournament in April. Members of the Active Dementia staff went out to 9 schools to conduct Dementia Friends sessions. The purpose was to raise awareness about dementia with the students and to introduce them to the Boccia Tournament.

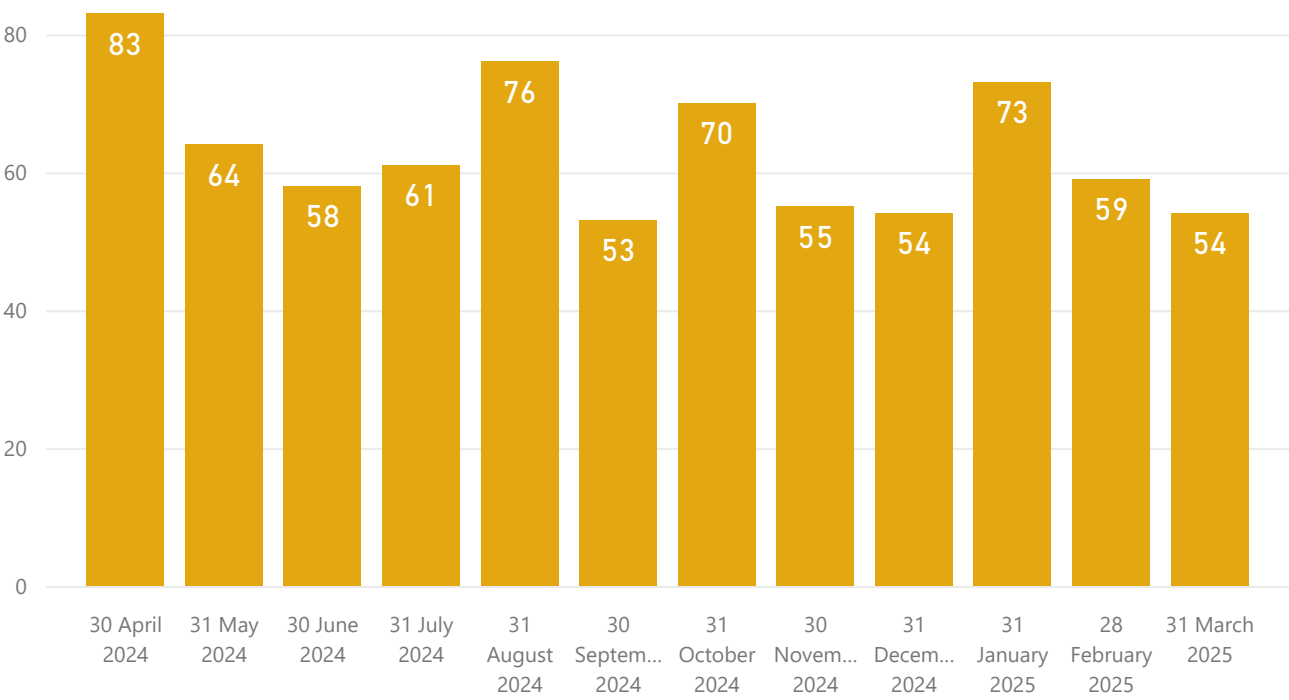
Safeguarding - Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect.

The percentage of adult protection inquiries completed within the statutory time frame (7 working days)



Number of new safeguarding referrals during each month



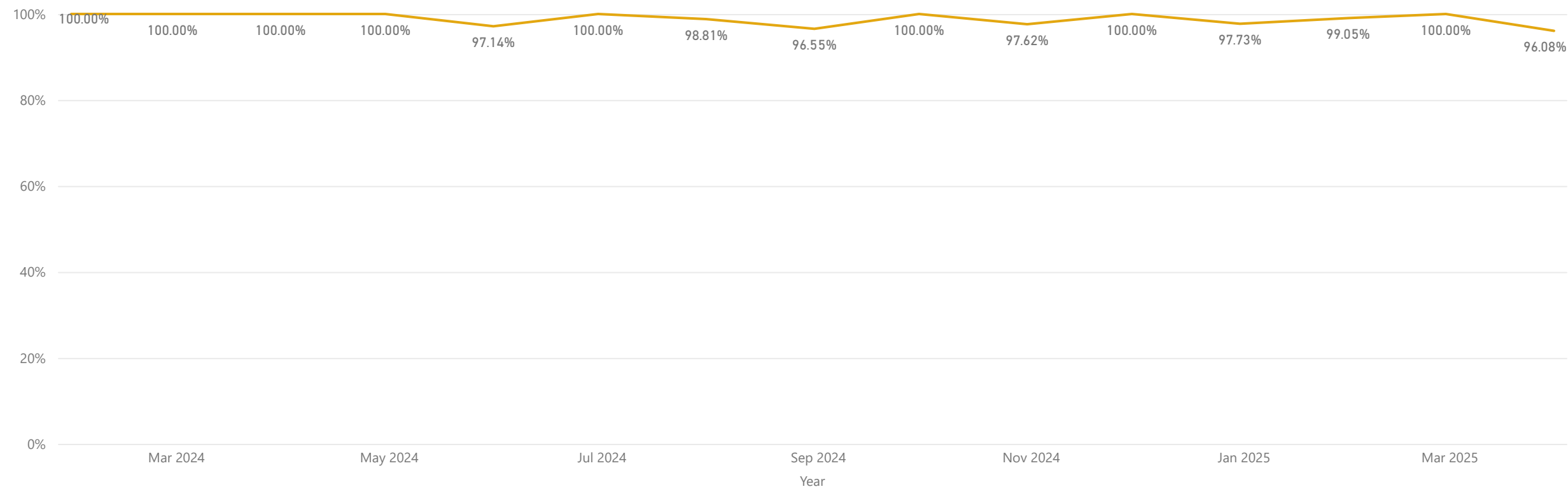
Behind the Performance:

An experienced Social Worker will join the safeguarding team in mid-April part time, to assist with carrying out the initial inquiries. Increasing the capacity of the team will help us complete the inquiries within the statutory timescale. We will meet soon to decide how the work will be distributed but it is likely that known cases will not need to go to the their CRT areas.

Safeguarding - Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect.

Of the adult safeguarding inquiries completed, the percentage where the risk has been managed



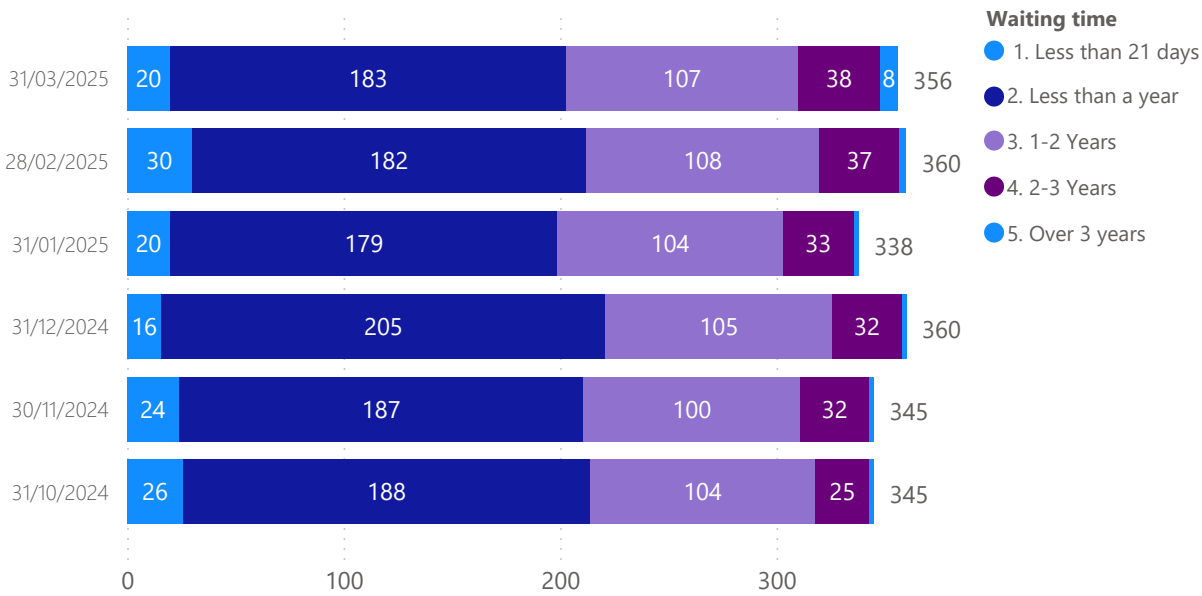
Behind the Performance:

Guidance has been issued to the Team Leaders to ensure that the safeguarding forms are closed at the end of the process. This will close the gap and ensure that the standard are maintained.

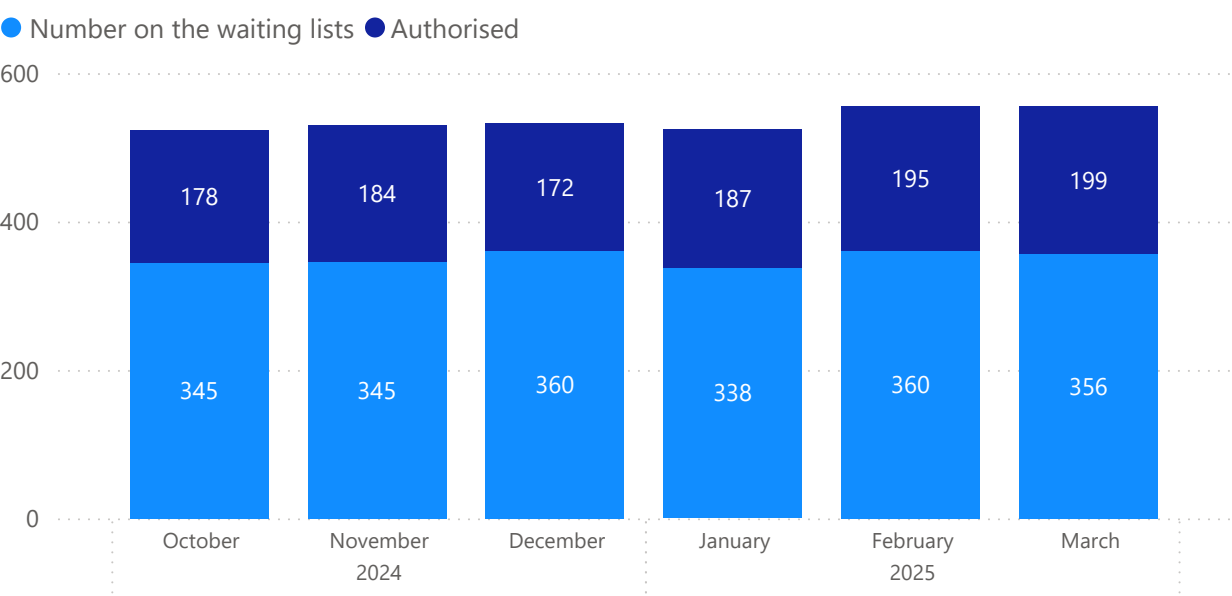
Safeguarding - Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect

Number on the waiting list for a DoLS assessment and how long they have been waiting - per month



Number on the waiting list compared to the number with current DoLS authorisation - per month.



DoLS = Deprivation of Liberty Safeguards

Behind the Performance:

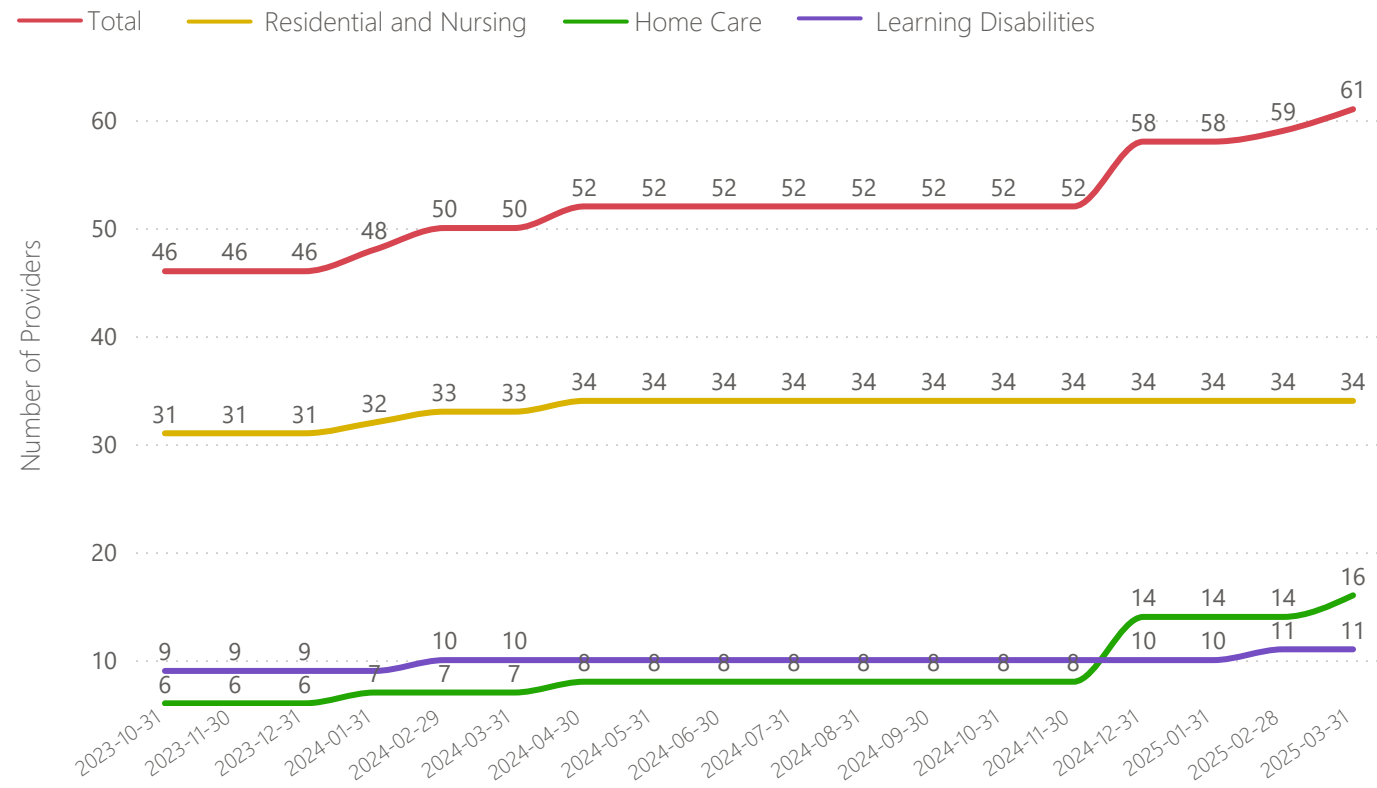
Following the successful submission of a bid, an advertisement is out to recruit 2 Best Interest Assessors.

We have also received confirmation from the Welsh Government that grant funding of £114,000 is available to us for the new financial year. £13,500 of this amount will be used to fund training, and we will continue to use the remainder to commission an agency to undertake the assessment work.

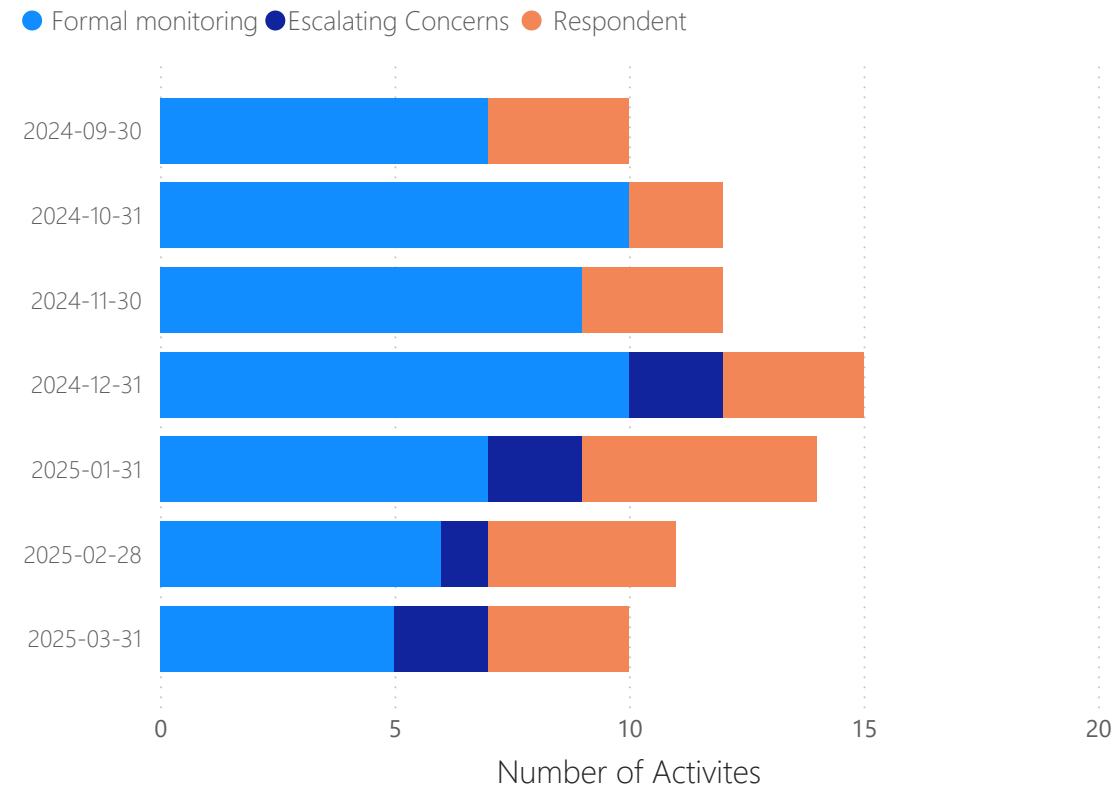
Quality Assurance - Mannon Trappe

Ensuring that the care being commissioned is safe and of quality.

Number of providers that have been monitored in the last 12 months (chronological figure)



Nature of the monitoring activities

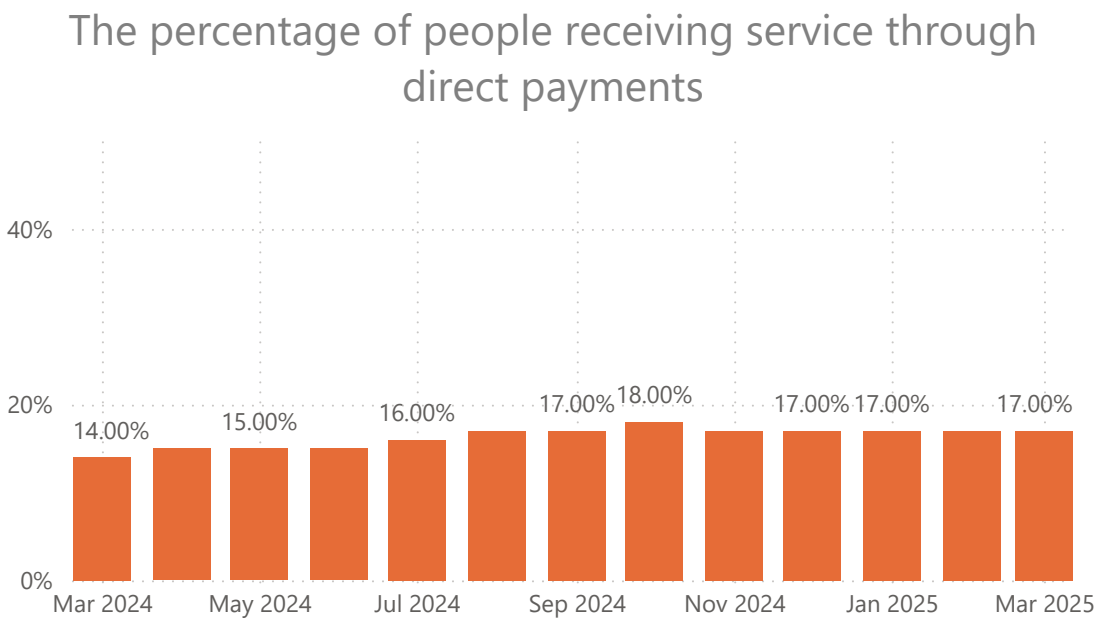
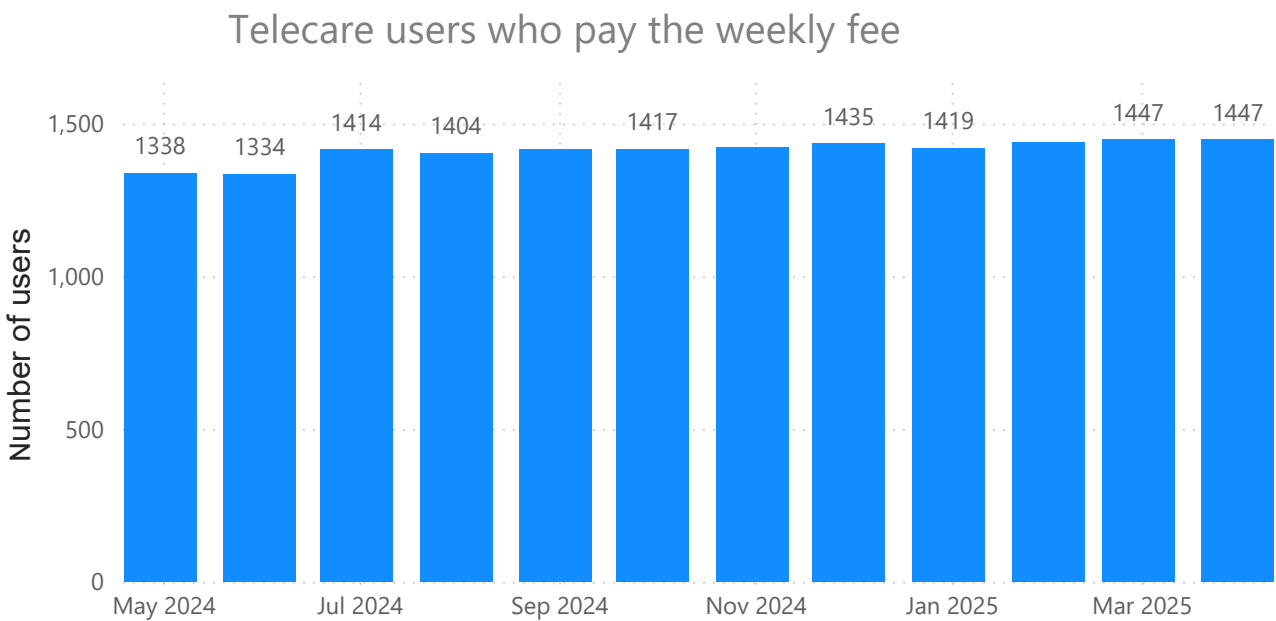


Behind the Performance:

In the last quarter, Quality Assurance Officers have continued to monitor residential homes and collaborate with Health to oversee the monitoring of nursing homes.

One supported accommodation provision remains under the escalating concerns framework. The Officers are providing support to the manager to enable them to work on the necessary improvements with the hope of resolving the issues causing concern. The Officers are also supporting a residential home that is similarly under the escalating concerns framework; we remain hopeful that this situation will be temporary, but there is an embargo on new admissions to both provisions. The work of monitoring community care is progressing, with professionals providing feedback on their experiences with the provider, and visits to service users in the community are being conducted to gather their feedback.

We will begin the work of monitoring every supported housing location in April. This will include the main offices and each of the houses where individuals live.



Behind the Performance:

Almost two-thirds (excluding 1000) of Gwynedd's telecare devices

The percentage (and numbers) of direct payment packages has transferred to the new digital devices. The delay in the schedule is partly due to the capacity of the installation team. We will work on a solution so that the transfer can be completed as soon as possible, and we are currently in the process of appointing an apprentice to the installation team. The team has been going out to marketing and proactively promoting the service, and participating in the 'housing on tour' events together with the Housing and Property Department over the coming months, as well as going out to the hubs across Gwynedd to ensure that the information is available to be shared by the hubs locally.

Behind the Performance:

The percentage (and numbers) of direct payment packages has remained stable, with the numbers increasing to 229 by the end of March. As reported previously, there is an emphasis on training over the coming months, in collaboration with the internal workforce development team. We know that a higher percentage of direct payments exists within some teams and in certain areas specifically, and there is an intention to target training and promotion towards those areas and teams where there has been no historical usage.