



Adults, Health and Well-being Department



The Adults, Health and Well-being Department provides a range of social care services for residents aged 18 years old or over who require advice, information, support or care due to specific needs. The Department's purpose is to enable adults in Gwynedd to 'Live my life as I wish'.

In addition to the day to day work outlined below, this Department leads on the following priority projects:

- Appropriate and Sustainable Care Provision for the future – (Improvement Priority 6)
- Re-designing our Care Services – (Improvement Priority 6)
- The Workforce and Recruitment within the care field – (Improvement Priority 6)

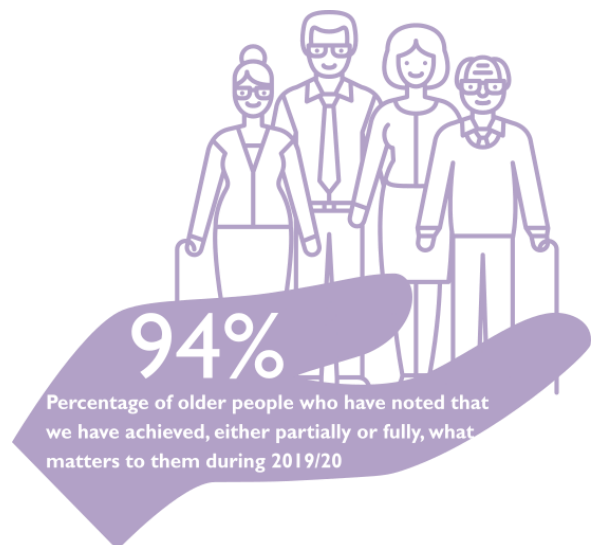
Naturally, the Covid-19 emergency has had a significant impact on all the department's services. Although we managed to sustain the vast majority of services, that has been in a somewhat different form with some services. The challenge of restoring some of these services will face us during 2021/22, and our options will need to be weighed up in terms of restoring the service in its original form or replacing it with a new service.

Older People and Physical and Sensory Disability Service

The purpose of this service is to help individuals to achieve what is important to them.

We work in partnership to try to deliver their personal aims by focusing on what is important to them. The service will assess needs in a manner that builds on individuals' strengths. The service provides information, advice and support in a simple and convenient manner within communities.

In order to continue to improve our seamless provision, we will build on the working relationship between us and Betsi Cadwaladr University Health Board, statutory agencies and the third sector, in order to meet adults' personal objectives.



Mental Health Service

The purpose of this service is to offer support to individuals over 18 years of age who are experiencing mental health difficulties, by providing them with assistance to live full lives and to support recovery.

We are working alongside the Health Board to support individuals with mental health difficulties within the primary services and support individuals with more profound and complex needs, in order to promote recovery and assist them to live independently. We also offer assessment and support for mental health carers.

Learning Disabilities Service



The purpose of the service is to address the physical, emotional, mental and social well-being needs of individuals with learning disabilities.

We provide support which focuses on the individual's well-being. In order to ensure that we fully respond to the needs of individuals, a wide range of our services are frequently offered in partnership.

We wish to concentrate on provision that offers opportunities to socialise and maintain relationships. We focus on developing community services through the local hubs and local well-being plans.



Well-being Service

The main purpose of the service is to improve quality of life by connecting people, but the team also focus on supporting carers (unpaid).

We do this through schemes that are focused on the following elements:

- an emphasis on being sociable and involved in the community (reducing loneliness)
- promoting positive health and well-being
- promote working together with people and between people
- strengthening and developing services based on what is important for the people of Gwynedd.

Supporting carers is central to our work and we strive to do this by offering new opportunities and many schemes have been developed to that end. Naturally, we have seen increased pressure on unpaid carers during the past year, and we will review the virtual arrangements that have been established following the Covid-19 crisis to consider whether it is possible to learn any lessons on how to better support carers in future.

Much of the service's work is addressed within the 'People's Well-being Scheme' priority led by the Children and Supporting Families Department.

Provider Service



We provide residential care, community care and day care for adults with profound and complex needs.

The service is responsible for the following areas:

- Residential Care and Dementia Residential Care provision
- Domiciliary Care provision
- Day Care Provision.

Much of the service's work is addressed within the priority projects that are led by this department.

The Dolgellau area has been identified as a priority for developing appropriate care provision, and the effort to identify sites for development in the area continues. We are also looking at other locations in the wider Meirionnydd area.

There were also calls for appropriate units for Llŷn residents, and the work of constructing Extra Care Housing in Pwllheli has started in partnership with **Adra** housing association. It is expected that the 28 flat scheme will be completed during 2022.

This priority is addressed within the 'Appropriate and Sustainable Care Provision for the future' priority project.

The Covid-19 crisis has created new and different challenges for this service in particular, and as we consider the further development of the service it will be essential that we ensure that we learn the lessons that those challenges have provided.



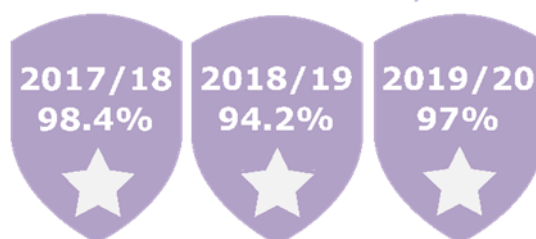
Safeguarding and Community Safety Service

The purpose of the **Safeguarding Service** is to safeguard individuals who have support needs and who are at risk or are suffering abuse, and to ensure the quality of the department's services by monitoring and investigating the experience of individuals.

We lead on cases of escalating concerns, Deprivation of Liberty Safeguards arrangements (a procedure that supports and protects adults who are unable to make decisions themselves or are unable to grant permission for their care) and respond to complaints and concerns in a timely manner.

The Service is also responsible for leading on **Community Safety** partnership work, which is a statutory partnership. We work across two counties, namely Gwynedd Council and the Isle of Anglesey County Council.

Percentage of adults safeguarding referrals completed during the year where the risk has been managed (excluding those who refused intervention)



We will lead on the work on behalf of all the responsible members, namely the two Councils, the Police, the Fire Service, the Probation Service and the Health Board to tackle and reduce crime and disorder for the benefit of the safety and well-being of people in both counties. We will now work on the partnership's plan for 2021/22 to respond to the identified crime and disorder priorities in both counties.



Business Service

We provide support to the front-line teams of the Adults, Health and Well-being Department and the Children and Supporting Families Department, in order to enable them to achieve their purpose for the benefit of Gwynedd residents. We are responsible for:

- Telecare
- Workforce Development
- Client Finance
- Income and Welfare Unit
- Contracting and Commissioning
- Administrative Service
- Systems Support Unit

This department's work contributes to the following Gwynedd Well-being Objectives, ensuring that residents can:

Enjoy happy, healthy and safe lives

Live in quality homes within their communities

Live in a natural Welsh society.

Live with dignity and independently for as long as possible.