



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 main principles are:

- Ensuring the well-being of those who require care and support
- Our services will focus on people, and give them a strong voice in the decisions made on the support they will receive.
- Services will be provided by means of partnerships and collaboration.
- Services will attempt to prevent the escalation of people's needs, and endeavour to ensure that the right support is available at the right time.

The four above principles unite to fulfil the department's primary objective, which is to enable adults in Gwynedd to 'Live my life as I wish'.

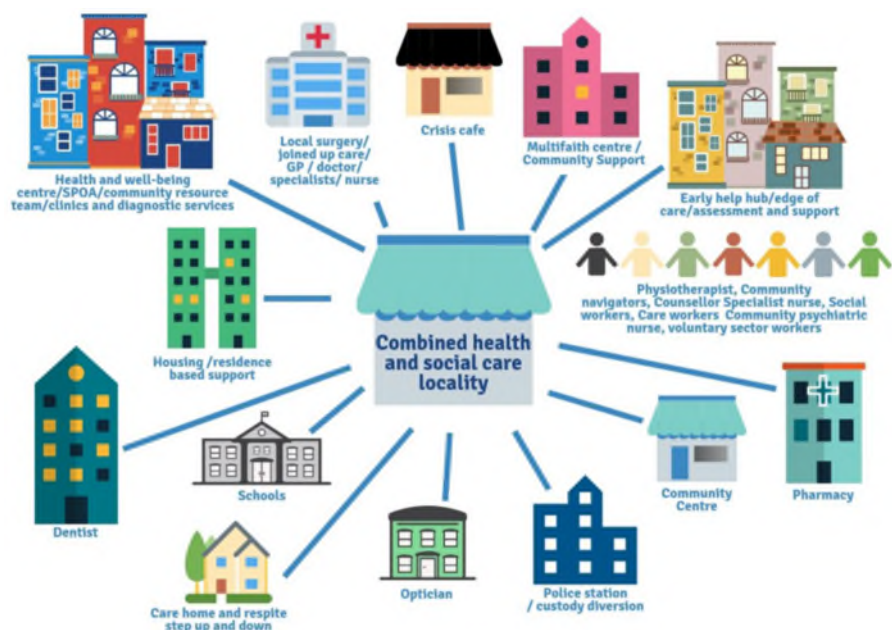
Re-designing Care Services

Improvement Priority 6



We have been working together with the Health Board to ensure that adults living in Gwynedd have simple and direct access to services that are important to them. To this end we have established 5 Local Area Teams that provide a seamless service, building on the individual's strengths and those of the community, and ensure that our hospital discharge arrangements are effective and complement what matters to that individual.

Our Area Teams will be co-located in a wider 'cluster' of the locations of providers and basic and community services, as the image illustrates. We will see improved outcomes for individuals, enabling people to live independently in their communities for as long as possible, with reduced need for intensive care.



Additionally, work has been ongoing in the area's main acute hospital, Ysbyty Gwynedd, to strengthen returning home arrangements on the wards. To support the service and the workforce in remodelling, we have established a Transformation Team which works across Gwynedd Council, Anglesey Council and the Betsi Cadwaladr University Health Board. This team will provide guidance and support to identify and break down barriers to integrated working. The main aim for 2020/21 will be to continue to develop the area teams by concentrating on creating one point of contact for information and advice within a specific area, and to ensure that there is just one member of the team coordinating an individual's care.

The work of remodelling in this way has highlighted the need for us to change the way we commission and provide home care, to ensure that the service offered is in line with what's important to the individual. During the past year the work of piloting the new way of working has been extended across the county, and positive stories have emerged of people's experiences. With the business case approved, we aim to open a tendering process early in 2020/21 and establish new contracts with providers during summer 2020.

Another field that needed improving was the provision within our residential homes across the county. We have invested in our care homes located in Tywyn, Nefyn, Llan Ffestiniog and Bangor. New dementia units were also opened at Tywyn and Bangor. This investment has improved the quality of care and the environment for residents in the Council's homes. Over the coming year we will begin the work of developing a dementia unit at our care home in Barmouth as well as adapting our home in Dolgellau to secure care provision for individuals with profound physical needs.

Over the years, we have, in collaboration with our partners, developed a number of Extra Care Housing units across the county. During the year, the new Hafod y Gest development opened in Porthmadog, and has been warmly welcomed in the area. A new Extra Care Housing provision in Pwllheli will be developed over the next three years, and it is anticipated that it will open during the 2022/23 financial year. During the next year, we will also try to identify opportunities for similar developments in other parts of Gwynedd, with priority being given to considering ways of addressing the need in the Dolgellau area.

In the Learning Disabilities field, we continue to try to develop services in order to achieve what's important to individuals. Work has been done during the year to attempt to measure the impact of our efforts within a service where our relationship with individuals is often a long term one, and that will continue. By establishing 'Voice and Values' groups across the County in 2020/21 we will gather the views of individuals about our work programme and the gaps we are trying to address. The Tan y Marian specialist respite care unit was opened recently in Pwllheli, and over the coming year we will work on developing a wide range of new services, by focusing specifically on suitable accommodation.

Another essential work programme is the model of community hubs being developed across the County. The 'Galwch Acw' and 'Cegin' hubs are examples of the work happening in Arfon and more will be developed during 2020-21; particularly in the Felinheli area. Additionally, a hub concentrating on developing new services for the local community will be developed in the Dwyfor area and work continues to develop a community hub in Meirionnydd.

The Mental Health Service continues to work on implementing the Mental Health Strategy, concentrating on supporting individuals closer to home and in the community. An important part of the year's developments are the ICAN centres, where individuals are able to receive early support locally. This ensures support and a contact point at the right time, preventing problems from escalating and becoming an emergency. The intention for 2020-21 is to continue to develop this local model and work with the Local Area Teams to ensure seamless provision in this field, too.

Community Resilience

Improvement Priority 6



We are trying to ensure strong and resilient communities, as they can be of assistance in maintaining the population's health and well-being. We are therefore attempting to support communities in many ways and this work has led to preventative solutions which have increased the local care options available. Up to now, we have mapped and identified gaps in services and groups that exist in communities, and have worked to promote community initiatives. Recent examples of creating this resilience is establishing the Dyffryn Nantlle Community Transport Scheme, the Pwllheli Men's Shed and the Cydweithio er Lles Llŷn (Working for the benefit of Llŷn) network. We will continue to learn from the information gathered from different areas in order to identify opportunities for further developments.

We are also working to support individuals in relation to mental well-being and promoting positive mental health. The "Looking after yourself" booklet is a recent development providing practical ideas on how to do so.

A core element of any strong community would be that people from different age groups and backgrounds live alongside each other and mix. The Bridging the Generations scheme is a means of bringing different generations together within a community to discuss what they would wish to see being developed in their area, and is a means of including everyone in new developments. There are several examples throughout the county of schools and colleges partnering with care locations within their communities. The benefit is clear to see, with children finding one-to-one contact beneficial and adults enjoying the feeling of contributing to the community. The intention for 2020-21 is to continue to support plans to evolve, and to create a formal strategy to ensure that the principle of bridging in such a way penetrates through all the Council's work.

The Workforce and Recruitment within the Care Field

Improvement Priority 6



Our success in realising our purpose depends on securing a workforce for the care field. Recruiting to the field is challenging for various reasons and while we have an effective and committed workforce, we must ensure that we have a sufficient number of workers to meet the future need.

Over the past year, a piece of work was commissioned, and consulted upon widely to try to better understand the challenge. A work programme has been drafted to respond to the factors

that became apparent, and during 2020/21 we will be concentrating on this programme. The themes that will be addressed are Terms and Conditions of Work, Workforce Planning and Development, the Image and Profile of Care Posts, Communication and Marketing.

It should be noted that Social Care Wales and Health Education and Improvement Wales have introduced a 10 year workforce strategy and so there is also an opportunity to align our work with that strategy.

The work underway to establish a new work process for home care provision will positively impact on specific elements such as improving the pay for frontline staff in the private sector, being able to offer long-term contracts and shift working patterns, as well as promoting career paths within the care field. We anticipate that we will start seeing the effects of this from Autumn 2020 onwards.



Older People and Physical and Sensory Disability Service

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

For the above individuals, we work in partnership to achieve their personal objectives by concentrating on what matters to them. The service will assess needs in a manner that builds on individuals' strengths. The service provides information, advice and support in a straightforward and convenient way within communities.

Percentage of older people and people with physical disabilities who have noted that we have achieved what matters most to them



In order to continue to improve our seamless offer, 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.

The main work of this service is currently addressed within the above improvement priorities.

Mental Health Service

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

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

The main work of this service is currently addressed within the above improvement priorities.

Learning Disabilities Service

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



We provide support in a 'person-centred' approach which focuses on individuals' well-being. In order to ensure that we respond fully to an individual's needs, the wide range of our services are often provided 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 schemes.



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
- Promoting 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. Work is also ongoing to try to strengthen the support that is available to carers by all front-line teams.

Much of the work of this service is addressed within the 'Community Resilience' priority.



Provider Services

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

The main work of this service is currently addressed within the above improvement priorities.

The Dolgellau area had been identified as a priority for developing appropriate care provision, and following consideration of the options available, further work is needed to consider how to address the need in the area. There were also calls for appropriate units for Llŷn residents, and it is anticipated that the Extra Care Housing development will be built in Pwllheli which will open during 2022/23.

This priority is addressed within the 'Redesigning Care Services' improvement programme.



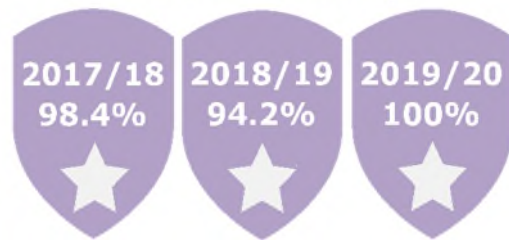
Safeguarding and Community Safety Service

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 into the experience of individuals.

We set consistency in terms of what is or is not deemed to be a safeguarding case, 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. Over the coming year we will continue to develop and implement a new plan to respond to priorities that have been identified in relation to crime and disorder 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 day to day 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 with dignity and independently for as long as possible.

Live in a natural Welsh society.