



Adults, Health and Well-being Department



The Adults, Health and Well-being Department provides a variety 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 by collaborating
- 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 principles above interweave in order to achieve the Department's objective, namely to enable Gwynedd adults to: *“Live my life as I wish”*



Housing

As a Housing Service, we operate in order to prevent homelessness but also provide support for families or individuals who find themselves to be homeless. We support people to maintain and protect their tenancy, and ensure that houses in multiple occupation are safe and meet safety standards.

The Service also identifies priorities to develop new social housing and schemes for affordable housing. In future, we will aim to increase numbers by making the best use of grants from the Welsh Government in partnership with housing associations. We also administrate the Common Housing Register in partnership with housing associations and prioritise applications for social housing. We will aim to increase the number of homes by targeting empty properties across Gwynedd in order to bring them back into suitable use. We will also inspect rented housing to ensure that they reach acceptable standards.

Another example of work we do is assessing and providing adaptations for the homes of disabled people and children in order to help individuals to be able to continue living independently and to reduce dependency and demand on other services.

Housing Strategy for the People of Improvement Priority Gwynedd 2019-24

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One of the largest challenges for Gwynedd is to ensure sufficient suitable and high quality homes to meet the needs of a changing population. During 2018/19 we concentrated on implementing two projects to improve access to suitable housing for the people of Gwynedd. Both projects, namely '**Suitable and Affordable Housing**' and '**Identifying and Promoting Housing Schemes and Initiatives**' assessed the current situation and in looking at the results of the assessments it became apparent that we need to re-plan our provision for the future.

The current demand for social and affordable housing in Gwynedd is greater than the available supply, and an increasing number of people are homeless or at risk of being homeless in Gwynedd. Our response so far does not meet the existing need of the local population, or their future needs. Using this information, we have created a Housing Strategy that aims to make the best of our housing supply in Gwynedd, improve their standard and improve access to housing by strengthening the support that is available for people to enable them to independently in their own community. This will include supporting individuals who suffer from Domestic Violence, mental health or substance misuse problems along with those who demonstrate threatening/antisocial behaviour and are at risk of losing their tenancy.

From 2019/20 onwards we will take action to deliver the priorities of the Housing Strategy (2019-24) to:

- Ensure that the people of Gwynedd are able to find a suitable home
- Ensure that no one is homeless in Gwynedd
- Address the health and well-being needs of the people of Gwynedd
- Ensure that homes are environmentally friendly
- Offer preventative and seamless services on a local level.

Local Priority

There is concern that there is a high number of houses in multiple occupation (HMOs) in Bangor, which negatively affect the appearance of the city. There is also concern that the situation leads to a higher than usual number of empty homes, with the side-effect of this reducing the housing market for local residents.

These matters are addressed within the Housing Strategy for the People of Gwynedd 2019-2024



Well-being

The Well-being Unit has been established to promote the principles of the Social Services and Well-being Act (2014), namely the need to work on a preventative basis and to collaborate with individuals and communities to find the best solutions to improve our residents' well-being.

We promote preventative services within communities and promote well-being elements in Care and Support Plans. In terms of the Department's duty to provide "information, advice and support" under The Act, we will develop resources such as Dewis Wales and establish local information hubs, by developing a "community co-ordinator" role, and collaborate closely with third sector organisations, social enterprises, community groups and with residents themselves.

We work with partners to support informal carers and raise their profile amongst the workforce to increase the understanding and support available to carers. We collaborate closely with other

services within the Council by establishing the Gwynedd Mental Health Learning Partnership and working with Libraries, Healthy Living Programmes, the Arts Unit and the Area Regeneration Team. We also work with external partners who provide emotional and social well-being services to Gwynedd residents. Through the Gwynedd Ageing Well Plan 2017-18 a Bridging the Generations project was developed which brought young and old people together and which has proven success in different areas of Gwynedd. The project is now being evaluated by the Bangor University Ageing and Dementia Research Centre. It will be important to collaborate with Gwynedd communities to promote dementia friendly communities that build on the success of the Dementia Go project. We will continue to promote community resilience that will build on the strengths of Gwynedd communities to prevent demand for Care and Support services.

Re-designing Care Services

Improvement Priority 6

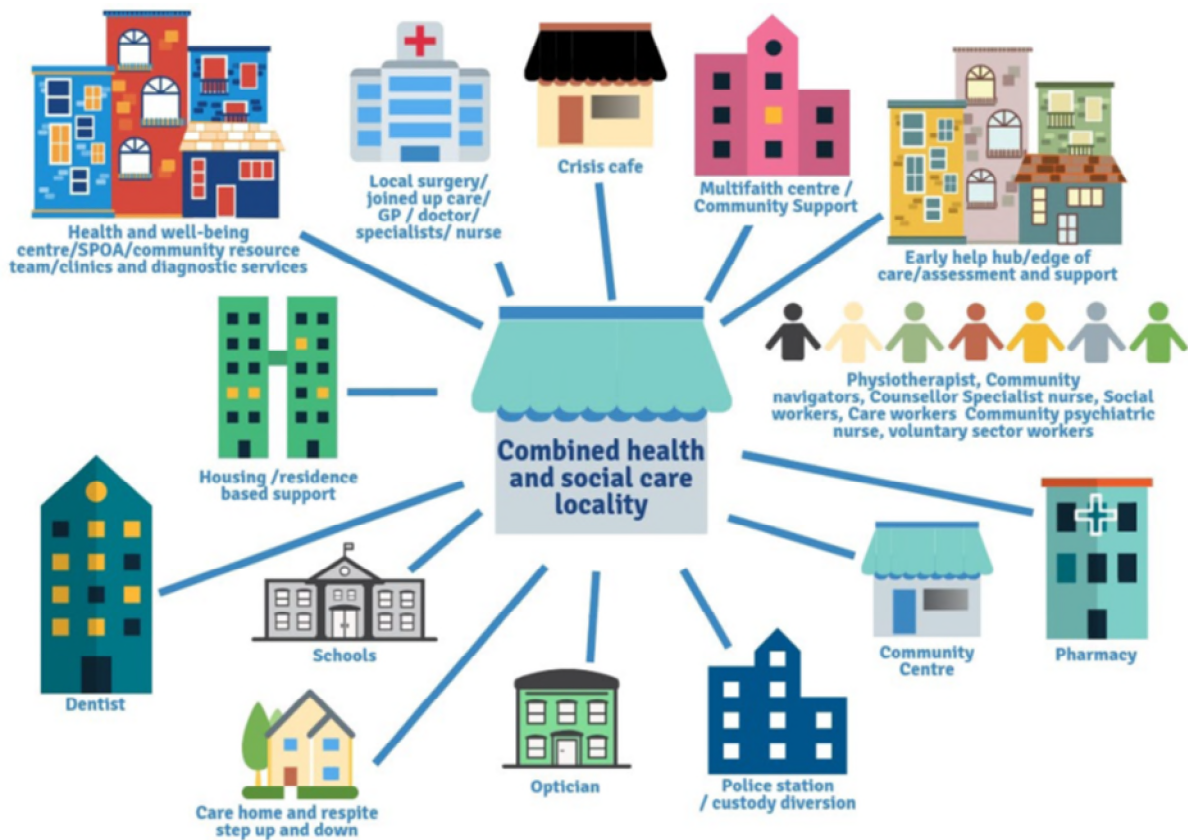


We have been collaborating with the Health Board to ensure that adults living in Gwynedd have easy and direct access to the services that are important to them. To this end, jointly with the Health Board, we have established five Local Area Teams that provide a seamless service. These teams build on the strengths of the individual and the community and ensure that our arrangements for leaving hospital are effective and are in keeping with what matters to the individual.

We have been working with our care services providers and experimenting with new ways of commissioning home care packages. The results of this experiment have been very positive and we will proceed to recommission using this new method.

The Learning Disabilities Transformation Board is evolving and advancing. There has been good collaboration and joint planning across the field during the last year, and we are confident that opportunities to work more with our local providers will become apparent in the coming year. The preventative intervention offer is driving the field with a focus on developing community services.

We will continue with the work of transforming community services to enable more early and preventative responses on a local level and jointly with our key partners, such as health, the third sector and carers. Our Area Teams will be co-located in a wider cluster of providers and primary and community services, as the image below demonstrates. This will include developing health and care hubs in the areas of Bangor and Dyffryn Nantlle. Our population and well-being assessments will enable us to ensure that the services within the clusters coincide with the needs of the local population, are provided by different providers and are coordinated seamlessly around the needs of the individual.



We are moving to an approach that places a greater emphasis on health and well-being and preventative work. With this approach, we will see better outcomes for individuals, enabling people to live independently within their communities for as long as possible and there will be less need for intensive care. We will invest in our buildings across our services, we have already invested in our Residential Homes in Tywyn, Nefyn, Llan Ffestiniog and Bangor. In the coming year, we will continue with the work programme in terms of improving our intensive care provision, this will mean developing Dementia Units in the homes of Cefn Rodyn, Hafod Mawddach and Plas Hedd.

We will continue with our Domiciliary Care project which has been trialling new and innovative ways of providing health and care services that focus on what matters to people who receive health and care services. It also responds to problems such as the lack of care and health service in some areas of the County, which could lead to people having to remain in hospital for a longer period than they should. Our work programme is about changing culture and the early findings of the project are very promising and will influence how we will commission domiciliary care in future.

The Mental Health Service works with the Health Board and other partners to implement the Mental Health Strategy. The initial priority is to ensure that suitable care is available when individuals are in an emergency. As part of this work, we are looking at developing a service that responds to the needs of individuals on a 7 days a week, 9am to 7pm basis. The intention is to ensure that individuals have timely access to suitable services.

In addition, we will collaborate with the Health Board in order to strengthen mental health services locally and will look at innovative ways of improving learning disability services.



A whole-system approach of providing health and well-being as described in 'Re-designing Care Services' above will go beyond providing domiciliary care or residential care services. Community activities and having regular contact with friends and family will assist people to maintain contacts, reduce loneliness and maintain their mental and physical health. Working within a 'Clusters' arrangement will enable all community assets to work together seamlessly all in the interests of the individual.

We have been encouraging and supporting Gwynedd communities to be more resilient. This work has led to preventative solutions which have increased the care options for local people. The Community Connectors Scheme started in September 2017 and individuals from the third sector work within our Area Teams. They map services and groups within communities and link individuals requiring assistance with those services. They also identify gaps in the service and promote community enterprises. We will expand this scheme in order to ensure that it is an integral part of our services' day-to-day work. This is crucial to assess the needs of our population on a local level in a continuous way.

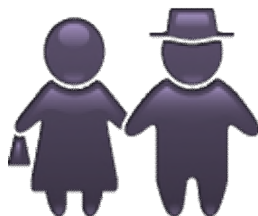
Our intention over the coming years is to continue to look at opportunities to build on the strengths within our communities and try to co-produce a full range of preventative support in order to make it easier for people to continue to live independently in their communities. This will include working closely with carers to try to reach the right solutions in the interests of those who need care. On a regional level we have developed and co-produced an 'offer' for carers, which includes the service standards that we are committing to deliver. In coming months, we ensure that we commit in full to the standards.

A key part of community resilience is how different generations co-habit and socialise and an innovative project, 'Bridging the Generations' commenced in May 2018. Its purpose is to prevent loneliness between children, young people and older people by bringing them together for fun and interesting activities.

We will continue to develop preventative services which are aimed at supporting residents, linking people with support within their communities focusing on the five Areas.

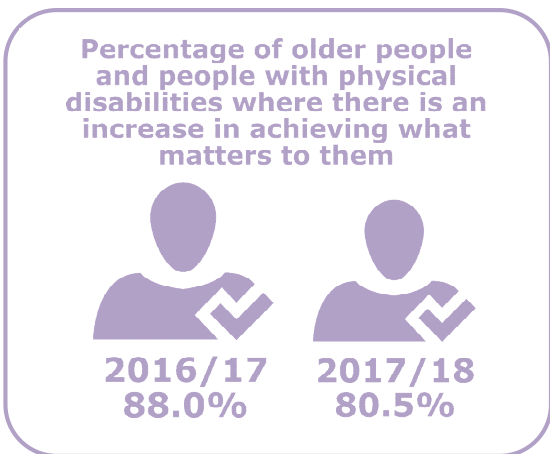
The Learning Partnership has been established within the Mental Health Service to look at preventative work and the well-being of individuals based on the 'Five ways to well-being'. The Partnership is developing a booklet that notes what support is available within different areas in the County. Our intention is to develop groups that will support this work.

Adults



As an Adults service, we work in partnership with adults over 18 years of age, adults with a physical disability and older people to identify what matters to them; and support them to find solutions to achieve their personal aims. The service will assess in accordance with the principles of the Social Services and Well-being Act (2014) and in a manner that builds on individuals' strengths. The service provides an information, advice and support service.

In future, we will build on the effective working relationship between us as a Council and the Betsi Cadwaladr University Health Board, statutory agencies and the third sector, in order to meet adults' personal aims.



Learning Disabilities



As a Learning Disabilities service, we provide active support based on the principles of Active Support and Positive Behaviour Support in a 'person centred' approach which focuses on positive well-being outputs for the individual. We assess in accordance with the principles of the Social Services and Well-being Act (2014) and in a manner that builds on individuals' strengths. The service promotes integrated services and continues to develop the positive relationship with partners and other agencies, including health, statutory agencies and the third sector, in order to address the wide range of needs of people with learning disabilities.

Our vision focuses on developing preventative services across the county which will include focusing on the needs of adults on the autistic spectrum. In addition, we want to concentrate on a provision that focuses on developing opportunities for people with learning disabilities to develop relationships. As a way forward to address this objective, we will continue the work of developing community hubs around the county.

We will aim to develop a Respite care framework during 2019. Also, we are aiming to develop a Respite care provision in the Pwllheli area.

The work of the Active Support and Positive Behaviour Support team over the last year has led to positive developments for the county's residents. The main focus of this team's work over the coming years will be to concentrate specifically on preventative work.

Another core objective of the service is continuing to develop daily opportunities for people with intensive and complex needs. We are aiming to plan services for the future in order to ensure that local opportunities are available for these adults, so that they can live, receive support and attend daily opportunities in their area. As part of this work, we will work to develop the opportunities that are available as part of the Arfon Community Scheme. It is essentially important that we collaborate with all local providers and continue to develop the work of the Transforming Learning Disabilities Group.



Mental Health

As a Mental Health Service, we collaborate with the Health Board by working on a multi-disciplinary basis. We act in accordance with the Mental Health Measure (Wales) 2010, to support individuals with mental health problems within the primary services and to support individuals with more intensive or complex needs. The service works with individuals in order to facilitate recovery and to support them to live independently. We also offer assessment and support for mental health carers.

The measure focuses on the needs of individuals rather than a 'diagnosis' and it is led by the following main principles:

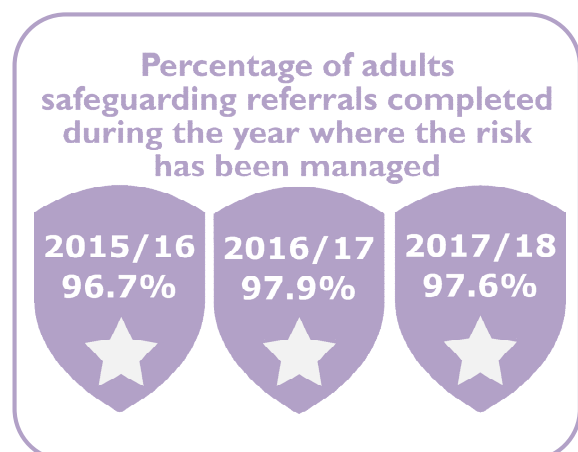
- Include patients and their carers in the planning, development and implementation of the care and treatment plan;
- Equality, dignity and diversity - need to ensure that professionals give consideration to race, gender, religion, gender identity, age and any disability when planning and providing a service;
- There is a need to ensure that patients and their carers are included in the planning, therefore, clear communication is required by being aware of the patient's language and culture;
- The care and treatment plan needs to be holistic and person-centred;
- The care and treatment plan needs to be proportionate to the need and risk. This recognises that not everyone has intensive needs and that simple assistance can improve the quality of life and it should be ensured that care and treatment are integrated. Professionals need to recognise that there is a range of services that can assist individuals whether that be on a statutory or voluntary basis.



Safeguarding Unit

The Safeguarding Unit provides support for the Department's staff to adhere to the safeguarding procedure. We are collaborating closely with the Regional Safeguarding Board in order to create regional procedures.

There is regular communication with providers, health and the Care and Social Services Inspectorate for Wales in order to share concerns and good practice. The Unit is responsible for monitoring internal and external providers to ensure that the services and care provided and commissioned are of high standard. The Unit also undertakes investigations of service users' experiences in order to learn about bad experiences and good practice. We set consistency in terms of what is deemed to be a safeguarding case or not, 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 unable to grant permission for their care) and respond to complaints and concerns on a timely basis.





Provider

In the Provider Service, we provide residential care, community care and day care for adults with intensive, complex needs.

The Service is responsible for the fields below:

- Residential Care Provision (11 Council-owned residential homes, with 2 being Homes with Dementia units and 1 specialising in pure Dementia care).
- Home Care Provision
- Enablement and Intermediate Care (temporary care)
- Support Care (long term care)
- Day Care Provision (4 across the county, 1 offering specialist care for people living with Dementia)

Local Priority

There is potential to develop appropriate care provision in the Dolgellau area and we will examine the possibilities of collaborating with other partners in order to fund such a scheme. There is similar demand for purpose built units for Llŷn residents, and we can measure the exact provision required and how best to fund it by collaborating with others. This priority will be addressed within the 'Re-designing Care' improvement programme

The Workforce and Recruitment within the Care Field

Improvement Priority 6



Our success in realising Improvement Priority 6 in its entirety, namely to 'Ensure that we have care services which help people to live their lives as they wish' is dependent on securing a workforce for the Care field. Recruiting to the Care field is challenging for various reasons and while we have an effective and committed workforce, we must ensure that we have enough workers with the necessary skills to meet the increasing need.

Before being able to establish an action plan to resolve the problem, we need to ensure that we really understand the problem, and we have commissioned an independent investigation into the current situation in Gwynedd, the pressure on our workforce and on the Council.

During 2019/20 we will consider the findings of the investigation and any recommendations made by a scrutiny review, and determine what should be done differently or in addition to what is currently operational. The initial findings of the investigation have highlights many key factors that confirm we are on the right track in terms of our efforts to re-design the Domiciliary Care business model.

We also acknowledge, in addition to having the right skills mix, there will be a need to change cultures and behaviours and to promote taking positive risks; and we will work with partners and academic institutions to develop and deliver this.

We will also work on raising the profile and status of care workers by reviewing existing career paths, so that a career in social care work is a positive career choice and we will promote the care field as a career by disseminating appropriate information to local organisations. We will also review our Apprenticeship scheme within the Council to seek to influence the number of apprentices within the care field.



Business Service

The Business Service provides 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. In order to facilitate efficient work arrangements specifically, management and support in terms of information technology systems, along with administrative support, is provided for the Teams in question. A variety of training opportunities are also offered to employees across the care field in order to ensure that we have the most suitable workforce to care for the County's residents for the future.

The Service also helps people to achieve what matters to them by ensuring that anyone receiving care will receive appropriate financial advice and support, and subsequently that they are fully aware of any financial implications that are associated with their care choices. When required, there is also a provision in place to manage the money of vulnerable residents who do not have anyone to help them. The Service provides business support for services that promote independence such as Direct Payments and assistive Technology.

The Business Service is responsible for gathering, analysing and interpreting data in order to procure and commission services effectively, in a field where demand is increasing and resources are becoming scarce. Additionally, the Service is responsible for managing and driving change in order to enable the Adults, Health and Well-being Department to deliver projects that will transform our services for the people of Gwynedd in future.