Housing and Social Services Department

Older People
Commissioning Plan
2011-16

Supporting people to live independent and safe

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1. Introduction

This commissioning plan outlines the intent to reform older people’s services in Gwynedd. This change will be challenging, particularly at a time when there are reduced resources to deliver services and where demographic trends indicate a significant increase in the population of older people.

The document is written under the auspices of the Adult Service Improvement Group. It is primarily focused on social care and wellbeing whilst building on collaborative working with Health (Betsi Cadwaladr University Health Board) and the broad range of partners in the independent sector. It extends on the key priorities outlined in the Betsi Cadwaladr University Health Board 5 Year Plan.

It complements the Gwynedd Ageing Well Strategy that discusses health, health promotion and preventative measures.

This plan refers to people over 50 years of age in terms of the preventative schemes. In terms of services commissioned directly by the Housing and Social Services Department, the plan refers to people over 65 years of age.

1.1 Our Vision and basic principles

Social care for adults is changing. Gwynedd Council’s vision for adult social services is to promote and support independence by enabling people to live at home for as long as possible.

In addition to the main vision noted above, the aim is that Gwynedd will be a good place in which to grow old.

Gwynedd Council Social Services’ main aims whilst commissioning services for adults is to ensure that they:

- Meet the needs of the individual
- Contribute toward maintaining independence
- Are appealing, appropriate and sustainable for the future
- Offer choices and options to the individual
The main principles of this commissioning plan for older people in Gwynedd are to:

- Promote independence by ensuring the necessary support to enable people to continue to live at home as long as possible
- Reduce loneliness and social isolation
- Concentrate on dignity in care and the quality of services
- Work in partnership
- Recognise the role of carers and ensure there's support for them to be able to continue to care.

1.2 Consultation

This commissioning plan is informed by the views of older people, following extensive consultation. Community engagement sessions were held across Gwynedd to gather the views of local people about what can help support their personal independence, promote their quality of life and develop better health, social care and wellbeing.

Opinion is sought regularly through engagement with the Older People's Forum and at special events. The outcomes have been integrated in this commissioning plan.

The key message is that older people wish to stay in their own homes, to be as independent as possible, and to be able to exercise as much choice as possible.

Independence meant a range of things to the people who took part in the consultation and engagement sessions:

- Choice
- Control
- Freedom
- Dignity
- Respect
- Privacy
- Support
- Confidence
Security
Happiness.

This plan demonstrates the priorities of older people and outlines the actions needed to address them over the next few years.

Integral to the plan is a firm commitment to promoting the independence of older people. The aim in Gwynedd is to provide services that older people need at the right time, and at the right place, in a way that promotes and supports independence.

During the consultation process, older people outlined what was important to them:

- “Retiring from work does not mean retiring from life – living longer should mean improved quality of life and not just the numbers of years lived.”
- Older people wish to stay in their own homes, to be as independent as possible, and to be able to exercise as much choice as possible and having control of their lives.
- Services should be as seamless as possible with information readily available.
- Older people want to feel safe in their own homes and in the community in which they live.

1.3 Regional commissioning

In line with collaborative regional working, commissioning will incrementally and increasingly be undertaken on a sub regional and North Wales level. Recent regional developments have included common North Wales care home and domiciliary care contracts. Telecare Response Centres are being commissioned jointly by five North Wales authorities. This trend will accelerate in order to realise efficiencies and cost savings at a time of substantial budgetary pressure.
2. Links with local and national strategic plans

These are the main policy and strategic drivers that inform this commissioning plan:

- Sustainable Social Services for Wales: A Framework for Action, WAG, January 2011
- Achieving greater efficiency in services for older people in Wales, Social Services Improvement Agency (SSIA) October 2010
- National Service Framework for Older People (NSF), WAG 2006
- Programme for Government 2011-2016 (Welsh Government)
- Gwynedd Health and Social Care and Wellbeing Strategy (HSCWB) 2011-14
- Betsi Cadwaladr University Health Board 5 Year Plan (2010-15)
- Gwynedd Council’s Three Year Plan (2011-2014)
- Gwynedd Community Strategy (2008-2012)

3. Outcomes

This commissioning plan is based on outcomes agreed upon with older people and stakeholders. We will seek to ensure that every person:

1. Lives independently
2. Has dignity and choice
3. Stays healthy
4. Makes a positive contribution to the community in which they live

In the current financially challenging times the public sector needs to make the optimum use of public money and the best value for money is paramount. Thus, an additional heading to the ones identified in the consultation process with older people and key stakeholders, has now been added:
5. Making the best use of resources

These outcomes will be achieved through the following:

3.1 Lives independently

- Ensure that there is a range of accommodation that can meet the needs of older people e.g. alternatives to residential care such as the development of Extra Care Housing.

- Ensure that home care provision promotes service user independence through the enablement service.

- Promote the use and uptake of telecare and community equipment to sustain independent living.

- Promote the uptake of direct payments to enable people to take control and manage their care needs and support.

- Ensure that there is day care or alternative opportunities for social interaction.

- Provide enablement services.

3.2 Have Dignity and Choice

- Ensure access to information, advice and advocacy services to help older people make informed choices in relation to staying as independent as possible.

- Promote the use of dignity champions in Gwynedd to provide an independent view to inform the quality assurance system of services provided.

- Engage with older people when planning new services and include them in the decision making and the monitoring process.

- Ensure a standard provision and include workforce training that considers respect and dignity.
3.3 Stays healthy

We know we need to improve the way services are co-ordinated and delivered with partners, therefore we need to ensure that our services:

- Promote healthy living
- Promote healthy choices
- Provide information specifically for those aged over 50
- Ensure that people have access to appropriate facilities and amenities
- Offer care and support in the community
- Make efficient use of the Gwynedd Older People's Council and other forums to map services and filter information to promote healthy living.

3.4 Makes a positive contribution to the community in which they live

- Ensure that there are opportunities to take part in social and community activities.
- Ensure that all who may benefit from volunteering can do so.
- The independent sector has a key role to play in activating volunteers and ensuring that the experience of social isolation is diminished in our communities.

3.5 Making the best of resources

- In order to commission more services that promote independence the Council will need to re-direct resources towards that goal.
- The Council's procurement of services must demonstrate value for money at all times.
- Encouraging people to prepare for their old age e.g. by investing in adapting their home for possible future need.
- We will need to build on partnership working between social services, housing, health, the independent sector, and neighbouring local authorities.
4. Data – the People of Gwynedd

- It is estimated (2010) that there are 47,300 people living in Gwynedd aged 50 years or over. This is 39.8% of the total number of people living in Gwynedd and shows that Gwynedd is ageing. For the same period the national (UK) average of people over 50 years of age is 34% of the population whilst for Wales the figure is 37.6%.

- It is estimated (2010) that there are 24,230 people over 65 years of age living in Gwynedd. This is 20% of the total number of people living in Gwynedd. There are 3,488 social services users over 65 years of age living in Gwynedd, which is 14% of the total number of people over 65.

- Currently, those aged over 85 make up 45% of older adult service users in Gwynedd.

Graph showing the number of social services users in Gwynedd, over 65, by age and area, per 1000 population

- According to the 2001 census, 81.2% of older people (over 65 years of age) in Gwynedd enjoy good or fairly good health, which is higher than the Welsh average of 75%. However, the percentage of older people in Gwynedd who have a limiting long-term illness is 40.7%, compared with the Welsh average of 46.9%, according to the Welsh Health Survey 2008.

- In 2001 55.4% of older people in Gwynedd owned their own home, compared with 54.1% in Wales as a whole. For the same period 19.6% of older people in Gwynedd lived in homes without central heating, compared with 7.8% in Wales as a whole. Looking specifically at people aged over 85, 17.7% of this population lived without central heating in Gwynedd in 2001 compared to 10.9% in Wales as a whole.
70% of every pensionable age residence in Gwynedd are owner occupiers. 21% are social landlords and 9% live in private rented homes or live rent free.

Based on racial group categories in the 2001 census, ‘white British’ and ‘white Irish’ accounts for 97.2% of Gwynedd’s population. ‘Other white’ account for 1.6% of the population whilst in Gwynedd 1.2% are non white.

Data - Our Services

Enablement

149 people received enablement during 2010-11. It is an intensive service for a short period of time which helps people to gain or regain the necessary skills for everyday life. In the majority of cases, it results in a reduction in the care package required.

Currently, this service is offered only by the internal provider.

Telecare, aids and adaptations

Aids and some adaptations are commissioned from an independent sector organisation to contribute to helping keep older people independent in their own homes. During 2009/10, over 2,000 people over 55 years of age were supported. The main aids and adaptations installed include external rails, key safes, smoke detectors and telecare equipment.

Telecare supports independence, strengthens care packages and protects individuals. Around 870 older people receive telecare in Gwynedd at this point in time.

Day Care

Approximately 230 older people receive day care in Gwynedd Council’s day care centres and residential homes, and within private residential homes. Only 64% of available sessions were used in the centres during 2009/10.

Day service expenditure came to 3.7% of the budget.

Other agencies also provide opportunities for socialising and luncheon clubs across the county.
Direct Payments

- Direct payments (DP) enable people to choose and pay for their own care. 23 people took advantage of direct payments during 2010-11.
- There has been an increase in the number of carers of older people who receive DP. In 2006, 4 older people carers received DP, rising to 18 in 2010, with the highest percentage residing Arfon.

Carers

- The 2001 Census showed that the highest percentage of people providing unpaid care are between 50 and 59 years of age, with one in every 5 identified as a carer. More than half of carers aged 65 and over are suffering from long term illness. This means that there will be a greater need for the service to offer support to these carers.

Home Care

- 1,280 people received home care in Gwynedd during 2010-11.
- Around 40% of home care recipients receive 5 or less hours of home care per week.
- The second largest category of older people services’ spend in Gwynedd in 2009-10 was home care, which amounts to 28.3%, which was below the average of 30.3% across Wales.
- The number of people aged 65 and over who receive home care in Gwynedd has reduced between 2001 and 2009.

Comparison of the ‘Family’: Number of people over 65 receiving home care per 1000 of the population over 65

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In 2010, 54% of home care hours were provided by the internal provider. 46% of home care hours were commissioned externally. There are 17 independent home care providers in Gwynedd, with 5 providers accounting for 97% of the hours that are commissioned externally. Of the 5:

- One provider operates in Meirionnydd
- One provider operates in Arfon
- Two providers operate in Dwyfor and Arfon
- One provider operates in all three areas.

Respite care

- 167 people received respite care during 2010-11. Respite care is usually a specific period in a residential home. It is an essential service that helps the individual and supports carers.

- In 2010-11, 12.28% of people aged over 65 received support in the community in Gwynedd. The Welsh average was 12.39% of the over 65 population.

Accommodation

- The Supporting People programme funds a warden and emergency alarm service for 509 older people in Gwynedd. This housing related support helps individuals maintain their tenancy and enable them to continue to live as independently as possible in their own homes.

- The percentage of Gwynedd’s population aged 80 or over living in residential or nursing care has reduced from 12.5% in 2001 to 8.5% in 2010.

- In Gwynedd, the Council has 357 residential beds, whilst the independent sector has 332 residential beds.

- There are 337 ordinary nursing beds in Gwynedd, and 109 elderly mentally infirm (EMI) nursing beds.

- The number of people aged 65 and over receiving support in care homes in Gwynedd has reduced from 2.99% of the over 65 population in 2008-09 (31 March), to 2.67% in 2010-11 (31 March). This is in line with the wishes of older people to remain at home, and also with the direction of improvement. In Wales, on average, the number of people aged 65 and over receiving support in care homes has also reduced, from 2.28% of the over 65 population in 2008-09 (31 March), to 2.18% in 2010-11 (31 March).

- In Gwynedd, the greatest proportion of spend on older people services has been on residential care, which amounted to 40.5% of the net expenditure. There were only two other authorities in Wales with a higher percentage spend on residential care than Gwynedd.
5. Assumptions for 2011 - 2016

- Between 2011 and 2016 Gwynedd’s total population is expected to increase 1.3% from 119,000 to 120,600. During this same period, the population of those aged 50 years and over will increase at a slightly faster rate of 5.8%.

- The number of people aged 70 and over will increase from 17,230 in 2010 to a projected 24,510 by 2030, a 42% increase.

- Over the period 2011-15 there is a projected 11% increase in the number of people aged 85 and over in Gwynedd. This age group is a significant recipient of both health and social care services.

- By 2030 the 85 years and over population is projected to increase by 86.6%, compared to the 2010 figure.

- Projections suggest that there will be a significant increase in the number of men living longer.
Increase anticipated in the number of men and women over 70 by 2030

- It is predicted that there will be an increase in the number of people over 55 years of age that have a limiting long term illness, from 19,957 in 2010 to 24,365 in 2030.

- Dementia is one of the main causes of disability in later life. One in six people over 80 have a form of dementia whilst one in 14 people over 65 have dementia. The rise in the number of people with dementia will proportionally reflect the projected demographic trend in Gwynedd. The number of people with dementia in Gwynedd is predicted to increase by 35% from 1,718 to 2,325 between 2007 and 2021. Among those over 65 with dementia, 55.4% have mild dementia, 32.1% have moderate dementia and 12.5% have severe dementia.

- It is predicted that there will be an 11% increase in the number of older people over 65 years of age living alone by 2015. The projected increase by 2030 is 32%. This may result in an increasing number of older people being at risk of becoming socially isolated and marginalised from the communities in which they live.

- Partnership working, particularly with the voluntary and community sector, is pivotal to address such issues of social isolation and marginalisation.

- Health in Gwynedd is relatively good compared to the rest of Wales, however the number of older people aged 75 and over with limiting long term illness is projected to increase 52% over the next twenty years, in line with the projected population increase.
Identifying those with chronic diseases early and intervening to support people to manage their conditions will continue to be a priority of the Partnership In Care initiative – joint localities social care and health teams.

- The percentage of people aged 65 and over receiving support in the community will increasingly correspond with the Welsh average, in order to meet the wishes of older people to remain at home.

- The percentage of people aged 65 and over receiving support in care homes will reduce further to correspond with the wishes of older people to remain at home. We will commission less residential beds, and offer more care in the community. We will aim to meet the Welsh average in terms of the percentage of people receiving support in residential homes.


6.1 Ensuring service quality and human rights

- Work with partners within the social care sector and social enterprise organisations to maximise the quality of provision. This work will be tested through the Equality Impact Assessment to ensure that the plan matches the need to ensure human rights.

- Raise awareness of good practice and to highlight any unsuitable practice that needs improving. Commission an independent sector organisation to manage a project assessing the compliance of care staff with the Dignity in Care Charter within residential care and home care in Gwynedd.

- It is probable that the requests for information, advice and support will increase over the five year period of this plan. We will need to ensure continuous improvement to our information and advice service and where appropriate signpost referrals to a range of community support services and networks. The Authority will develop a web-based self-referral system and develop an easy to read generic information leaflet on ‘How to access adult social care services’.

- Having access to independent advocacy, particularly during the time of service change and reform of older people services will be important. There may well be an increase in referrals to
the advocacy service over the five year period of this plan. Formal advocacy services as well as other independent sector organisations are well positioned to respond.

- Continue to develop best practice in relation to safeguarding individuals at risk of abuse to ensure that they receive proper and proportionate protection.

6.2 Financial and contract standing orders and the development of the market

- The service will work jointly with its partners to ensure that any change is managed and that any resulting impact on users is assessed and considered fully.

- Continue to improve our data collection in order to inform planning of future services in line with demand and best outcomes.

6.3 Value for money and best value

- We will work towards being more effective and efficient, ensuring value for money on the basis of best value. Our priority will be to commission a service which is fit for purpose and meets the needs identified adequately and in accordance with legislation and best practice.

- Gwynedd is served by an increasingly diverse care market. This trend will continue as Gwynedd Council Social Services ensures that it commissions the best service for the best price. We will commission from the sector that can offer the best quality for the best price.

- We will expect service providers to focus increasingly on supporting people to maintain their independence.

- Support service providers to be more effective in their work and provide value for money.

- Ensure the most effective services are delivered in a coordinated and timely way so that any response maximises social care and health resources available.

6.4 Collaborative options

- Gwynedd will utilise every opportunity to collaborate where this will lead to a better and/or more effective service. This includes collaborating with, amongst others, the internal provider, the independent sector, Betsi Cadwaladr University Health Board and other authorities.

- Commission opportunities for older people to participate and influence appropriate Council policies and procedures by arranging regular Older Person Forum meetings.
Provide enablement in the first instance for older people. This will lead to a decrease in those receiving long term home care.

Develop an action plan jointly with the independent sector to provide enablement home care.

Work collaboratively with Betsi Cadwaladr University Health Board to develop day service opportunities for older people with memory problems.

Gwynedd Council along with its partners is committed to improving the support services available to carers. The number of carers receiving an assessment or review of their needs in their own right has increased over the past two years.

Develop and improve extra care housing and sheltered housing as practicable alternative choices to residential homes.

Work collaboratively with other North Wales local authorities to fulfil the direction outlined in the ‘Sustainable Social Services: A Framework for Action’ to re-organise commissioning and contracting increasingly on a regional basis.

Build on the integrated service model developed in Gwynedd. The model is one of health and social care working jointly in localities, targeting early intervention in relation to chronic disease management and timely support for vulnerable older people.

Increase opportunities for older people to have access to health screening and disease prevention information and include this as a regular agenda item at each meeting of the Older Persons Council in order to raise awareness.

Commission the independent sector to develop support services / facilities to address social isolation and loneliness.

Develop a falls prevention service across Gwynedd by arranging a falls prevention workshop for all stakeholders to propose and agree on a local solution.

Develop appropriate and varied physical activities locally for interested groups of older people.
6.5 Directly provided and contracted services / service sustainability

The introduction of increasing enablement home care should have a significant effect not only on outcomes for service users but also on service efficiency. People who are at risk of losing their independence will receive intensive enablement packages of support. This will have the effect of reducing the number of people needing long term packages of care and reducing the number of hours of care needed by people who have received enablement but still need care support.

During the period of this plan there will be an increase in the provision of telecare and community equipment (an increase of 5% per year over the next 5 years). Telecare equipment will be a factor in reducing the reliance on direct home care provision.

Day care provision for older people will be remodelled to provide community support for older people who mainly need opportunities for socialising and also to ensure their welfare. For people who also require personal care, work will be undertaken to provide a sustainable service. A market consultation exercise will be undertaken with providers to include them in any developments from the start.

Increase the uptake of direct payments (DP), from 23 in 2010-11, to 46 in 2015-16, to enable those individuals who need long term care and support to have control over how their care is provided.

The pattern of home care provision in Gwynedd has changed over the past few years. The independent sector’s share of the market has increased substantially from 2.5% in 2001 to 42% in 2010. This trend will continue where it is envisaged that by 2015-16, 80% of provision in Arfon will be by the independent sector; Dwyfor, 65% and Meirionnydd, 50%.

Commission units of respite care to address the needs for service users and their carers.

Commission dedicated unit/s to provide a period of recuperation and enablement intervention for identified older people on their release from hospital or when it is needed for people living at home. It is envisaged that this service will be commissioned from the internal provider.

Open the extra care development in Bala.

Decommission, over the next 5 years, an unspecified number of Council run residential homes. Decision to be reached in relation as to whether some homes are to be transferred to the independent sector or/and an arms length company is formed to run the remainder.
Give specific attention to ensure that there is appropriate accommodation provision in South Meirionnydd.

Ensure provision to address the needs of specialist residential dementia and nursing care.

6.6 Working with providers to ensure an appropriate workforce

The Gwynedd Social Services Workforce Development Partnership will identify training needs to complement the commissioning intent of supporting the great majority of people to live in the community and enabling them to do things for themselves rather than having things done for them.

What will change during the period of the plan?

Based on consultation with older people and the analysis contained in the appendices, commissioned services for older people will be aligned with the vision of promoting and supporting independence.

Gwynedd has been over reliant on traditional service models and as this document has emphasised this is changing. By the end of this five year commissioning plan:

- An increasing number of people will be supported to maintain their independence and to live at home.

- The relationship with the voluntary sector will consolidate so as to provide opportunities for older people to sustain their wellbeing.

- Enablement will continue to be commissioned by the Council’s internal provider but we will continue to work with other providers to promote this in the first instance.

- More people will be receiving telecare, equipment and adaptations.

- Day care will be reviewed to ensure appropriate provision in the future that offers value for money.
The majority of home care provision will be commissioned through the independent sector.

There will be increased provision of respite care to support carers and to assist in supporting people to maintain community living.

We will establish specialist units to provide recuperation, enablement and intermediate care.

Extra care provision will have been established in Bala, Bangor Porthmadog and other areas.

There will be less Council run residential homes. The exact number is to be determined by recommendations of the Transforming Older People Services Project Board and Council Board approval.

Establish accommodation provision to address the needs of residents in South Meirionnydd.
Today - Mr Davies

“After Mum died, Dad came to live with us. The kids have gone now, so there was plenty of room. He was a bit confused at the beginning, but things have got worse - he’s started wandering. The social worker has offered day care as an option to consider, but he’d be home by 4pm and I work till 6pm. And it would only be Tuesdays and Thursdays. I’ll have to discuss changing my days at work, and reduce my hours. The strain is beginning to show, and we haven’t been on holiday since Dad came to us”.

Tomorrow - Mr Davies

“After Mum died, Dad came to live with us. The kids have gone now, so there was plenty of room. He was a bit confused at the beginning, but things have got worse - he’s started wandering. So we’ve had Telecare put in, and if he leaves without us noticing, we know straight away. The social worker has offered day care as an option – I can choose which days suit - and I take Dad there on the way to work, and pick him up on the way home. He can also go on Saturdays when we need it, like when we went to the Eisteddfod for the day. We pay for the service, but we’re happier that Dad is with us than in a home, and it’s much cheaper. Next month we’re going on our first holiday since Dad came to us. It will be hard to leave him in the respite unit, but as he knows the place and the staff through day care, he’s looking forward to going holiday as well”.

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Today - Mrs Jones

“I’ve been going to day care for 12 years now. I’ve lots of friends there, and the staff are great. It gets me out of the house, and I have a bath, I look forward to the days I go there. Without it, I wouldn’t see anybody. My son lives so far away”.

Tomorrow - Mrs Jones

“I used to go to day care to see my friends and to have a bath. But recently, I’ve started going to different clubs instead, and I’ve moved to a new flat, with a walk in shower, so I don’t need a bath at the day centre. We go somewhere different every week with the lunch club. If we go to the pub, I have a small sherry. On Thursdays, I go to Bingo - I won £2 last week!”
Today - Mrs Roberts

“After I tripped in the snow and broke my arm, I’ve had terrible trouble coping alone. I can’t dress, go for a bath, or use the hoover easily, and my favourite thing, I can’t do the gardening. I have help from a home carer in the morning and evening, and I have a bath in the centre once a week. The garden’s grown wild - it breaks my heart”.

Tomorrow - Mrs Roberts

“After I tripped in the snow and broke my arm, I had terrible trouble coping alone. I couldn’t dress myself, go to the bath, use the hoover easily, or do the gardening. But then, I received the enablement stuff for around 4 weeks. I had to do exercises and someone helped me to do things. Talk about a difference, I have more strength to do the gardening now than I ever had before! And I don’t have to wait to have a home carer here to help me change like the lady next door – I am my own boss”.
Today - Mr Huws

“After Mum died, Dad had trouble coping with the house on his own, and he was also quite lonely. He didn’t want to come to us, the children would have got on his nerves! He also didn’t want to leave his friends – we live 2 hours away. But after he fell, and was on the floor overnight without anybody finding him, his health and spirit declined. He had to move into a home in the end. We try to go and see him once a month and when I can, I take him to the Legion to catch up with his friends while I do some shopping”.

Tomorrow – Mr Huws

“After Mum died, Dad had trouble coping with the house on his own, and he was also quite lonely. He didn’t want to come to us, the noise of the children would have got on his nerves! He also didn’t want to leave his friends – we live 2 hours away. But then, we heard about this new Extra Housing place, where you get your own flat, but with Telecare and someone close by if something happened. I am so glad, especially with us living so far away. When Dad fell, he used the Telecare and somebody was with him straight away. Dad can get the help he needs, without having to worry about cleaning and the gardening and he can still go to the Legion to see his friends as before.”
7. Needs / resources mapping model - summary

The table overleaf outlines the Council’s current situation, outlining spend, the number of people who have received a service, and an approximate unit cost for each service category. We then show our intent for the future, quite simply by indicating whether we foresee an increase, reduction, or no change in the demand for service.

The effect of this change has been forecast on the budget, numbers, and unit cost expected by 2015-16.

An indication of the current market situation between the internal provider and independent sector has been presented, through showing the percentage of service commissioned. The future intent, for commissioning internally or through the independent sector, has also been indicated.
## Needs mapping model

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<td>0</td>
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<td>0</td>
<td>↑</td>
</tr>
<tr>
<td>Day Care - other</td>
<td>760</td>
<td>230</td>
<td>3,304</td>
<td>↓</td>
</tr>
<tr>
<td>Direct Payments</td>
<td>190</td>
<td>23</td>
<td>8,261</td>
<td>↑</td>
</tr>
<tr>
<td>Carers</td>
<td>508</td>
<td>1,030</td>
<td>493</td>
<td>↑</td>
</tr>
<tr>
<td>Home Care</td>
<td>6,426</td>
<td>1,280</td>
<td>5,020</td>
<td>⇔</td>
</tr>
<tr>
<td>Respite Care</td>
<td>122</td>
<td>167</td>
<td>731</td>
<td>↑</td>
</tr>
<tr>
<td>Short Term Rehabilitation</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>↑</td>
</tr>
<tr>
<td>Extra Care Housing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>↑</td>
</tr>
<tr>
<td>Residential care</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>↓</td>
</tr>
<tr>
<td>Dementia Residential Care</td>
<td>8,183</td>
<td>678</td>
<td>12,069</td>
<td>↑</td>
</tr>
<tr>
<td>Nursing Care</td>
<td>1,951</td>
<td>213</td>
<td>9,160</td>
<td>⇔</td>
</tr>
<tr>
<td>Dementia Nursing Care</td>
<td>711</td>
<td>70</td>
<td>10,157</td>
<td>↑</td>
</tr>
<tr>
<td>Other Services</td>
<td>728</td>
<td>-</td>
<td>-</td>
<td>⇔</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>20,336</strong></td>
<td><strong>6,714</strong></td>
<td><strong>3,029</strong></td>
<td><strong>21,505</strong></td>
</tr>
</tbody>
</table>

NA – Not Applicable
8. Monitoring

Strengthening the commissioning and contracting process for social care is a priority that will enable adult social services to fulfil their vision to give more choice and control to people.

The action plan of this commissioning plan will be monitored annually.

When setting any agreement, we will need to ensure that the work provided complies with the appropriate clauses of Gwynedd Council’s Language Policy.

If a generic service is provided across the county, the provision needs to comply with the following requirements (according to the nature of the service):

- Provide a consistent service in Welsh and English
- Note and respect the user’s choice of language
- Arrange that the information and literature that is provided for the public is bilingual
- Ensure that signs and advertisements are bilingual
- Ensure that translation arrangements are in place when needed.


When providing a specific service for an individual or a family, it must be ensured that the service is provided in the user and his/her family’s language of choice and thereby ensures that the linguistic needs of the user are central in the process of service planning.

The Council will operate in accordance with the requirements of the Equality Act 2010 and the Welsh Language Act 1993 and safeguard the rights of people on the basis of all the protected features.

According to the requirements of the 2010 Equality Act, it should be noted clearly in any agreement that providers need to ensure that they do not discriminate on the basis of the Protected Characteristics (namely race, sex, sex change, disability, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity). Compliance is expected in relation to service provision and employment.
In addition to this, full consideration should be given to the relevance of the work in question under the General Duty of the Act, namely:

- Positively promote equality
- Get rid of illegal discrimination, harassment and persecution
- Promote equal opportunities
- Nurture good partnerships.

If there is relevance, the terms of the agreement should note the expectation to comply with the General Duty noted above.

10. Glossary

**Adults Service Improvement Group**
An adult joint planning group which includes partners such as Health, service providers, service users, carers and the independent sector.

**Older People Forum**
A forum for older people representatives to discuss issues that are relevant to them.

**Extra Care Housing**
A facility that supports those who need extra care to live a more independent life. They are self-contained houses with support and care. These services are available 24 hours a day, 7 days a week accordingly.

**Enablement**
Help for people to re-learn skills that they might have lost, or to develop new skills to be more independent and improve quality of life.

**Telecare**
Assisted technology equipment that enables people to live as independent as possible in their homes. It includes alarms, monitoring lifestyle and telehealth.

**Advocacy**
When someone supports others to express themselves, or speak on their behalf to get what they are entitled to.

**Independent sector**
This includes independent, private and third sector providers.

**Carer**
Someone who looks after someone else that would not be able to live independently without their carer’s support. This person can be a spouse, partner, parent, child, sibling, other relative or friend who is ill or disabled or elderly and frail. This work is unpaid.
<table>
<thead>
<tr>
<th>Priority</th>
<th>Action</th>
<th>Success Criteria</th>
<th>Responsibility</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Information and Advice</td>
<td>Develop a web-based self referral system.</td>
<td>Web based referral system operational and accessed by older people.</td>
<td>Customer Care &amp; Information Unit Manager</td>
<td>September 2012</td>
</tr>
<tr>
<td>2. Participation and Engagement</td>
<td>Provide opportunities for older people to participate and influence appropriate Council policies and procedures by arranging regular meetings of the Older Person Council Steering Group.</td>
<td>Varied planned annual programme of consultations and information sharing</td>
<td>Local Authority – Strategic and Improvement Department</td>
<td>Ongoing</td>
</tr>
<tr>
<td>3. Enablement</td>
<td>3.1 Home care</td>
<td>To provide enablement in the first instance for older people.</td>
<td>Increased uptake of enablement home care. Reduction in those receiving long term home care.</td>
<td>Adult service manager and adult social work practitioners</td>
</tr>
<tr>
<td>3.2 Short breaks / step down</td>
<td>Commission dedicated unit/s to provide a period of recuperation and enablement intervention for identified older people on release from hospital or as when needed for people living at home.</td>
<td>Action plan developed and implemented.</td>
<td>Commissioning &amp; Contracting Team (C&amp;CT)</td>
<td>February 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business plan produced.</td>
<td>C&amp;CT</td>
<td>October 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service commissioned and operational</td>
<td>C&amp;CT</td>
<td>February 2012</td>
</tr>
<tr>
<td>Priority</td>
<td>Action</td>
<td>Success Criteria</td>
<td>Responsibility</td>
<td>Date</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>4. Telecare</td>
<td>To increase the uptake of telecare by 5% per annum over for the next 5 years. Starting from a base figure of 870. Provide intensive and specialist telecare packages for very vulnerable older people.</td>
<td>Numbers receiving telecare: 2011-12 915 people 2012-13 960 people 2013-14 1,010 people 2014-15 1,060 people 2015-16 1,115 people</td>
<td>Adult service manager and practitioners</td>
<td>Ongoing</td>
</tr>
<tr>
<td>5. Day care and social support</td>
<td>To remodel day care provision to ensure that older people in Gwynedd receive the appropriate support to sustain independent living.</td>
<td>Consultation with service users and market testing exercise undertaken. Plan drawn up New provision commissioned New provision operational.</td>
<td>C&amp;CT</td>
<td>October 2011  December</td>
</tr>
<tr>
<td></td>
<td>Commission the independent sector to develop support services / facilities to counter social isolation and loneliness.</td>
<td>Service Commissioned Year on year increase in facilities and activity data.</td>
<td>C&amp;CT</td>
<td>April 2012 (ongoing)  April 2012 (ongoing)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Adult service manager and C&amp;CT</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Priority</td>
<td>Action</td>
<td>Success Criteria</td>
<td>Responsibility</td>
<td>Date</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
<td>------------------</td>
<td>----------------</td>
<td>------------</td>
</tr>
<tr>
<td>6. Direct Payments (DP)</td>
<td>To increase uptake of DP</td>
<td>Year on year increase in number of older people and / or their carers receiving DP.</td>
<td>Adult service manager and practitioners</td>
<td>Ongoing</td>
</tr>
<tr>
<td>7. Care homes and other accommodation support options</td>
<td>Action the commissioning intent outlined in the residential and nursing care strategic review (Transforming Older People’s Services Project):</td>
<td>Reduction in the number of traditional residential beds.</td>
<td>Dafydd P Lewis</td>
<td>Ongoing</td>
</tr>
<tr>
<td>7.1 Care homes strategic review</td>
<td>Consultation on the future of Hafod y Gest, Porthmadog followed by recommendation to the Council Board on the way forward. Decommission a number of residential homes.</td>
<td>Recommendation presented to the Council Board. Recommendations implemented.</td>
<td>Dafydd P Lewis</td>
<td>October 2011</td>
</tr>
<tr>
<td>7.2 Extra Care housing</td>
<td>On going development darpariaeth llewy ar gyfer De Meirionnydd</td>
<td>The number of homes to be decommissioned to be decided by the Transforming Older People Service Project Board and Council Board approval.</td>
<td>Dafydd P Lewis</td>
<td>October 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Site identified and provision developed. Extra care development opened in Bala.</td>
<td>Dafydd P Lewis</td>
<td>September 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Extra care development opened in Bala.</td>
<td>Dafydd P Lewis</td>
<td>July 2012</td>
</tr>
</tbody>
</table>
For more information, please contact:

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Telephone: 01286 679246
E-mail: commissioningss@gwynedd.gov.uk