



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 purpose of the department is to enable the adults of Gwynedd to 'live my life as I wish'.

Together with the day to day work outlined below, this department leads on the following priority projects:

- A Suitable and Sustainable Care Provision for the Future - (Improvement Priority 6)
- Re-designing our Care Services - (Improvement Priority 6)

It is also noted that the Department is contributing to the improvement priority of Workforce Planning (Corporate Support Department) by responding specifically to the recruitment challenges in the care field and by ensuring that we have enough employees with the necessary skills to cope with the increasing need that is likely to arise in the future.

Of course, the Covid-19 crisis has had an unprecedented impact on all of the department's services. Although we have managed to maintain most of our services, some services are being run in a slightly different way. We have been faced with the challenge of restoring some of these services during 2021/22, and with Covid-19 still around, providing services remains very challenging. Our options for restoring or replacing services will need to be considered.

Older People, Physical and Sensory Disabilities Service

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

We work in partnership with individuals to try and achieve their personal goals by focusing on what matters to them. The service assesses needs in a way that builds on individuals' strengths. The service provides information, advice and assistance in a simple and convenient way within communities.

To continue to improve our seamless provision, we will build on our working relationship with the Betsi Cadwaladr University Health Board, statutory agencies and the third sector, to meet the personal goals of adults.

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 are supporting individuals with more severe or complex needs to promote recovery and support them to live independently. We also offer assessment and support for mental health carers.

The Covid-19 crisis has created many challenges for the Service as it was not possible to offer face-to-face assessments and support. Despite the challenges, it has also offered opportunities in terms of providing virtual support that is more acceptable to the younger cohort and assisted in providing access to groups.

Learning Disabilities Service



The purpose of the service is to address and promote the well-being needs of individuals with a learning disability, whether physical, emotional, mental or social, and to ensure that we address what is important to individuals with a learning disability and their carers.

To ensure that we are fully responsive to the needs of individuals, a wide range of our services are often offered in partnership. This could be support for independent living, support out in the community, or much more.

We want to focus on a provision that offers opportunities to socialise and maintain relationships. There is a focus on developing community services through the local hubs and being led by the individuals and their carers.



Well-being Service

The main purpose of the service is to improve the quality of life by connecting people. We also co-ordinate the support for unpaid carers across Council services as well as supporting the Age Friendly Gwynedd work programme, which has the Bridging the Generations project at its heart. We do this through schemes that are focused on the following elements:

- an emphasis on being sociable and involved in the community (reduce loneliness)
- promote positive health and well-being
- promote working together with people and between people
- strengthen and develop services based on what is important for the people of Gwynedd

In the second half of the current financial year, we have received 3 additional funding streams to support the people of Gwynedd to recover from the after effects of the pandemic. The fund to encourage older people to rebuild and to have their voices heard has meant that we have made new contacts with various community groups across Gwynedd. In 2022/23, we hope to have a range of activities that bring people together, organised on the ground in our communities. The additional funds for unpaid carers, whether adults or young people and children, have allowed for a wide range of additional support for carers, with the flexibility attached to the agreements ensuring that the support is adequately flexible to be tailored to meet the needs of the individual carer.

Provider Service



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

The service is responsible for the following areas:

- Residential Care and Dementia Residential Care Provision
- Home Care Provision
- Day Care Provision

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

The Dolgellau area was identified as a priority for developing bespoke care provision, and the effort to identify sites for development in this area is continuing. We are also looking at other areas in Meirionnydd more widely.

There was also a demand for bespoke units for the residents of Llŷn, and construction of Extra Care Housing in Pwllheli has begun in partnership with the housing association **Adra**. The 28 flat scheme is expected to be completed during 2022/23.

This priority is being addressed within the priority project 'A Suitable and Sustainable Care Provision for the Future.'

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 to ensure that we learn lessons from those challenges.



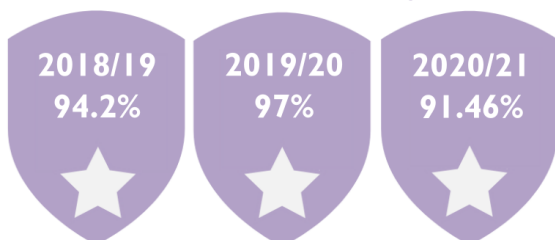
Safeguarding and Community Safety Services

The purpose of the **Safeguarding Service** is to protect individuals who have support and care needs and are at risk of, or are, suffering abuse. We ensure the quality of the Department's safeguarding work by monitoring and auditing individuals' experiences.

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 be working on the partnership plan for 2022/23 to respond to identified crime and disorder priorities in both counties.

During the Covid-19 crisis, we have seen an increase in anti-social behaviour within our communities. A cross-departmental task force has been set up to address these problems.



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
- Clients' Finance
- Income and Welfare Unit
- Contracting and Commissioning
- Administrative Service
- Supporting Systems Unit

This Department's work contributes towards the Gwynedd Well-being Objectives, ensuring that Gwynedd residents can:

Enjoy happy, healthy and safe lives

Live in quality homes within our communities

Live in a natural Welsh society

Live with dignity and independently for as long as possible