



**CITY AND COUNTY OF SWANSEA**  
**DINAS A SIR ABERTAWE**

Councillor Paxton Hood-Williams  
City & County of Swansea

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5 August 2014

**If you require this or any other information in another format e.g. Braille, audio tape or a different language, please contact me**

Dear Cllr Hood-Williams

In reply to your letter of 28<sup>th</sup> June 2014.

Telecare – I do not think that the cost of the Community Alarm, at £110 will be prohibitive for people; it represents an increase of less than 70p a week from the previously reduced level, and still remains good value for the service provided.

There may be individuals who decide not to have the service because of the increase in charge; we do not as yet know how many that will be as peoples date for paying the new rates vary across the year. However, everyone who decides to have the equipment removed is visited to discuss this and is offered a safe home inspection at the same time.

We will be monitoring the scheme to check that the income is enough to enable the Authority to expand the variety of Telecare to meet the needs of people in Swansea. Of course it is hoped that with an expanded range of Telecare available, there may be more people who choose to take up these facilities.

Telecare can assist greatly in reducing levels of concern, and in understanding individual's needs. Primarily it can help people remain safely within their own homes, which is a key to Transforming services.

**COUNCILLOR/Y CYNGHORYDD**  
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I was under the impression that most of the information requested on Telecare has already been provided to your Panel, but will arrange for it to be forwarded.

Clearly it is difficult exactly to say how long having a movement sensor, or a door alarm or a fall detector extends the period an individual can remain independent, but as the cost of these items rarely goes beyond a couple of hundred pounds, any delay in moving to a care home would not have to be long before there was a cost benefit in their provision.

There are no grants currently available to the Authority for Telecare, but in aiming to make the service self-funding it removes it from the problems facing local government finance over the next few years, which will make it more sustainable.

Adult Performance – You are correct to point out that staff turnover for domiciliary care means training is an issue, and I welcome your suggestion about approaching providers with other authorities. I think the suitable vehicle for this would be Western Bays, and will raise it there.

I am hoping the Scrutiny Review of the Home Care market in Swansea will come up with some suggestions on how to change your analysis of the current provision, which I share. With the Deputy Leader of the council I have met the Unions regarding the Ethical Care Charter, which I understand a number of council's in England and Scotland have been awarded. Initially it has been agreed to benchmark ourselves against the charter, with an aim of working towards attaining it, and I have asked that this be carried out.

I agree that the length of stay by quarter of admission is a very interesting and important figure, and one I too will be watching.

Time taken to develop a care plan will vary with the service area, the needs being met and the outcomes being sought. This does not mean however that there is any delay in the provision of services that are immediately required to meet need. Someone may receive a reablement service immediately on discharge from hospital and after a 6 week period a care plan drawn up detailing the care to be delivered on a longer term basis by a domiciliary care provider.

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Delays in the provision of care happen to a very small number of people compared to the overall number receiving services, but it is important we do understand why it has happened when it does, and try and improve on that

The in-house home care service is currently being remodelled to reflect the requirements of the WG to integrate health and social care services for older people and to build on the success of the Integrated Gower Team. The integrated services will deliver short term reablement support and longer terms support to people with complex care needs including where appropriate end of life care. Training is delivered to the external sector through the authority's responsibilities as part of the Social Care Development Partnership arrangements and the funding attached to this. In addition where specific training will support increased capacity and competence in the independent sector this has been provided on a bespoke basis e.g. medications training for providers.

I am informed that the budget for Community Connectors is £185,000.

I have spoken with the Wales Co-operative centre in recent weeks (Cllr Andrew Jones' employer) and will make arrangements for officers of to meet and explore the chances of co-operatives adding to the diversity of provision in Swansea. Obviously Cllr Jones will not be involved in this due to a conflict of interest.

Yours sincerely



**COUNCILLOR MARK CHILD**  
**CABINET MEMBER FOR WELLBEING**

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