



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

Councillor Paxton Hood-Williams  
City & County of Swansea

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2<sup>nd</sup> September 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,

Thank you for your letter of 28<sup>th</sup> August relating to you panel meeting of 11<sup>th</sup> August. In response to the 3 questions arising out of our previous correspondence;

- With regard to the testing of the Telecare system to individual's homes The panel will be aware that the more modern versions of equipment installed has self-testing and self-reporting automated responses, which require no intervention from the users of equipment. Whilst we have a programme of replacement of older equipment, we cannot yet report that all equipment used is self-reporting, so we must also rely on users making regular checks of installed equipment by contacting the call centre. The weakness of this approach has already been identified by the panel, especially when users may have a degree of dementia. Our programme of replacement will continue to ensure this risk is minimised, but we will need to continue to rely on users (or family members, where the user may have dementia) to test equipment and report back to us, so that remedial action can be undertaken.

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**COUNCILLOR/Y CYNGHORYDD**  
**MARK CHILD**  
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- Carers' assessments are usually delivered by assessment and care management staff working in the range of adult service teams. We are piloting a scheme in the Gower area, linked to the Integrated Gower Team (Domiciliary Care) where the Carers Centre in Swansea is commissioned to undertake the carers assessment as this may provide a possible model for the future especially in intermediate tier services, (reablement services). Support for Carers is delivered by a wide range of organisations depending on the needs of that carer. These include CCSABMU, Swansea Cares Centre, Alzheimer's Society and other third sector organisations.
- Training for non-council care providers is monitored via the framework contract, however this can only be done on a reactive basis, if issues are raised as there is limited contract monitoring capacity. It is also monitored by CSSIW during their regular inspection of domiciliary care services.

Thank you for your comments regarding services to Adults with disabilities. I do find the term "Younger Adults" a bit confusing, as it refers to adults who are below 65 years old, to differentiate them from Older People. In layman's ears I think Younger Adults would be people in their twenties, and would welcome another way of describing this group of people.

Efforts to help people live in community are done because it is widely agreed this is better for their own wellbeing, their quality of life and their own esteem. It is of course also welcome as it is significantly less costly than the residential alternative.

I have no idea why the figures for mental health are greater in Swansea than in most other Welsh Authorities, and will need to speak to ABMU Health Trust and possibly the University to see if a reason can be put forward. This is an important issue and I will ask officers to make enquiries.

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We are waiting for the Welsh Government to issue more and better measures for Adult Social Service performance, including outcome based ones. I understand there is still some debate about these, as there needs to be a shared understanding so that comparisons can be made across Wales.

Your point about 'service user stories' is well made. The recent CSSIW report on our Child and Family services mentions that Councillors, amongst others, would benefit from more direct understanding of cases, and I think this principle is relevant across Social Services.

I understand there is to be a new format for Scrutiny. Firstly, thank you for all the beneficial work your Panel has undertaken and I look forward to working with the new arrangements. I am particularly happy that a continued focus on Child and Family performance will remain. Whilst this service, and those working in it, have shown significant improvement since the days of the Intervention Board, there remain serious challenges, and it remains our biggest duty, to try and improve the lot of children to whom we have need to become Corporate Parents. The thought of 'if this was my child' must stay uppermost in our minds.

Yours sincerely,

**COUNCILLOR MARK CHILD**

**CABINET MEMBER FOR WELLBEING**

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