



Cllr Chris Holley
Acting Convener, Adult Services Scrutiny
Panel

BY EMAIL

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Dear Cllr Holley

Thank you for your letter dated 19th September 2018 and for giving me the opportunity to attend the Scrutiny Performance Panel and answer the Panel's questions.

It is really encouraging to see the Panel's degree of consideration of the outcome of the consultation relating to the Commissioning Reviews of Residential Care and Day Services for Older People, as Cabinet wanted to ensure that they have had due consideration of all of the issues and concerns before taking such an important decision.

I will respond to each of the points that you have raised in turn.

Residential Care

1. *The Panel is satisfied that the consultation process followed has been very thorough.*
Response: I would agree that the process has been very thorough and Officers have ensured that every effort was made to engage all interested stakeholders and encourage them to respond.

2. *We are concerned about whether the Health Board is completely signed up to and committed to the model and the forecast figures going forward for complex care.*
Response: The Health Board have been fully engaged in the Commissioning Review process and apprised of each development in the process, and at no point have expressed any concerns. They also formally responded to the consultation. From a market perspective, the biggest concern for both ourselves and the Health Board is the availability of dementia nursing beds, and this is not something that we can address with our in-house services. We will however continue to work with the Health Board to address this market gap going forward.

3. *We have concerns about the definition used for complex needs. This is very important as forecast number of beds is going to determine the capacity going forward*
Response: We agree that the definition used is very important. Officers have endeavoured to come up with a robust definition in light of the fact that there is no nationally agreed definition, but it is difficult to be definitive as each individual will present differently with their own levels of complexity. It is therefore really important that



our social workers are appropriately skilled and trained to exert their professional judgement in assessing when people have complex needs.

4. *The Panel is pleased that the consultation was carried out with a wide number of individuals and groups but is disappointed by the low number of responses.*

Response: Firstly, I would like to thank all those who decided to take part in the consultation. I would agree that the level of responses would appear relatively low, but this is not surprising as individuals tend to only respond to consultations when they are directly affected. Even though the number was relatively low, there was a wealth of comments provided which have really helped Officers to consider how to take forward the proposals in the recommendations put forward to Cabinet.

5. *The Panel feel it would have been useful to be able to identify the source of the responses – whether an individual or a body/organisation.*

Response: I would agree with this view, and this is certainly a lesson learnt for us as an organisation when carrying out consultations in the future.

6. *The Panel would like your assurance that if the proposals are accepted and Parkways is to close, that the well-being of residents will be put first and that adequate time will be allowed for all residents and their families to be properly engaged with and assessed and moved into alternative accommodation.*

Response: I am happy to provide this reassurance and would fully agree that maintaining the wellbeing of residents affected is of paramount importance. If a decision is made to proceed, all individuals affected will be allocated a social worker to support them before, during and after any move. We have intentionally not set a definitive closure date, as we recognise that we need to be flexible to ensure that appropriate move on arrangements are in place for all concerned.

7. *We feel the Western Bay Commissioning Strategy should have been included in this review and would like reassurance that any other proposals that are being progressed alongside these proposals will be taken on board.*

Response: The Western Bay Commissioning Strategy was developed at the same time as this review, and Officers have ensured that the options that have emerged from this review are not in conflict with the overall Western Bay position. One of the key products to emerge from the Commissioning Strategy is a Market Position Statement in relation to Residential Care. The outcome of our own Commissioning Review is entirely consistent with this Market Position Statement.

8. *The Panel is disappointed that there has been no formal response to the consultation from the trade unions given the effect on Council staff.*

Response: Whilst a formal response was not received, the Trade Unions have been fully engaged throughout the Commissioning Review process and have fully supported those staff affected. It is my view that the Trade Unions may have decided to not submit a formal response to the consultation, as they have felt that they have been able to work effectively with the Council as the employer throughout the process, rather than feeling the need to formalise their position.

Day Services

9. *There was very little information in the proposals about the future role and model in respect of Local Area Coordinators and community provision. We would like*

confirmation that there is a proposal to expand community based facilities if the proposal to close two day centres goes ahead.

Response: I am not sure that the need to expand community based facilities is directly linked to the closure of the 2 day services. In reality, we have more than enough capacity to meet current and future demand in the remaining day services and of those affected in the Hollies and Rose Cross, all but 2 have been assessed as having complex needs and will consequently be offered a place in an alternative day service as long as their needs have not changed. We are however continuing to develop our offer in relation to preventative services in communities. We are due to recruit our 11th Local Area Coordinator for the Blaenymaes area of Swansea shortly and are pursuing expansion of the programme to full coverage. Adult Services is actively involved in the corporate *Services in the Community* initiative and as part of this will consider what additional community support might be required. When people do present to Adult Services in the future with eligible non-complex needs, we will support them to consider how they can be supported to meet their needs in their local community both through formal initiatives such as Local Area Coordination and less formal social work support.

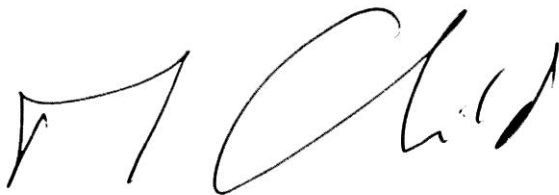
10. Again, the Panel is disappointed by the low number of responses to the consultation and that there has been no formal response from the trade unions to the proposed closing of two day centres.

Response: Once again, I would like to thank those that did participate in the consultation and whilst the responses may have been relatively low the comments received did provide a richness of responses to inform the final decision.

I have already formally responded to the questions raised by Cllr Mike Day and to the members of the public that raised the public questions.

Once again, thank you for giving me the opportunity to respond to your questions.

Yours faithfully



Councillor Mark Child
CABINET MEMBER FOR CARE, HEALTH & AGEING WELL