

INFORMATION PACK FOR CONSULTATION ON THE FUTURE OF HAFODY GEST REGISTERED RESIDENTIAL HOME, PORTHMADOG



INTRODUCTION

A decision was made some years ago to designate Porthmadog as one of four areas in Gwynedd for developing new accommodation services for older people. The aim of these services would be to enable people to live independent lives where possible, but support would be available when required. One of the reasons why Porthmadog was selected was because of the need to make substantial expenditure to maintain the current building of the Hafod y Gest home. The financial situation does not allow Gwynedd Council to maintain two accommodation services in the area.

What is the purpose of the information pack?

Gwynedd Council is consulting on the future of Hafod y Gest Registered Residential Home, Porthmadog and it has produced an information pack to assist the consultation procedure. There are two parts to this pack.

The first part explains the background and how Gwynedd Council is developing new services for older people. The reasons why consultation is required are explained here also, and it is noted how you can express your views, submit your comments or ask questions about the consultation.

The second part of the pack presents relevant information about Hafod y Gest Registered Residential Home, Porthmadog, and it provides details of the condition of the building, the provision available in the area, along with the developments that are in the pipeline in the area.

On 22 February 2011, the Council Board decided to authorise the Head of Housing and Social Services, Gwynedd Council, to consult formally on the future of Hafod y Gest Registered Residential Home that is managed by the Council's Provider and Leisure Department. The Council is now required to consult on the following options:

Option 1 - Investing in the existing home and improving it to a standard that would meet the aspirations of residents in the future.

Option 2 - Investing to develop Extra Care Housing and community services to support people to live at home, but to close the existing home.

There is a statutory duty on the Council to consult with various persons, including residents, families, carers and staff, as well as with relevant agencies and representatives from the voluntary sector and the community as a whole. As part of this duty, the Council has also undertaken an Equality Impact Assessment on the consultation procedure and the anticipated impact that the procedure will have on the stakeholders.

The consultation process will be held over a period of three months between 22 March 2011 and 1 July 2011.

This pack is also available in bold print, Braille or on audio tape.

Should you wish to receive further details regarding the consultation process, please contact:

Wyn Meredydd Hughes,
Engagement Manager,
Social Services Department,
Gwynedd Council,
Council Offices,
Shirehall Street,
Caernarfon,
Gwynedd LL55 1SH

or by phoning (01758) 704 407, or via e-mail: WynMeredyddHughes@gwynedd.gov.uk

PART I

I. Background

Following recent research, Gwynedd Council is aware that the population of older people in the county will increase in the next decades. This will lead to changes in health requirements, along with new expectations regarding how care and support services should be provided.

In order to respond to the needs of older people in the county effectively, Gwynedd Council has undertaken a review of residential and nursing services in the county. The review also assists the Council to develop a long-term strategic direction for the service.

The review focussed on identifying what the needs of older people would be in the future and recommendations were made regarding how services should be planned and provided in order to meet these needs.

The review confirmed that fewer people have been going to live in residential homes in Gwynedd since 2005. This was mainly due to the wishes of older people to remain living in their own homes, with assistance, for as long as possible. The nature of the use we are making of residential homes is changing – there is less demand for traditional residential care, but more demand for specialist services, e.g. for dementia sufferers, or respite care to support users and carers.

Here are some other services that are available and are of assistance to maintain the independence of older people.

- **Telecare Service** – Telecare is the use of technology that assists people to stay in their home and live independently.
- **Enablement Service** – A service that provides assistance from an occupational therapist, home carer and, occasionally, a physiotherapist, to assist older people who have lost some of their skills due to illness or life circumstances, to have the confidence to undertake tasks for themselves once again.
- **Intermediate Care Services** – A service under the leadership of the community nursing service that offers a period of intense care for older people who have suffered from an illness. This services aims to provide care for individuals in their own homes, preventing them from being admitted into hospital or allowing them to be discharged early from hospital.
- **Day Services** – A service that gives older people an opportunity to spend time in a bespoke centre. For some people, it is an opportunity to socialise and for others, it is also an opportunity to receive personal care and purpose-built equipment will be available.

- **Respite Care** - Every residential home offers respite care for older people. For some, it is an opportunity for carers to have their own respite, knowing that their relative or friend is safe whilst they are away. For some people, it assists them to get stronger following a period of ill-health and a period in hospital.

Another conclusion reached following the review was the need for more options in terms of suitable and convenient accommodation for older people. It is obvious that the majority of Council residential homes will be unable to meet the needs of our service users in the future and this is mainly due to the nature of the buildings. For example, many of the residents' rooms in residential homes are small and do not have an en-suite. This means that residents have to share bathrooms, thus losing the privacy and dignity they deserve. Another disadvantage of the small rooms is the fact that there is no room to use manual handling equipment. Without substantial financial investment, it is unlikely that the majority of the Council's residential homes would meet the requirements of the next generation of older people.

Therefore, the review confirmed that Gwynedd Council needs to look at its method of providing residential services in order to make sure that it is flexible enough in the future by ensuring:

- Fewer traditional residential beds
- More specialist residential beds for dementia sufferers
- More nursing beds in some areas
- Extra Care Housing

Therefore, our aim is to develop plans that transform our method of providing services in the twenty-first century. The plans will offer value for money and will respond to the needs of Gwynedd older people.

Attached with this information pack is the leaflet "Social care for adults is changing" (appendix 1) that was produced recently by Gwynedd Council's Housing and Social Services Department. The purpose of this leaflet is to explain how social care services will develop in order to support those who need assistance to live safe and independent lives.

2. What is the Older People Services Transformation work programme?

In order to promote new services, the Older People Services Transformation work programme was established. There are many work streams to this programme, including introducing an Enablement service, ensuring the best use of equipment and Telecare and reviewing day services. Building for the Future is another field of work, namely a scheme that is looking in particular at the accommodation field for older people in four areas, namely Porthmadog, Bala, Blaenau Ffestiniog and Bangor.

The above-mentioned areas were selected because of the unsatisfactory condition of Gwynedd Council residential home buildings in those areas.

The aim of the scheme is to develop residential care options for older people in Gwynedd that will:

- promote the independence of service users and support carers
- enable people to live full, independent lives where possible, according to their wish

In order to do this, Gwynedd Council is developing a network of services in the form of demonstration centres, namely centres to display equipment that is available to assist older people to continue to be able to live in their own homes and Extra Care Housing that will respond to the demand for suitable and quality accommodation for the older residents of the County.

Following an assessment of health, social care and housing needs for older people undertaken in discussion with experts and local people, the following conclusions were reached in terms of the residential services demands.

Porthmadog

40 Extra Care Housing units, including units for intermediate care, respite care and extra care housing for dementia sufferers.

Bala

30 Extra Care Housing units, including intermediate care units and respite care, along with day care.

Bangor

40 Extra Care Housing units and day care centre.

Ffestiniog

40 Extra Care Housing units, including intermediate care units.

What exactly is Extra Care Housing?

The main elements of Extra Care Housing are:

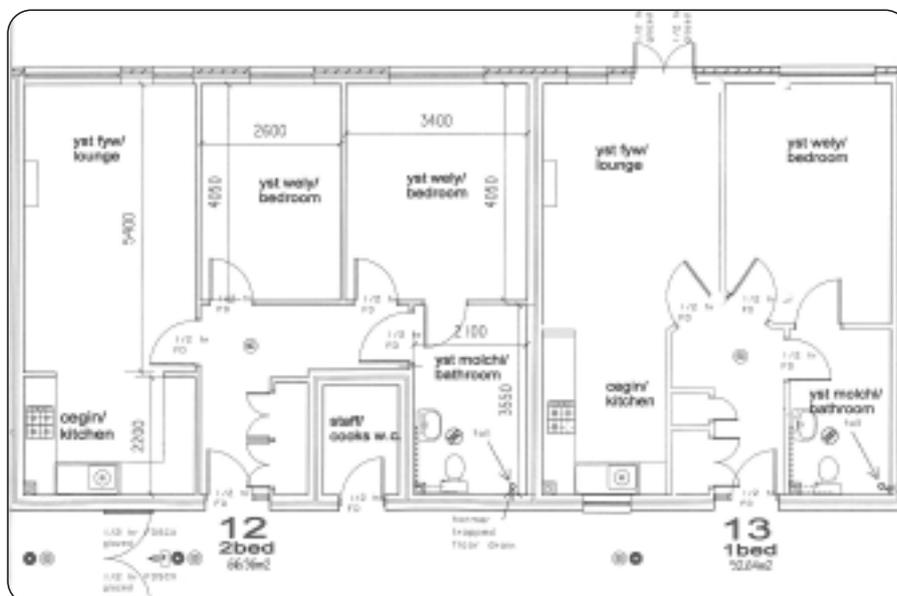
- Everyone will have their own front door – with freedom to choose who enters their unit
- A combination of one or two bedroom units. There will be a lounge, kitchen and bathroom in each unit
- Couples and friends can stay together

- A mix of people – some living independently and others less independently
- 24 hour care services available – according to the needs of the individual
- Support to retain the individual's independence
- An opportunity to join in with social activities
- Safety – the aim is to provide a safe home. Telecare support will be available as a way of promoting independent living

Extra Care Housing will be planned in order to satisfy a broad range of users' needs and the units will be shared between users with high, medium and low care needs

Also, a variety of community facilities will be available within the scheme that could include a restaurant, activity room, hairdressers, a small shop and guest rooms.

The diagram shown below of the Extra Care Housing being built in Bala provides a snapshot of how the scheme and some of the one or two bedroom units could look.



Local Options

Gwynedd Council has submitted an application for a Social Housing Grant allocation jointly with Cymdeithas Tai Eryri for the development of the Extra Care Housing in Porthmadog. Recently, the Assembly Government announced that Counties that have already received a Social Housing Grant will not receive an allocation for other Extra Care Housing schemes. Here in Gwynedd, plans are already in progress through the Social Housing Grant programme in Bala (Tai Clwyd) and in the Ffestiniog area (Tai Eryri).

As a result, consideration must be given to developing a scheme in Porthmadog without the assistance of the Welsh Assembly Government. The scheme will be dependent upon a percentage of the units being sold at open market price. More than one site is being assessed.

More information will be available during the consultation process, including an exhibition of other successful Extra Care Housing schemes in other areas.

3. What is the aim of the consultation process?

The aim of the consultation process on the future of Hafod y Gest Registered Residential Home is to:

- Encourage individuals to express views on the options for the future of residential services in Porthmadog
- Ensure that individuals are aware of the Council's plans to modernise the accommodation provision in Porthmadog
- Ensure that individuals are aware of the residential and nursing provision available within the independent sector in the Porthmadog area
- Explain the issues that will have an impact on how residential care services will be provided in the future and why they need to be changed
- Ensure that individuals receive the information they need in order to come to a decision
- Ensure that individuals know how to express their views and submit observations
- Collate the response from individuals so that it can be considered before a final decision is made by the Council Board

4. When and how will the consultation process be implemented?

The Engagement Manager will consult formally and collect feedback over a three month period between 22 March 2011 and 1 July 2011.

At the beginning of the consultation process, statements and an official notice will appear in the press in order to raise awareness. Also, the Engagement Manager will ensure that this information pack, along with a questionnaire, will be sent to the most prominent stakeholders. The purpose of the questionnaire is to assist the stakeholders to respond to the consultation. It is not mandatory for anyone to fill in the questionnaire in order to respond; a letter is more than acceptable.

The list of stakeholders will include the following:

- Hafod y Gest Residents
- Their close relatives or friends
- Staff
- Trade Unions
- Elected representatives
- Public bodies that could be affected by the decision or have an interest in the care sector
- Voluntary organisations with an interest in the care sector
- Any individual, organisation or body in the area with an interest in the decision

Gwynedd Council wishes to encourage stakeholders and the public to express their views during the consultation process. In order to assist the process, the Engagement Manager will be available to meet the stakeholders individually in order to assist them to respond. This will provide an opportunity for people to express their views individually during the formal consultation period. Should you wish to meet the Engagement Manager, please contact him in order to arrange a specific time by phoning 01758 704407, or e-mail WynMeredyddHughes@gwynedd.gov.uk.

The table noted below summarises the timetable of the formal consultation and notes when the drop-in sessions will be held.

Date	Action
22 March 2011	Formal consultation period commences. Information packs distributed to key stakeholders, with copies being shared to members of the public upon request to the Engagement Manager.
1 July 2011	Formal Consultation period ends.

5. What will happen after the formal consultation period?

Following the formal consultation period, the Engagement Manager will analyse and evaluate the responses in July 2011.

Subsequently, a series of meetings will be held with key stakeholders such as residents, families, carers, staff members and trade unions. The aim of these meetings will be to have an opportunity to report back on the outcome of the consultation and note the recommendation being submitted to the Care Scrutiny Committee on 13 September 2011, and subsequently to the Council Board in October.

In September 2011, the Care Scrutiny Committee will look at the information submitted in the report and will consider it in detail. The role of the Scrutiny Committee is to challenge to make sure that the recommendations submitted to the Board are balanced and fair. After being considered by the Care Scrutiny Committee, a recommendation will be prepared and submitted to the Council Board.

The Council Board will have the right to decide upon the future of the home. The Council Board will meet in order to consider the observations of the Care Scrutiny Committee and the report.

Throughout the consultation process and following its conclusion, Social Workers will offer support and advice to all residents.

The table noted below summarises the timetable after the formal consultation process has ended and the steps that will need to be taken in order to obtain a decision regarding the future of Hafod y Gest Residential Home.

Date	Action
1 July 2011	Formal Consultation period ends.
July 2011	Analyse and evaluate the responses of the consultation. Meet key stakeholders in order to report back with the result of the consultation and the recommendation that will be submitted to the Care Scrutiny Committee.
13 September 2011	Report back to the Care Scrutiny Committee with recommendations on the future of Hafod y Gest Home, Porthmadog.
September / October 2011	The report and recommendation of the Care Scrutiny Committee on the future of Hafod y Gest Home being submitted to the Council Board . Council Board to confirm its decision on the future of Hafod y Gest Home.

6. What information is available to assist me to make a decision regarding the future of Hafod y Gest Home?

Appendix 1 includes the leaflet “Social care is changing”. The purpose of this leaflet is to explain how social care services will develop in order to support those who need assistance to live safe and independent lives.

Appendix 2 lists some possible questions that could be asked during the consultation on the future of Hafod y Gest home, along with answers.

Part 2 of this pack provides specific information on Hafod y Gest Residential Home, Porthmadog and on the care provision in the Porthmadog area.

7. How can I express my opinion?

There are many ways for you to express your opinion and have an opportunity to participate in the consultation, for example:

Meetings

One to one meetings with existing residents and their families / carers or close relatives. The meetings will be an opportunity for residents and their next of kin to discover more about the consultation process and express their opinion. Should you wish to take advantage of this opportunity, please contact the Engagement Manager or you could arrange this through Sian W. Evans, Registered Manager - Hafod y Gest Residential Home.

Advocacy

Should you so wish, an advocacy service that is independent of the Council will be available for the residents of Hafod y Gest Residential Home to assist them to participate in the consultation and to express an opinion. For further details, please contact Sian W. Evans, Registered Manager – Hafod y Gest Residential Home.

In writing

You can write to the Engagement Manager directly or fill in the questionnaire appended to this booklet and return it to:

Wyn Meredydd Hughes,
Engagement Manager,
Social Services Department,
Gwynedd Council, Council Offices, Shirehall Street,
Caernarfon, Gwynedd LL55 1SH

In addition, you can express your opinion via e-mail. For further details, visit www.gwynedd.gov.uk/HafodyGesthome to download a copy of this booklet and the questionnaire.

Meetings with Hafod y Gest staff members

The Engagement Manager will arrange meetings with the staff of the home in order to present this pack to them early on in the consultation process. The Managers of the Provider and Leisure Department will support the staff during this difficult time, along with the Personnel Officer who will be collaborating with the Trade Union representatives in order to support them.

Meetings with Agencies and Community Representatives

As part of the consultation, the Engagement Manager will ask for the views of various agencies and community representatives about the options determined for Hafod y Gest Home.

The agencies include:

Consultative List

Associated Organisations

Area surgeries
Betsi Cadwaladr
University Health Board

Voluntary Organisations

Alzheimer's Society
The Samaritans
Carers Outreach Service
Wales Care Forum
Age Concern
Mantell Gwynedd
The Friends of Hafod y
Gest Home, Porthmadog

Elected Representatives

Member of Parliament
Assembly Member
Local Councillors
Community Councils

If you are an agency or service and wish to express your opinion and participate in the consultation process on the future of Hafod y Gest residential home, please contact the Engagement Manager for a further conversation.

The Next Steps

The information gathered from the consultation will be analysed at the end of the consultation period and submitted to the Care Scrutiny Committee on 13 September 2011 initially, and then to the Gwynedd Council Board to obtain a decision on the future of Hafod y Gest Home.

I would be grateful if you could send your comments and/or complete the questionnaire included in the information pack and return it to the Engagement Manager before 1 July 2011 via e-mail: WynMeredyddHughes@gwynedd.gov.uk or through the post to the following address:

Wyn Meredydd Hughes,
Engagement Manager, Social Services Department,
Gwynedd Council, Shirehall Street, Caernarfon,
Gwynedd LL55 1SH

Thank you for participating in the consultation.

PART 2

PROFILE OF THE HOME

**Hafod y Gest Registered Residential Home,
High Street, Porthmadog, Gwynedd, LL49 9NU.
Telephone number 01766 513484**

Registered Manager (Temporary): Sian W. Evans

Description of the building

The home was built in the 1970s. It is not a traditional style building; rather it is a building that was built using prefabricated components.

In June 2009, a composite report was commissioned from an independent expert consultant to examine each aspect of the construction.

The executive summary of the report concluded as follows:

“The steel structure and concrete panel cladding of the building is in good condition, with no major issues of concern. The fabric is in poorer condition, with the flat roof requiring replacement and windows and doors requiring a substantial overhaul or replacing. Less work is required internally, although all the small maintenance items would collectively be more substantial. There is still believed to be Asbestos residue in the ceiling spaces and its removal has not been costed. The Mechanical & Electrical installation is dated and inefficient and requires substantial replacement. The current configuration increases the potential of Legionella developing in the water supply.

It is recommended that the Fire Risk assessment be reviewed for the building. Due to its age, the building is poorly insulated and has single glazed windows. To follow the spirit of Gwynedd’s Environmental Strategy the building should be refurbished with higher levels of insulation and energy efficient measures introduced.”

The report details the need for capital expenditure in three categories – condition issues, issues relating to the current energy use standards, and issues relating to the National Minimum Care Standards for Care Homes for the Elderly (Amended 2004 – Welsh Assembly Government).

In terms of condition, the report details that expenditure of approximately £572,000 is required over the next ten years. In addition, it is noted that worth £462,000 of this work should be undertaken immediately.

In terms of upgrading to current energy use standards, the report notes that expenditure of £198,000 is required.

In terms of meeting the National Minimum Care Standards for Care Homes for the Elderly (Amended 2004 – Welsh Assembly Government), Hafod y Gest home meets the vast majority of the requirements. Because Hafod y Gest home was an operational home long before these regulations came into force, the expectations are not the same as if it was a home being built from scratch.

The report notes a rough estimated cost of £1,320,000 in order to secure additional resources for the home that would include en-suite facilities and an extension so that the number of rooms let does not reduce. It should be noted that this work is not mandatory at the moment, but it is work that would make the home more attractive for prospective residents in the future.

In addition to the above, work is required to satisfy the fire risk assessment requirements and expenditure totalling £110,000 is needed for this.

Registration category / client groups

Hafod y Gest is a home with 30 residential beds for Older People (65+). Of the 30 beds, there are two beds for respite care and six beds for older people suffering from moderate memory problems. Day service is provided in the home for a maximum of four users per day. Because of the need to undertake building work to satisfy fire regulations and to keep one unit of the home empty for this purpose, nobody has come to live at the home on a permanent basis since August 2010.

Any issue raised by the Care and Social Services Inspectorate for Wales that the service has not responded to

None. The last inspection was undertaken in July 2010 and the report praised the standard of care in the home, It referred to shortcomings in the building – these are referred to in the “Description of the building” section.

Number of staff employed

20 permanent (full and part-time) members of staff and 9 members of relief staff are employed.

Should anyone wish to have further discussion regarding the condition of the building or requires more information about Hafod y Gest home, this can be done by contacting the Engagement Manager on 01758 704407 or via e-mail: WynMeredyddHughes@gwynedd.gov.uk

APPENDIX 2

SOME POSSIBLE QUESTIONS THAT STAKEHOLDERS COULD ASK DURING THE CONSULTATION ON THE FUTURE OF HAFODY GEST HOME

- 1. Should a decision be made to close Hafod y Gest home, what arrangements would be made for the current residents?**

Every resident will receive an individual assessment of their needs and then a discussion would be held regarding the best option for them.

- 2. Should a decision be made to close Hafod y Gest home, what would happen to the staff?**

Every effort will be made to secure alternative employment for the staff, but it cannot be guaranteed that this will be possible in each case.

- 3. Should a decision be made to close Hafod y Gest home, where would those who currently receive respite care receive their service?**

Respite care is an important part of the services that will be available in order to support individuals and their carers to continue living in their own homes. Any extra care housing development in Porthmadog would include a resource for respite care.

- 4. Should a decision be made to close Hafod y Gest home, where will those who receive day care receive their service, and would the decision affect the future of the Day Centre in Porthmadog, that is located on the same site as Hafod y Gest home?**

A review is being held at the moment on the best way of responding to the day care needs of older people across the County. The review includes users and providers. The aim will be to ensure that we are able to offer sustainable services that can respond to different needs (from opportunities to socialise only to intensive personal care in order to assist carers). We are aware that insufficient use is being made of resources such as day centres, for example, and that the service in general must be more flexible in order to satisfy the needs of carers. It is difficult to anticipate exactly what the outcome of the review and consultation will be at this point in time.

- 5. Are there plans to build a new residential home in Porthmadog?**

The intention is to build extra care housing that is similar to those being developed in Bala at present.

6. When will we know if an Extra Care Housing scheme will be built in Porthmadog? What will be the timetable for its construction?

The intention is to do this as soon as possible but no timetable has been drawn up at the moment.

7. Should a decision be made to close Hafod y Gest home, will it be kept open until the Extra Care Housing Scheme is open?

Should a decision be made to close Hafod y Gest home, then the option would be to build extra care housing on the site. Should this happen, it would not be possible to keep the home open.

8. Should this happen, will Gwynedd Council spend money on Hafod y Gest in order to maintain it for this period?

Should the home be kept open, the Council will need to consider what expenditure is required.

9. Who will be responsible for the Extra Care Housing and who will provide the care?

No firm decisions have been made but it is likely that Cymdeithas Tai Eryri would be responsible for developing the extra care housing building. No discussion has been held thus far to consider the care provider.

10. Why can't you spend the money required to build the Extra Care Housing on improving the Hafod y Gest building?

Tai Eryri would build the extra care housing and the Council would not be the owner of the building. In undertaking full expenditure on the home, this would only offer a lifespan of approximately 20 years whilst extra care housing would be a new provision and would last for a much longer period. In addition, it must be borne in mind that the current residents would need to be moved should full expenditure be undertaken on the current building.

11. On which site will it be built?

Unless another site would be identified, the intention would be to build on the Hafod y Gest site.

12. Should a decision be made to close Hafod y Gest home, what would happen to the building and site?

Except for building extra care housing on it, no consideration has been given to another use of the site to date. Comments and ideas are welcomed from stakeholders during the consultation period.

13. Should the majority of those responding to the consultation express that they wish to keep Hafod y Gest home as a residential home and that they wish for the Council to spend money to safeguard it, will this wish be respected?

That would be an issue for the Council to consider and make a decision on it after weighing up all evidence that will be available when the time comes to evaluate the responses to the consultation.