

BACKGROUND

1. Gwynedd Council is consulting on the future of Hafod-y-Gest Registered Residential Home, Porthmadog, and two options are being offered:

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 in developing Extra Care Housing and community services to support people to live at home, but to close the existing home.

2. A special meeting of Porthmadog Town Council was held on 7 June 2011, to discuss the content of Gwynedd Council's Information Pack on the above-mentioned consultation. Concern was expressed about the lack of information that formed the basis to the consultation and the following decisions were reached unanimously:

Decision 1: Not to fill in the consultation's formal questionnaire.

Decision 2: To send a letter to Gwynedd Council noting a number of points and questions arising at the Special Meeting of Porthmadog Town Council regarding the consultation. A copy of the letter can be seen in APPENDIX 1.

Decision 3: To hold an opinion poll in the form of a questionnaire and to ask the residents of Porthmadog about Gwynedd Council's consultation on the future of Hafod-y-Gest home and their aspirations in terms of caring for the older people of the area in future.

3. A questionnaire was drawn up which included 14 questions and copies of it were distributed from door to door (to approximately 2,400 homes) in the Porthmadog Community area, including Porthmadog itself as well as the villages of Borth-y-Gest, Morfa Bychan, Pwllgoleulas and Tremadog. The questionnaires could be returned to a number of the area's shops (that had agreed to accept them) until Tuesday, 22 June.

THE RESPONSE

1. A total of 502 questionnaires were returned – more than 20% of the potential returns. See APPENDIX 2 for the comprehensive results.
2. In terms of profile, 309 (62%) of the respondents were female, and 193 (38%) were male. Almost half of them (49.7%) had lived in the Porthmadog area all their lives and another third (33.2%) had lived in the area for over 20 years. The response from people younger than 30 years of age was scarce (less than 3%), but almost a quarter of the respondents (24.6%) were over 80 years of age. Nevertheless, only 15% of the respondents received any type of care, either at home, in a residential home or in a day centre. The vast majority of the respondents (88%) had no personal or family connection to the Hafod-y-Gest Residential Home. The vast majority of the respondents had been born in Gwynedd, with 19 born in other parts of Wales, 35 born in England, and one born in Scotland, Australia and India respectively.
3. The responses to the questionnaires highlighted loyalty and respect towards Hafod-y-Gest Residential Home with almost three-quarters of the respondents (73.7%) being of the opinion that the care provided there is excellent and another quarter of the respondents (25.5%) being of the opinion that the care provided there is good. Therefore, it came as no surprise that 60% of the respondents noted that OPTION 1 of Gwynedd Council's consultation would be most acceptable to them, namely to invest in the existing home. Up to 20% wished to see a new residential home in the Porthmadog area whilst only 5% chose Gwynedd Council's OPTION 1, namely developing Extra Care Housing in Porthmadog. Nevertheless, 17% favoured a combination of both provisions.
4. However, almost a quarter of the respondents noted that they would wish to live in Extra Care Housing if they were unable to live in their own homes. Nevertheless, over 70% would wish to live in the Local Authority's Residential Care Home should such circumstances arise. 47% believed that the main role of a Residential Care Home was to provide a comfortable home, whilst 43% believed that their main role was to provide care.

GWYNEDD COUNCIL'S CONSULTATION ON THE FUTURE OF HAFOD-Y-GEST

1. Over half the respondents (57%) had not read the information pack that forms the basis to Gwynedd Council's consultation on the future of Hafod-y-Gest Residential Home and almost half the remaining respondents (43%) were of the opinion that the information pack was unacceptable. 38% of the respondents did not have any faith in Gwynedd Council's consultation either. 15% had complete faith in the process.
2. Almost half of the respondents (44%) had heard about Gwynedd Council's consultation on the future of Hafod-y-Gest through the newspapers. Only about 10% had been informed by receiving Gwynedd Council's Information Pack.

EXTRA CARE HOUSING IN PORTHMADOG

1. Should OPTION 2 in Gwynedd Council's information pack on the future of Hafod-y-Gest be realised, namely to develop Extra Care Housing in Porthmadog, over 70% of the respondents were of the opinion that this should be done on the current Hafod-y-Gest site. 24% favoured the Gwynedd Farmers site, whilst the remainder suggested other various locations in the area, such as:
 - the site of the former Ysbyty Bron-y-Garth;
 - opposite the Fire Station;
 - the site of the former Tremadog laundry;
 - Morfa Bychan;
 - Capel y Garth;
 - the Coliseum Cinema site.
2. Three-quarters of the respondents (74%) were of the opinion that a proportion of the Extra Care Housing should not be sold if they would be developed in Porthmadog. However, a quarter of the respondents did not have any objection, provided that the sales were restricted to local people only.

CONCLUSIONS

1. The response to the Questionnaire of Porthmadog Town Council to measure the opinions of the town's residents to Gwynedd Council's consultation on the future of Hafod-y-Gest Residential Home was positive in terms of the number of

questionnaires returned and in terms of the content of the responses and was a sign of the concern regarding the future of care for older people in the neighbourhood.

2. That concern was not merely restricted to those people who had a close connection to Hafod-y-Gest in terms of the residents and their families or in terms of the staff. It is interesting to note that there was a substantial cohort of older respondents who did not receive any type of care.
3. It appears that there is general support and loyalty in the locality to Hafod-y-Gest, along with high praise for the standard of care received there:
 - “the home is remarkable”
 - “everyone praises the care”
 - “it’s providing dignity”
4. So much so that the local authority’s residential care home is the most popular option for older people care:
 - “Council should invest in Hafod-y-Gest”
5. Nevertheless, it is fair to note that not everyone wished to see Hafod-y-Gest continuing in its current form. A minority can see the advantages of Extra Care Housing or anticipated the need for both types of provision in due course:
 - “essentially important to keep Hafod-y-Gest as well as extra care housing”
6. In relation to Gwynedd Council’s consultation, it is believed that the methods adopted to distribute the consultation’s information pack were flawed. The majority had heard about the consultation in the Press or by word of mouth. Flaws in the content and credibility of the pack were also highlighted:
 - “I didn’t even know a consultation pack existed”
 - “insufficient research has been done”
 - “what consultation?”
 - “ a big embarrassment”
 - “no conscience at all”
 - “what do you expect from Gwynedd Council when it concerns Porthmadog?”
7. It appears that there is obvious dualism in the views of the people of Porthmadog in relation to the concept of Extra Care Housing. Those who wished to live in such a provision themselves were very scarce, at the same time there was some support to the principle of providing them in the area.

8. Should Extra Care Housing be developed in Porthmadog, town centre locations would be given priority:
“the extra care homes should be part of the community”
9. The concept of selling some of the units was not welcomed, although imposing a local person condition on the sale would be more acceptable.

APPENDIX 2 – THE RESULTS OF THE SURVEY

Q1: Are you:

- | | | |
|-----------|---|-----|
| - male? | - | 38% |
| - female? | - | 62% |

Q2: Who are you?

- | | | |
|---|---|-------|
| - I live in Hafod-y-Gest | - | 3.69% |
| - I live in another care home in the area | - | 0.83% |
| - I have a close relative who lives in Hafod-y-Gest | - | 5.12% |
| - I work in Hafod-y-Gest | - | 2.46% |
| - none of the above | - | 87.9% |

Q3: For how long have you been living in the Porthmadog area?

- | | | |
|---------------------|---|--------|
| - all my life | - | 49.68% |
| - over 20 years | - | 33.16% |
| - over 10 years | - | 10.06% |
| - over 5 years | - | 3.14% |
| - less than 5 years | - | 3.96% |

Q4: How old are you?

- | | | |
|-------------------------|---|--------|
| - under 30 years of age | - | 2.83% |
| - 30 – 50 years of age | - | 15.72% |
| - 51 – 70 years of age | - | 37.3% |
| - 71 – 80 years of age | - | 19.56% |
| - over 80 years of age | - | 24.59% |

Q5: Do you currently receive care?

- | | | |
|---|---|--------|
| - in a residential home | - | 5.02% |
| - in your own home | - | 7.74% |
| - in the home of a member of the family | - | 0.91% |
| - in a day centre | - | 1.82% |
| - I do not receive care | - | 84.51% |

Q6: What is your opinion of the care provided in Hafod-y-Gest?

- | | | |
|-------------|---|--------|
| - excellent | - | 73.66% |
| - good | - | 24.55% |
| - fair | - | 1.34% |
| - poor | - | 0.45% |

Q7: What type of care provision would you like to see in Porthmadog?

- | | | |
|---|---|--------|
| - investing in Hafod-y-Gest | - | 58.11% |
| - developing a new residential home | - | 18.72% |
| - developing the Extra Care Housing described in Gwynedd Council's information pack | - | 4.83% |
| - a bit of both | - | 16.6% |
| - any other options (please note) | - | 1.74% |

Q8: What is your opinion on Gwynedd Council's information pack for the consultation on the future of Hafod-y-Gest?

- | | | |
|----------------------------|---|--------|
| - excellent | - | 5.52% |
| - good | - | 10.64% |
| - fair | - | 7.98% |
| - unacceptable | - | 18.6% |
| - I have not read the pack | - | 57.26% |

Q9: If it was decided to proceed with the Extra Care Housing, where should they be built?

- | | | |
|-------------------------------------|---|--------|
| - on the existing Hafod-y-Gest site | - | 72.75% |
| - on the Gwynedd Farmers site | - | 24.83% |
| - somewhere else in the area | - | 2.42% |

Q10: Should some of the Extra Care Housing be sold?

- | | | |
|--|---|--------|
| - No | - | 73.93% |
| - Yes – but with a local use condition | - | 24.41% |
| - Yes – without conditions | - | 1.66% |

Q11: How much faith do you have in Gwynedd Council's consultation on the future of Hafod-y-Gest?

- | | | |
|-------------------|---|--------|
| - very much faith | - | 15.82% |
| - some faith | - | 45.51% |

- no faith at all - 38.67%

Q12: If you were unable to live at home in the future, where would you like to live?

- in a local authority residential care home - 72.03%
- in extra care housing - 24.23%
- in a private residential care home - 3.74%

Q13: In your opinion, what is the most important role of a residential home?

- providing a comfortable home - 46.89%
- providing care - 43.57%
- providing activities - 9.54%
- any other role - -----

Q14: How did you hear about Gwynedd Council's consultation on the future of Hafod-y-Gest?

- in a newspaper - 44.26%
- by word of mouth - 39.48%
- by letter - 4.56%
- by reading Gwynedd Council's information pack - 9.32%
- other (please note) - 2.38%

THE RESPONDENTS WERE INVITED TO GIVE THEIR NAME AND SIGN THEIR QUESTIONNAIRES.