

Supporting Disabled People in Gwynedd (G10) DRAFT January 2018

A	<p><u>What is the matter being considered as a scrutiny issue?</u></p> <p>The North Wales Artificial Limb and Appliance Service (ALAC) is a service which provides support for disabled people to re-establish themselves in their communities. The service is run by Betsi Cadwaladr University Health Board (BCUHB) who work closely with sub contractors and suppliers in order to provide suitable solutions to problems and to maximise users' potential.</p> <p>Some members of the public and organisations that support disabled people, and the Gwynedd Council Disability Champion have been in touch to complain about some aspects of the service.</p> <p>Following consideration of a proposal by Councillor Peter Read to full Council on 15 June 2017, it was decided to direct the question regarding the suitability of provision of wheelchairs to Gwynedd residents to be considered by the Scrutiny Programme. This investigation then will flock at the wheelchair Service only and not the wider service.</p>
B	<p><u>Aim of the Investigation</u></p> <p>The main matters to be considered will be</p> <ul style="list-style-type: none">- The number and seriousness of the complaints of the wheelchair Service provided by ALAC.- What were the content and timetable of response from ALAC to the complaints?- How much evidence is there on the satisfaction/dissatisfaction with the Service? Are there any themes in the evidence/information?- Is there evidence to show that the individuals who use the services are put in the centre in the Process of assessing and providing suitable appliances and are assisted to live their lives in the way they wish to live it?- Is the process fit for purpose?
C	<p><u>Context</u></p> <ul style="list-style-type: none">- Consider the requirements of the Social Services and Well-being Act 2014 in terms of putting the service user at the centre in the process of assessing and providing suitable appliances.- Consider requirements in terms of Welsh Government, the Health Board and procurement and contractual arrangements.- Consider Case Studies (the good and not so good) from Gwynedd and other areas of north Wales.

CH	<p><u>Good Practice and Lessons to be Learnt</u></p> <ul style="list-style-type: none"> - Consider how similar services are delivered in other areas. - Record obstacles and good practice
D	<p><u>Gathering Evidence</u></p> <ul style="list-style-type: none"> - Gwynedd Council and the Health Board <ul style="list-style-type: none"> o Mari Wynne Jones, Older People and Physical Disabilities Senior Manager o Ceryl Davies, Learning Disabilities Senior Manager o Area Leaders - <u>Health Board</u> <ul style="list-style-type: none"> o Tissue Viability Nurses o Medical Experts - Welsh Government - Contracting and Monitoring Officer - ALAC North Wales - Chief Officer - ALAC Cardiff - Chief Officer - ALAC Swansea - Chief Officer - Third Sector – ask Mantell Gwynedd for relevant organisations - Service Users - Careful consideration must be given to how feedback from service users can be obtained because of confidentiality and data protection issues.
DD	<p><u>Analysis</u></p> <ul style="list-style-type: none"> - Weigh up the evidence gathered from those interviewed
E	<p><u>Writing the Report</u></p> <ul style="list-style-type: none"> - Note and provide evidence of the main findings - Note the recommendations for short-term outputs - Note the longer term recommendations and outputs - Discuss and agree upon the draft Report with task leaders within Gwynedd Council and the Health Board and Welsh Government - Submit the Final Draft Report to the Communities Scrutiny Committee for observations and endorsement - Publish the Final Report
F	<p><u>Action Plan</u></p> <ul style="list-style-type: none"> - Make recommendations for the consideration of the Health Board, Welsh Government Adults, Health & Wellbeing and Children & Young People Cabinet Members and ask for a response to the recommendations

FF	<u>Track Progress</u> - Depending on the outcome of the investigation, if there are recommendations that the scrutineers could receive an update, this will be provided as an informal update report.
G	<u>Timetable</u> – February/March 2018