

## **ALL PROVIDERS REPRESENTATIONS**

### **Representation 1: Single point of contact for information**

Please tell us if you can work together to create or develop an existing, jointly funded service that provides advice and support on all aspects of living with dementia and providing care, including emotional wellbeing for carers and financial advice. Please tell us how you will work together to provide a clear pathway from diagnosis onwards.

*One of the three key priorities of the West Glamorgan Regional Partnership Board is for the Adult's Transformation Board to work together to assist those with Dementia. The Regional Partnership Board has developed a Dementia Programme with the focus on delivering the 'All-Wales Dementia Standards and Action Plan' with the region developing a Dementia Strategy in line with the All Wales Dementia Care Pathway of Standards. It is understood that a mapping exercise is currently taking place so that there is a better understanding of which services are in existence and how we can better signpost people and identify any gaps in services and ensure support across the continuum of need. We are committed to jointly providing the right advice at the right time and taking an holistic approach to supporting people living with dementia and their carers. A Dementia Support Service has been set up, with funding from the West Glamorgan Regional Partnership with the assistance of five key organisations across Swansea and Neath and Port Talbot who seek to support people living with dementia along with their family, friends, and carers providing information and advice, information for getting help at home, information on respite, support and guidance and information on housing adaptations and repairs. This work is ongoing and will develop further in due course as we work in partnership with one another.*

### **Representation 2: Promoting the individual in care and support.**

Please tell us your plans to make sure that even when in temporary stays and arrangements, the individual interests of the service user will be an active part of providing activities, care and support.

*The Ty Westfield Unit at Ty Waunarlwydd Residential Care establishment in Swansea provides specific support to people with dementia who are leaving hospital. Regional Integrated Funding has allowed an empty unit at the home to be utilised to support these individuals. The aim of the unit is to resettle people with dementia after an acute period in hospital to provide them with the time and opportunity to recuperate and to allow information to be gathered on an individual's needs and be better informed what care they require when they leave Ty Waunarlwydd. This unit supports individuals across Swansea and Neath and Port Talbot and has supported 28 people since June 2023. Whilst regular activities such as music and films are promoted within the services the activities and care provided are on an individual basis tailored to the needs of the individual and a dementia environment has been created to make the individuals feel comfortable in their surroundings, this is applicable across all our residential homes who support individuals with dementia.*

### **Representation 3: Promoting language and culture in delivering services**

Please tell us how you will make sure that all staff delivering services develop their understanding of different cultures and provide so that everyone receives fair access to services.

*The diversity of the population in Swansea is appreciated and celebrated. Swansea City is proud to be a Human Rights City embracing those of different ages, cultures and abilities including appreciating that some people use numerous languages within the City, including the Welsh language. Within the Council we have a team dedicated to translating documents from English to Welsh. We also have a contract with the Wales Interpretation and Translation Service who assist the Council translating documents, attending meetings, exchanging information, providing face-to-face conversations in numerous languages including British Sign Language. We also have Welsh Language Champions within our services to ensure we can make an active Welsh offer. Whilst it is not always possible to accommodate every language every effort is made to communicate with individuals in their preferred language.*

*With regards to cultural diversity we strive to educate our staff on different religions and cultural preferences. Leaflets have been produced within the homes to educate the teams about those belonging to the LGBTQIA+ community whilst different religious texts purchased for the homes are a step towards creating an inclusive environment. Work is ongoing with building links with different communities and staff have ongoing training ensuring they are able to manage the dynamics of difference and diversity is valued. We are an equal opportunities employer and have a diverse, multi-cultural workforce who represent the community we serve.*

## **SWANSEA SPECIFIC REPRESENTATIONS**

### **SWANSEA SOCIAL CARE**

#### **Representation 7: Prompt allocation of social workers**

Please tell us the existing agreed timescales for allocating a social worker, steps that will be taken to make sure this happens quickly and arrangements for alternatives where this is not possible.

*The Common Access Point (CAP) which is the first access point for Social Services in Swansea Council assess an individual's needs as soon as possible. There are no specific timescales for allocation to a Social Worker as this would be assessed by the Common Access Point and would depend on the need and presenting risk. Where the presenting concerns are triaged as urgent the multidisciplinary team based in the Common Access Point can provide a rapid response which is generally a same day response.*

*Allocation to a Social Worker is not necessarily appropriate in all circumstances; information, advice and signposting is often offered through CAP following a proportionate assessment as being the appropriate course of action using a strength based/collaborative communication approach to encourage individuals to draw on their strengths.*

### **Representation 8: Availability and continuity of care**

Please tell us the current arrangements for duty cover, and how social care will make sure that those in need of a service from social workers and care providers continue to receive the right services, even after there is a break for respite, holidays or hospital stays.

*Each service has a daily duty system with an emergency duty system that is available outside of working hours. The long-term social work teams, the Hospital Social Work Team and Mental Health Teams have duty systems which are available Monday to Thursday from 9am to 5pm and on a Friday from 9am to 4.30pm. Outside of these hours there are emergency duty services which are available both on weekends and bank holidays where staff are available to speak to members of the public.*

### **Representation 9: Increase respite provision and sitting services**

Please tell us how you will make sure opportunities for respite and sitting services are being put in place quickly and that those who need these services are receiving them.

*At present we have availability in Swansea for respite services following a social work assessment. We are unaware of any waiting lists for respite care however respite cannot be provided if a cared for person does not wish to enter respite. Our commissioned care providers can provide sitting services and this service is also now available in some areas via microenterprises. At present there is no waiting list for a sitting service although there can be some wait on occasions for such a service where the individual resides in a more rural area.*

### **Representation 10: Planning for residential care**

Please tell us the arrangements for planning for residential care and whether there is a need to consider how often people's needs are reassessed to make sure they are receiving the right services at the right time.

*Whilst every opportunity is taken to keep people in their own homes or in the community for as long as possible Swansea Council's approach is to provide the safest care possible in the least restrictive way. Where an individual's needs become greater, and they are unable to safely reside at home residential care may be considered the most appropriate type of care to meet their needs. We take all steps to collaborate with the individual and those around them to ensure the correct care is provided in an appropriate and timely manner. If a person resides in residential care they are reassessed on an annual basis as a minimum. This interval can be more frequent based on the individual circumstances or if there is a significant change in circumstances.*