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For all enquiries relating to this agenda please contact Andrea Jones
(Tel: 01443 864221 Email: jonesa23@caerphilly.gov.uk)

Date: 5th July 2023

To Whom It May Concern

A multi-locational meeting of the **Social Services Scrutiny Committee** will be held in Penallta House, and via Microsoft Teams on **Tuesday, 11th July, 2023 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days. A simultaneous translation will be provided on request.

Members of the public or Press may attend in person at Penallta House or may view the meeting live via the following link: <https://civico.net/caerphilly>

This meeting will be live-streamed and a recording made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals speaking will be publicly available to all via the Council's website at www.caerphilly.gov.uk

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chrissy'.

Christina Harrhy
CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	

A greener place Man gwyrddach



2 Declarations of Interest.

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

To approve and sign the following minutes: -

3 Social Services Scrutiny Committee held on 30th May 2023. 1 - 6

4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.

5 Social Services Scrutiny Committee Forward Work Programme. 7 - 18

To receive and consider the following Scrutiny reports: -

6 Day Opportunities. 19 - 64

Circulation:

Councillors: C. Bishop, A. Broughton-Pettit, D. Cushing (Chair), M. Chacon-Dawson (Vice Chair), R. Chapman, Mrs P. Cook, K. Etheridge, M. Evans, D.C. Harse, T. Heron, L. Jeremiah, A. Leonard, Mrs D. Price, J.A. Pritchard, J. Rao and S. Skivens

Users and Carers:

And Appropriate Officers

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SOCIAL SERVICES SCRUTINY COMMITTEE

**MINUTES OF THE MULTI-LOCATIONAL MEETING HELD AT THE COUNCIL OFFICES
PENALLTA HOUSE AND VIA MICROSOFT TEAMS ON
TUESDAY 30TH MAY 2023 AT 5.30 P.M.**

PRESENT:

Councillor D. Cushing – Chair

Councillors:

A. Broughton-Pettit, R. Chapman, P. Cook, K. Etheridge, M. Evans, D. Harse, T. Heron, J. A. Pritchard, J. Rao, S. Skiven

Councillor: E. Forehead. (Cabinet Member for Social Care).

Also in attendance: Cabinet Member: J. Pritchard (Cabinet Member for Prosperity, Regeneration and Climate Change).

Co-Opted Members: Vacant.

Together with:

Officers: J. Williams (Assistant Director - Adult Services), D. Street (Corporate Director for Social Services and Housing), M. Jacques (Scrutiny Officer), A. Jones (Committee Services Officer).

RECORDING AND VOTING ARRANGEMENTS

The Chair reminded those present that the meeting was being live streamed, and a recording would be made available to view via the Council's website, except for discussions involving confidential or exempt items. [Click Here To View](#).

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors C. Bishop, M. Chacon-Dawson (Vice-Chair), L. Jeremiah, A Leonard, D. Price

2. DECLARATIONS OF INTEREST

Councillor J A Pritchard declared a Personal interest as she is a Member of Llais. As this was a personal interest only there was no requirement for her to leave the meeting and she took full part in the debate.

3. MINUTES – 18TH APRIL 2023

It was moved and seconded that the minutes of the meeting held on 18th April 2023 be approved as a correct record and by way of Microsoft Forms (and in noting there were 9 for, 0 against

and 1 abstention) this was unanimously agreed.

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 18th April 2023 (minute nos. 1-5) be approved as a correct record and signed by the Chair.

4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Mark Jacques (Scrutiny Officer) introduced the report that informed the Committee of its Forward Work Programme planned for the period April 2023 to July 2023.

It was proposed that reports on the Gwent Frailty Service, Caerphilly Cares and a report on Domiciliary Care be added to the Social Services Scrutiny Committee's Forward Work Programme.

Following consideration of the report and subject to the additional reports proposed, it was moved and seconded that the recommendations be approved. By way of electronic voting (and in noting there were 11 For 0 Against and 0 Abstentions) this was unanimously agreed.

RESOLVED that subject to the addition of the report requests discussed, the Forward Work Programme as appended to the meeting papers be published on the Council's website.

6. NOTICE OF MOTION – MOTOR NEURONE DISEASE CHARTER

Councillor N. George (Cabinet Member for Corporate Services & Property) in support of the Notice of Motion, summarised the motion and the reasons for it. Committee Members heard how he was seeking Council approval to adopt the Motor Neurone Disease Charter. Members of the group were advised that by adopting the Charter Caerphilly County Borough Council will be agreeing to raise awareness of the disease by promoting the MND Charter as widely as possible.

The Committee was asked to support the Notice of Motion and recommend to Council that it be approved. Cllr George introduced Judith Rice (Campaign Contact for Southeast Wales Branch of the MND Association) and requested permission for her to speak to the committee on the Charter.

Judith Rice introduced herself to the Committee and explained that she was present to explain what the MND Charter was seeking to achieve. Mrs Rice outlined the five principal points of the Charter.

1. The right to an early diagnosis and information.
2. The right to access quality care and treatments.
3. The right to be treated as individuals and with dignity and respect.
4. The right to maximise their quality of life.
5. Carers of people with MND have the right to be valued, respected, listened to and well-supported.

Mrs Rice explained that if Caerphilly County Borough Council adopted the Charter it would be

a way of supporting people with this horrendous illness within the Community. It was explained that the Charter is not a legally binding document and that the Council is not obliged to make specific pledges of commitments and would not be accrediting or giving Council kite marks. It would be a partnership between the Council and the association. The Council would be sending a message that they are supportive of the rights under the Charter.

Mrs Rice confirmed if the Council adopted the Charter, a further meeting would be arranged to present the Charter to the Leader.

The Chair thanked Mrs Rice for her presentation and invited questions or comments from Members.

Members of the Committee confirmed that they fully supported the Council adopting the MND Charter and it was requested that the Council review training for care workers.

The Assistant Director, Adult Services confirmed that Caerphilly home carers and external providers were receiving appropriate training.

The Chair asked if there was any Counselling for the individuals and the carers as part of the Charter. Mrs Rice confirmed that this was included within the Charter and advised that there is a Carers Department who would be pleased to come and talk to the Council and provide advice if required. Mrs Rice confirmed that she would make enquiries if needed.

Following consideration of the notice of motion the Social Services Scrutiny Committee:

RECOMMENDED to Council that the Notice of Motion be supported. By way of electronic voting (and in noting there were 11 For 0 Against and 0 Abstentions) this was unanimously agreed.

7. LLAIS PRESENTATION

Councillor E Forehead, Cabinet Member for Social Care was pleased to invite colleagues from Llais to make a presentation to the Committee. Members were advised that Llais is a new citizen's voice body for Wales, which from the 1st April had taken over from the seven Community Health Councils who had represented the interests of people in the NHS in Wales for more than 50 years.

Alyson Thomas (Chief Executive Llais – Your Voice in Social Care) and Angela Mutlow (Strategic Director for Operations and Corporate Services Llais) introduced themselves to the Committee and were grateful for the invite to the meeting.

A PowerPoint presentation was provided to the committee. It predominantly advised Members that Llais was a new independent statutory body set up by the Welsh Government as a sponsored body under the provisions of the Health and Social Care Quality and Engagement Wales Act 2020. The legal name is Citizen Voice Body for Health and Social care, and the operational name is Llais Your Voice in Health and Social Care.

The Committee were advised that Llais is looking for the Council to help raise awareness of the organisation and their activities. It was also seeking to hear what resources can be provided to help the Council to do this and develop ways of working effectively in partnership in order to understand the key priorities and challenges for health and social care services within the Caerphilly County Borough area.

A Member sought clarification on how complaints would be handled as Social Services and the health board have their own complaints procedures.

The Chief Executive of Llais advised that any concern or complaint would be allocated its own complaints advocate to support the process. The advocate would also work with both Health and Social Services complaint teams.

A member raised a query over the right of Llais to enter care homes. It was outlined by the Member that previously Community Health Councils had rights to enter hospitals.

It was confirmed that Llais has a right of entry to care settings and that hospitals and Local Authorities have specific duties to help and co-operate with Llais activities. Members heard how there was a presumption of access unless there were reasons why it would not be possible. Committee were advised that the Code of Practice on entry to premises was designed to provide a clear framework for Llais in order to plan its activities and consider any sensitivities when visiting different settings.

The Chair raised access to a care home and asked if Llais were contacted about an issue would they have a right of entry.

The Chief Executive of Llais confirmed that if the organisation had been contacted by an individual, they would have a right of entry as they had been invited by the person and would not need to seek permission from the care provider. If no one had requested Llais visit a particular care home, then permission would need to be sought from the care provider. The provider would need to then arrange a convenient time for a visit.

If access is refused, then the care provider would have to be specific with their reasons for the refusal and would need to help to rearrange a visit or arrange for people to be heard in a different way. If this happened on a regular basis it could be that the matter would need to be referred to the commissioning body, local authority, health board or NHS Trust. Concerns would also be shared with Care Inspectorate Wales and Welsh Ministers.

The Chair sought clarification on the process for volunteers. The Chief Executive of Llais confirmed that a key change was that Llais is determining its own arrangements for volunteers and will produce its own recruitment arrangements. This is currently being designed and it is hoped it will make it easier for individuals to get involved.

A Member expressed an interest in becoming a volunteer and highlighted a number of conflicting issues previously under Community Health Councils. It was observed that Llais seem to be adopting a more flexible approach and the Member asked what this would involve.

The Chief Executive of Llais confirmed that they were creating flexible volunteering roles and that any individual can undertake one or more of the roles depending on their availability and interests. Members heard how there were distinct roles and that Llais let volunteers choose what suited them and advised that specific training would also be provided.

The Chair thanked Llais for their presentation and requested that an update be provided to the Committee in a years' time.

The Chief Executive of Llais thanked Members and confirmed that Jemma Morgan, the Regional Director, would keep in touch and share what Llais had been working on.

8. 2023/24 SOCIAL SERVICES REVENUE BUDGET

Councillor E Forehead, Cabinet Member for Social Care presented the report which provided Members of the Social Services Scrutiny Committee with an update on the 2023/24 Social Services Revenue Budget. The Director confirmed he was happy to respond to any questions.

A member raised a query on 5.12 & 5.13 and enquired if the figures quoted would be enough and if there were any contingency plans if not.

The Director advised on the pressures facing all people services at present and considering the cost-of-living pressures and inflation pressures it would not be possible to say if it would be enough at this stage, but provided Members with assurances that the situation would be closely monitored. In relation to any contingency, Members heard that there were some service reserves and if required for one off expenditure these reserves could be used. In addition, it was highlighted that based on historical records going into the Winter quite often Welsh Government provides grant funding as a support, but this is not always guaranteed, and would require careful management and monitoring, especially as demand grew and assurances were given that the complexity of those demands and reports would be brought to the Committee in the future.

A Member raised a query on 5.2.4 in relation to additional posts being required to address increasing demands and also sought clarification on what these posts were for, one day additional leave and 5 days given by cabinet. The Member also sought clarification on the review of withdrawal of short-term funding.

It was confirmed that the posts are fixed term posts for social workers in both children services and children with disabilities that sits in the adults section and are required due to the demand. Members also heard about an additional post in the IAA (Information Advice and Assessment Team) and one in telecare for the response side of the service.

In terms of leave, 5 days had been agreed by Council in February. It was highlighted that leave for Caerphilly Council employees was lower than other authorities which led to staff leaving to go elsewhere for more leave. It was outlined how the move helped with staff retention, and that this addition is given to staff who have worked for more than 5 years with an additional 3 days for staff employed for 3 years or more.

The Director responded in relation to the withdrawal of Welsh Government grant funding and advised that Council had to plug the gap and also confirmed that it does sit within Social Services.

A Member raised an issue in relation to the new model for day care services and stated that statistics from the consultants HICO showed there were fewer service users being provided for, the Member enquired if this had been considered within this budget.

Members were advised that this has been considered in the report under discussion.

Following consideration and discussion the Social Services Scrutiny Committee noted the content of the report.

9. SUPPLEMENTARY PAYMENT FOR RESIDENTIAL/NURSING CARE HOMES TO SUPPORT INCREASED COSTS OF AMENITIES AND FOOD COSTS

Councillor E Forehead, Cabinet Member for Social Care introduced the report to Members of the Social Services Scrutiny Committee alongside the 2023/24 Social Services Revenue Budget update. The Director confirmed he was happy to respond to any questions.

A Member raised a query over why the Council is subsidising large residential care homes rather than all of them and paying for vacant beds. The Member requested an explanation.

The Director stated that the sector is in absolute crisis because of high running costs for electricity and gas at nursing homes. Heating was required 24 hours a day. The uplifts given through funding and additional funding from the Council was 10.1%. But, all homes have come back and stated that this is not enough and they cannot continue to provide the services on this basis.

The Committee were advised that most of the care homes within the County Borough were run by privately owned local entities and not large national organisations with shareholders, and the Director observed that the comment about whether funding should go to smaller homes was valid. However, he highlighted that many larger providers had provided evidence of their financial records which showed that they were also struggling.

A Member questioned why a fifth of the beds paid for were vacant.

The Assistant Director, Adult Services advised that some vacant beds in homes were block booked by the Health Board for “Step Closer to Home” discharges. When the Health Board did not use these beds, it disadvantaged the service. Members heard that it would take time to get back up to full occupancy. It was highlighted how there were a large number of residential beds available, but the demand was for EMI nursing beds and a number of deaths had also contributed to the current vacancy levels. Members noted that it was difficult to determine how the funding should be distributed, several options had been looked at and it was felt that this was the fairest way.

The member thanked officers for the response and observed that it highlighted how the Health Board and Council needed to work closely together.

Members discussed the ageing population in the Caerphilly Borough and staff issues within the sector. They were advised that there is increasing demand is for EMI nursing rather than residential care. Members heard how the Council cannot legally provide nursing beds and that there are also challenges in recruiting nursing staff in hospitals and care homes.

A Member thanked officers for their report and welcomed that the report referenced equality of homes and observed that any help for the cost-of-living crisis was wonderful. In terms of fairness the Member was pleased to hear that smaller care homes were also benefiting, and he asked if officers would go back to these homes to see if there was anything further that can be done to help.

Following consideration and discussion the Social Services Scrutiny Committee noted the content of the report.

The meeting closed at 18:57PM

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 11th of July 2023.

CHAIR



SOCIAL SERVICES SCRUTINY COMMITTEE – 11TH JULY 2023

**SUBJECT: SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD
WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES**

1. PURPOSE OF REPORT

1.1 To report the Social Services Scrutiny Committee Forward Work Programme.

2. SUMMARY

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

3. RECOMMENDATIONS

3.1 That Members consider any changes and agree the final forward work programme prior to publication.

4. REASONS FOR THE RECOMMENDATIONS

4.1 To improve the operation of scrutiny.

5. THE REPORT

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Tuesday 30th May 2023. The work programme outlines the reports planned for the period July 2023 until March 2024.

5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the

council website. The Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 19th June 2023. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 As this report is for information only an Integrated Impact Assessment is not necessary.

8. **FINANCIAL IMPLICATIONS**

8.1 There are no specific financial implications arising as a result of this report.

9. **PERSONNEL IMPLICATIONS**

9.1 There are no specific personnel implications arising as a result of this report.

10. **CONSULTATIONS**

10.1 There are no consultation responses that have not been included in this report.

11. **STATUTORY POWER**

11.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqum@carphilly.gov.uk

Consultees: Dave Street, Deputy Chief Executive
Robert Tranter, Head of Legal Services/Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,

Legal Services

Councillor Donna Cushing, Chair of Social Services Scrutiny Committee

Councillor Marina Chacon-Dawson, Vice Chair of Social Services Scrutiny Committee

Appendices:

Appendix 1 Social Services Scrutiny Committee Forward Work Programme

Appendix 2 Cabinet Forward Work Programme

Appendix 3 Forward Work Programme Prioritisation Flowchart

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Forward Work Programme - Social Services - Appendix 1

Date	Title	Key Issues	Author	Cabinet Member
11/07/2023 17:30	Day Services Update		Street, Dave;	Cllr. Forehead, Elaine;
11/07/2023 17:30	Annual Corporate Safeguarding Report plus the Annual Safeguarding Management Information Report	To provide assurance that the Corporate Safeguarding Policy is being adhered to across all Service areas and safeguarding activity is compliant with agreed procedures	Jenkins, Gareth;	Cllr. Forehead, Elaine;
11/07/2023 17:30	Information Item - Grants Report 2023		Jones, Mike J;	Cllr. Forehead, Elaine;
12/09/2023 17:30	Information Item - Period 3 Budget Monitoring report		Jones, Mike J;	Cllr. Forehead, Elaine;
17/10/2023 17:30				
28/11/2023 17:30				
30/01/2024 17:30				
12/03/2024 17:30				

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Cabinet Forward Work Programme – 5th July 2023

Meeting date:	Report title:	Key issue:	Report author:	Cabinet Member:
12/07/2023 13:00	Court House Car Park, Blackwood – variation of parking charges	To seek Cabinet approval to vary the parking charges in Courthouse Car Park, Blackwood to allow up to 1 hour parking free of charge for all users.	Dean Smith/Marcus Lloyd	Cllr. Nigel George
12/07/2023	Collaboration and Members Agreement (the CAMA)	To seek Cabinet approval to revise the South-East Wales Education Achievement Service Collaboration and Members Agreement (the CAMA)	Keri Cole	Cllr. Carol Andrews
12/07/2023	Caerphilly Interchange Proposal – Funding Requirements	For Cabinet to approve the request for CCBC funding contribution.	Clive Campbell	Cllr. Nigel George
12/07/2023	Annual Corporate Safeguarding Report plus the Annual Safeguarding Management Information Report.	To seek approval of the Annual Safeguarding reports.	Gareth Jenkins	Cllr. Elaine Forehead
12/07/2023	Mobilising Team Caerphilly	To seek Cabinet support to access additional external capability to ensure the successful delivery of the Council's Team Caerphilly Transformation Programme.	Richard (Ed) Edmunds	Cllr. Eluned Stenner
12/07/2023	Free School Meals funding for summer holidays 2023	To propose the continuation of Free School Meals support during the summer holidays 2023.	Sue Richards	Cllr. Carol Andrews
12/07/2023	Exempt item - George Street Rear Walls, Cwmcarn	Exempt item subject to Public Interest Test	Claire Davies/Fiona Wilkins/Nick Taylor-Williams	Cllr. Shayne Cook
12/07/2023	Exempt item - Proposed Mineral Working and Restoration of Bedwas Tips -	Exempt item subject to Public Interest Test.	Marcus Lloyd	Cllr. Nigel George

Appendix 2

Cabinet Forward Work Programme – 5th July 2023

Meeting date:	Report title:	Key issue:	Report author:	Cabinet Member:
	extension of exclusivity agreement.			
26/07/2023 13:00	Covid 19 - Economic Recovery Framework, Monitoring report	To provide Cabinet with an update on progress in respect of the Council's economic recovery framework.	Rhian Kyte/Allan Dallimore	Cllr. James Pritchard
26/07/2023	Default speed limit consultation on restricted roads across the county borough from 30mph to 20mph	To review proposed 30mph exemptions within the County Borough as a result of the change in the default restricted road speed limit to 20mph.	Marcus Lloyd	Cllr. Nigel George
6/07/2023	Day Services	For Cabinet to consider the new proposed Day Services Model.	Jo Williams	Cllr. Elaine Forehead
26/07/2023	Review of Licensing fees for Dog Breeders, Scrap Metal Dealers and Activities involving Animals (Pet sales) 2023.	To seek approval of licensing fees following the funding review.	Lee Morgan/Rob Hartshorn	Cllr. Philippa Leonard
26/07/2023	Provisional Revenue and Capital Budget Outturn for 2022/23	To provide Cabinet with details of the provisional revenue and capital budget outturns for the 2022/23 financial year prior to the completion of the external audit by Audit Wales.	Stephen Harris	Cllr. Eluned Stenner
26/07/2023	Waste Route Map	To agree the waste route map which will inform the development of the Council's Waste Strategy.	Marcus Lloyd	Cllr. Chris Morgan
20/09/2023 13:00	Natural Resources Wales (NRW) CCBC Collaboration Agreement - Cwmcarn Forest Drive	To allow Cabinet to review the outcome of the 2-year pilot in respect of the CCBC management of the Cwmcarn Forest Drive and consider whether or not to extend the collaboration agreement for the continued management of the drive	Antony Bolter/Allan Dallimore	Cllr. James Pritchard

Cabinet Forward Work Programme – 5th July 2023

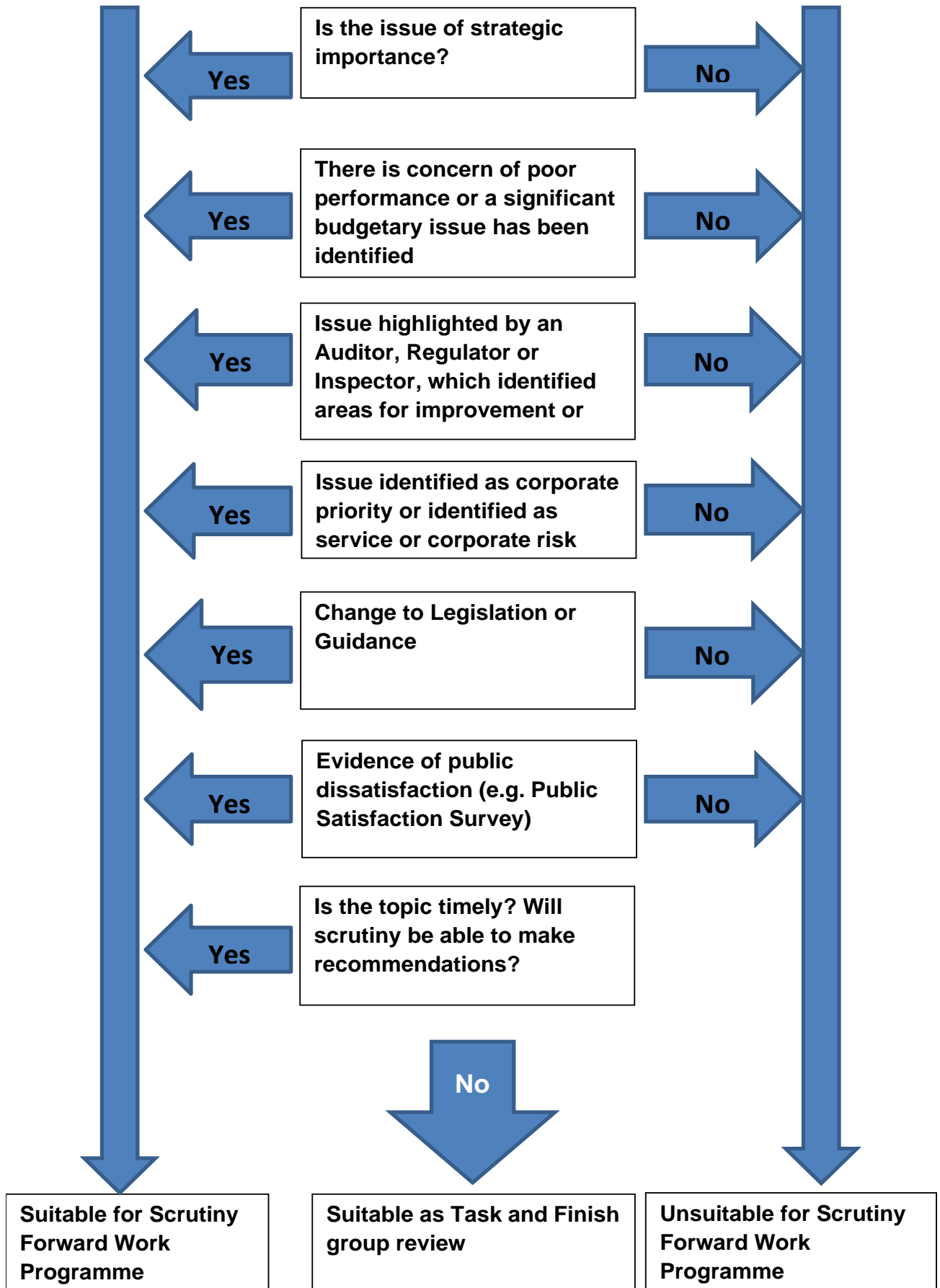
Meeting date:	Report title:	Key issue:	Report author:	Cabinet Member:
		with Natural Resources Wales for a further 5 year period.		
20/09/2023	Local Housing Market Assessment and the Welsh Government Prospectus	For Cabinet to discuss and approve the Local Housing Market Assessment and the Welsh Government Prospectus.	Nick Taylor-Williams/Jane Roberts-Waite	Cllr. Shayne Cook
20/09/2023	Development and Governance Strategy - Housing	For Cabinet to consider the establishment of the development strategy which details the principles, practices and governance arrangements which are needed to facilitate enable and support the new build objectives of Caerphilly Homes now and in the future.	Nick Taylor-Williams/ Jane Roberts-Waite	Cllr. Shayne Cook
20/09/2023	Corporate Performance Assessment	To provide Cabinet with an update with the Corporate Performance Assessment.	Sue Richards/Ros Roberts	Cllr. Eluned Stenner
20/09/2023	Public Protection Enforcement Annual report for 2022/23	For Cabinet to agree progress and performance.	Rob Hartshorn	Cllr. Philippa Leonard
04/10/2023 13:00	Caerphilly Homes – Re-development of the Former Oakdale Comprehensive School	To seek Cabinet approval for the signing of a delivery agreement (DA) via SCAPE with Willmott Dixon to deliver an 85 new home mixed tenure scheme.	Jane Roberts-Waite	Cllr. Shayne Cook
04/10/2023	Caerphilly Homes – Re-development of the Former Ty Darran Care Home, Risca	To seek Cabinet approval for the signing of a delivery agreement (DA) via SCAPE with Willmott Dixon to deliver a 46 new, affordable home later living scheme which will set the ambition for the future of later living accommodation in the county borough.	Jane Roberts-Waite	Cllr. Shayne Cook

Appendix 2

Cabinet Forward Work Programme – 5th July 2023

Meeting date:	Report title:	Key issue:	Report author:	Cabinet Member:
04/10/2023	Corporate Plan (including Well-Being Objectives) 2023 to 2028	To consider the Councils Corporate Plan and Well-being Objectives 2023 to 2028	Christina Harrhy/Sue Richards/Jo Pearce	Leader/ Cllr. Eluned Stenner
18/10/2023 13:00	Exempt item - Ness Tar	Exempt item subject to Public Interest Test	Rhian Kyte	Cllr. James Pritchard

Scrutiny Committee Forward Work Programme Prioritisation



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SOCIAL SERVICES SCRUTINY COMMITTEE -

11TH JULY 2023

SUBJECT: DAY OPPORTUNITIES

REPORT BY: DEPUTY CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The report is to seek Members views on the Implementation Plan (Appendix 1) to embed the model of day opportunities identified by Hugh Irwin Associates (HICO) (Appendix 2) and presented to the Committee in January 2023, prior to the report being presented to Cabinet.

2. SUMMARY

- 2.1 The report will identify the progress made in embedding the model of day opportunities which is based on best practice in achieving outcomes for individuals. It is acknowledged that progress has taken longer than would be ideal however it was important to commission an independent organisation to hear the views of stakeholders and research best practice to inform the model.
- 2.2 The report will detail the current level of service provision in day bases, community sessions and employment.
- 2.3 Equity is a very important principle thus the report recommends an alternative depiction of the model which is represented as a circle where everyone's outcomes are equal regardless of how they are met which would shift the emphasis from location to outcomes.
- 2.4 The report acknowledges the model could impact on some families/unpaid carers/parents who previously had a higher level of service which focused on respite as opposed to outcomes for individuals who attend. The Bridging the Gap project described later in the report will hopefully go some way to addressing that.
- 2.5 The implementation plan will set out actions and identify progress made to inform practice to ensure the model is fully implemented.

3. RECOMMENDATIONS

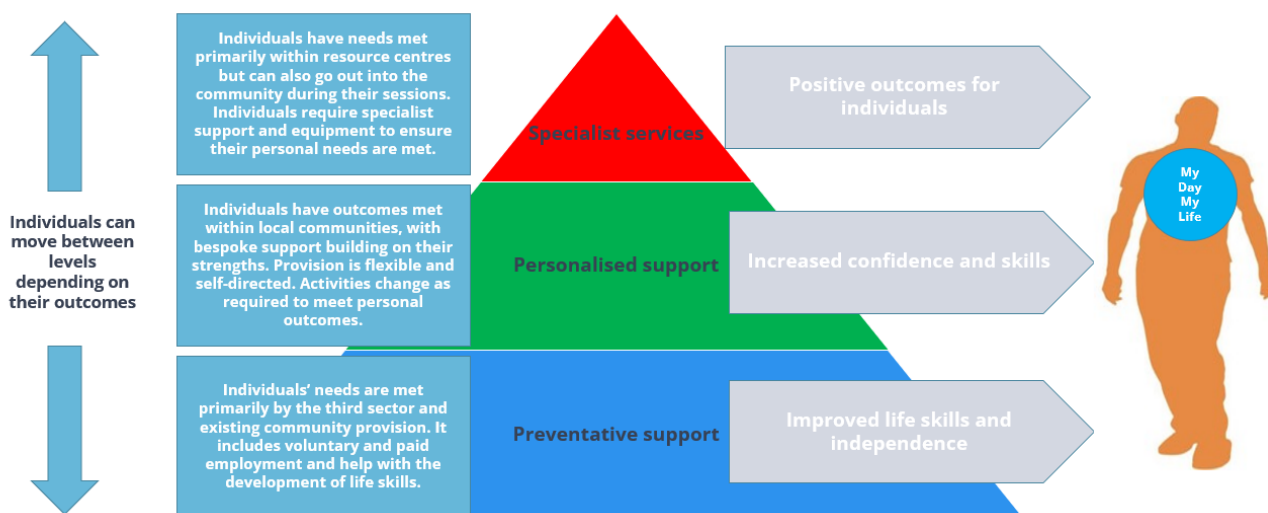
- 3.1 Members provide comments on the implementation plan.
- 3.2 Members endorse the extension of the day bases core hours at Brooklands from 9:30-3:30 to enable individuals to have their outcomes the bi product of which could be seen as respite for some families.
- 3.3 Members endorse the alternative pictorial representation of the model for day opportunities.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The implementation plan reflects the actions required to fully embed the model for day opportunities.
- 4.2 The model actively promotes individuals abilities and offers adults a range of opportunities that promote independence that focus on strengths and outcomes.
- 4.3 The alternative depiction of the model is more equitable it sees everyone's outcomes as equal regardless of how or where they are being met.

5. THE REPORT

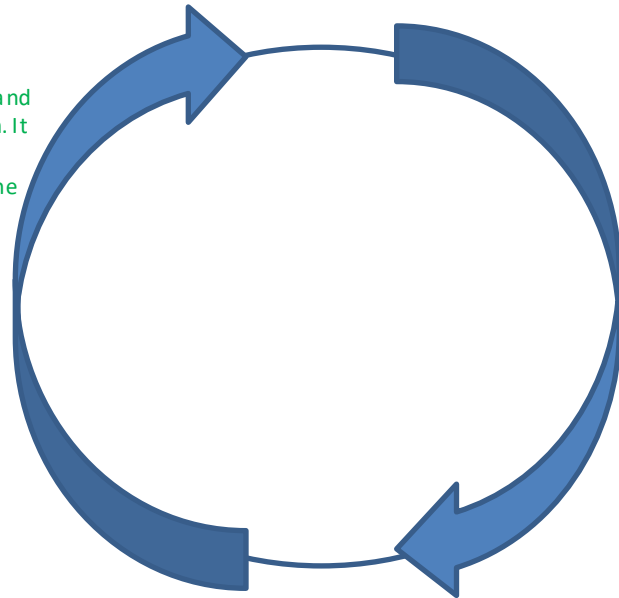
- 5.1 HICO presented their proposed model for day opportunities to scrutiny committee in January 2023. The model was represented as a triangle which can be interpreted as hierarchy;



5.2 Whereas the above model has its merits it is felt that the model depicted as a circle below would be more equitable. There are no changes to the wording of the model, and it still allows people to move between services as their outcomes change.

Preventative Support

Individual's needs are met primarily by the third sector and existing community provision. It includes voluntary and paid employment and help with the development of life skills.



Specialist Provision

Individuals have needs met primarily within resource centres but can also go out into the community during their sessions. Individuals require specialist support and equipment to ensure their personal needs are met.

Personalised Support

Individuals have outcomes met within local authority communities, with bespoke support building on their strengths. Provision is flexible and self-directed. Activities change as required to meet personal outcomes.

- 5.3 Underpinning the model is the notion that support is allocated to individuals by matching the offer with identified individual outcomes, through a Day Opportunities 'hub' This includes promotion of the use of Direct Payments where appropriate. Direct payments is a means of an individual receiving an ongoing payment to employ a personal assistant to assist them in meeting their outcomes .
- 5.4 In respect of direct payments these are being promoted by Social Workers especially at transition for children's to adult services to give individuals choice and control to meet their own outcomes. A fixed term regional post has been agreed and a candidate appointed and a start date is awaited. The aim of this post is to provide consistency across authorities, simplify the process, provide promotional material and look how we can support people to recruit personal assistants.
- 5.5 The development of a hub is in its infancy and discussions have been held with Pembrokeshire who have developed this way of working. It is proposed a short task and finish group is established. Members to include, an individual who uses services, carer/family member, Assessment Care Management, and the third sector. The remit of the hub will be to see a person as an individual and look at requests received to match outcomes to opportunities available. The hub will be multi agency, will be able to identify outcomes that can't be met under themes and then impact on future

developments both in house and in the third sector. For example if there were several requests coming through for people who like to play board games/cards then appropriate groups could be established which could be run by volunteers. A key principle of the hub will be optimising existing resources in the community and working with partners to increase opportunities across the County Borough.

- 5.6 The principle of care closer to home will enable individuals to become active participants in their communities. Activities outside communities do occur when that is what is required to meet someone's outcome and can include one off trips to specific locations or events.

Current Provision

- 5.7 Currently 23 staff provide support to 136 individuals accessing our Community Service. Of these 136 people 65 (47%) have only ever received their service in the community.
- 5.8 Community activities include walks in local parks/areas of interest, cycling, visits to coffee shops, journeys on trains, community classes such as craft, woodwork, cookery, gentle exercise, dementia groups and men's shed groups.
- 5.9 Daytime opportunities has expanded the well-established Windy Ridge garden project model which is based in Blackwood, and developed garden projects within 3 residential homes and one day base. Collectively these garden projects are known as 'Gardenscape'. Individuals access the project and are supported to actively participate in grounds work, growing and nurturing of plants from seed and obtain a vast general understanding of horticulture. The outcomes for individuals having such opportunities in an environment which offers freedom to learn and express themselves reinforced the need to introduce additional opportunities within similar environments. Individuals also regularly attend plant sales and agricultural shows.
- 5.10 The introduction of the garden project within the Residential Homes has created an environment which offers further opportunities for individuals which also benefit our residents who reside within the homes. Plant sales and Garden open days give additional experiences to individuals and are an excellent way of promoting such developments. Feedback from CIW on these projects have been very positive.
- 5.11 Having bases accessible 5 days per week offers further scope to expand future referrals and increase opportunities. There are currently 52 Individuals accessing our Garden Projects and 27 accessing Windy Ridge.
- 5.12 The Craft and Woodcraft projects are based in Woodfieldside and were reopened towards the end of 2020/beginning of 2021, providing sessions for individuals to enjoy vocational opportunities. There are currently 31 Individuals accessing these projects.
- 5.13 Out of the 136 Individuals currently accessing the Community Service 65 did not access any day service support prior to August 2020 and all now receive service in the community.
- 5.14 Islwyn Park Coffee Shop sits within the heart of the community in Pontllanfraith and serves the public 5 days per week. The Coffee Shop is run by individuals with a learning disability some of whom used to access a day base. Since the coffee Shop has opened this has had an incredibly positive response from the public and visiting

parties. Footfall has increased week by week with regular groups returning and benefiting from the venue and high standard of service they receive. Feedback from members of the public is exceptional in terms of service and friendliness of the staff.

- 5.15 Although the coffee shop is now generating a healthy turnover, one of the biggest achievements that has come from this venture is that 5 individuals are now paid employees. There are another 5 Individuals who work at the venue who have chosen to remain voluntary but continue to benefit from the experience and opportunity this brings. There are currently 12 Individuals attending Islwyn Catering. Of these 12, we are progressing paid employment for 4, with 8 choosing to remain working in a voluntary capacity at this time.
- 5.16 Base provision currently offers 72 individuals support across 7 bases. Which are Brondeg, Brooklands, Ystrad Mynach, Oaklands, The Links, Windy Ridge and Markham. Individuals can access the community from their base however they need a base to meet their personal care outcomes or require specialist staff skills.
- 5.17 As part of our ongoing development and service review, we have acknowledged a need to extend the core hours within one of our bases (Brooklands). We consider offering individuals the opportunity to receive support from 9:30 -15:30 a positive development for individual's outcomes.
- 5.18 Incorporated within our base provision is The Links. The Links is a service for individuals who have autism and behaviours that can challenge. The service operates from a base in Wyllie and supports individuals to access opportunities within their local communities. The Links also operates from a former resource base in Markham on a daily basis to offer a range of activities for individuals who need a specific type of environment. There are 10 Individuals currently accessing The Links.

Unpaid Carers

- 5.19 The need to support all unpaid carers to continue in their role is paramount. The provision of carers assessments is a statutory function and Social Workers will continue to offer carers assessments in their own right.
- 5.20 All carers will be offered the opportunity to have their details passed to the carers team, who are responsible for supporting carers in a wide range of ways from access to small grants, carers meetings, activities and opportunities to socialise and have their outcomes met. Carers week this year provided a wide range of activities and opportunities for people, full details can be found in Appendix 3.
- 5.21 Regionally a successful business case has been agreed and funded to implement Bridging the Gap, this is an award project in North Wales. It is a tool kit for implementing respite for unpaid carers, which we are seeking to replicate. Bridging the Gap in North Wales has over 50 providers signed up to the scheme to offer different forms of support to carers. These are presented to carers in a brochure so they can choose what they would like to receive. A carer receives a code which is worth up to an agreed value to use over 6 months. Carers can look through the brochure and book as and when they need support. When consultation for this scheme was taking place, families said they struggled with traditional forms of respite care for things such as needing to go for a haircut or attend a family wedding. This scheme allows carers to have the choice.

- 5.22 Other services that support unpaid carers include overnight respite, one off sitting requests, carers coffee mornings which take place across the borough, access to small grants and carers rights information.
- 5.23 HICO's report clearly indicated a training need for staff, as a result specialist training has been commissioned on collaborative conversations for social work staff which reflects the Social Services and Well-Being Act. This consists of two days initial training with a further follow up day to ensure practice continues to be developed. There are also sessions for senior managers. Sessions commenced on the 6th June and are scheduled into the autumn. Following this it is hoped mentors will be identified to continue to ensure practice reflects collaborative conversations to reflect individual outcomes.
- 5.24 Community mapping of activities, groups events etc is now standard practice, new activities are identified regularly and communicated to all staff to enable individuals to have their outcomes met.

5.25 **Conclusion**

Day opportunities is a vehicle for enable individuals to achieve their outcomes, become active citizens in their communities and can offer employment opportunities both voluntary and paid.

6. **ASSUMPTIONS**

- 6.1 No assumptions have been made in relation to this report.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 The integrated impact assessment has identified no negative impacts in people with protected characteristics all individuals are treated equitably
[Link to full Integrated Impact Assessment](#)

8. **FINANCIAL IMPLICATIONS**

- 8.1 The 2023/24 original budget for day care provision amounts to a net total of £5,220,346 and included provision for a total of 103.01 full time equivalent staff.

9. **PERSONNEL IMPLICATIONS**

- 9.1 HICO's report recommended Day opportunities are outcome focussed and provided 7 days a week.
- 9.2 The job description has been revised to reflect the intention to move to 7 day working although this hasn't been implemented to date. However the 16 staff that have been recruited since August 2020 to work in the community, which is 69% of the team, have been advised of the intention to move to 7 day working with extended hours.
- 9.3 Trade Unions have requested formal consultation is not commenced until the report has been to Cabinet.

10. CONSULTATIONS

- 10.1 The consultees set out below have received a copy of the draft report ahead of its publication.

11. STATUTORY POWER

- 11.1 Social Services and Well Being (Wales) Act 2014

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Appendices:
Appendix 1 Implementation Plan
Appendix 2 HICO Report
Appendix 3 Carers Week information

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Day Opportunities Implementation Plan

Action	Plan	Actions Completed to date	Progress update June 2023
Consider access to other funding opportunities	Link with the successful levelling up fund bid to develop a new leisure centre in Caerphilly basin		The success of the existing Coffee Shop supports the potential to expand the venture into other areas. Proposal within the new Leisure facility to be considered.
Review charging policy	Implement equitable charging policy	Members task and finish group previously established with recommendations for increases to day service charging Regional group established with other LA's and finance officers	Regional team establishing terms of reference for Learning Information Network. Currently no individual is being financially assessed for attending day opportunities, awaiting cabinet response.
Promote independence choice and control for individuals	Promote the uptake of direct payments particularly at transition	Regional post established to review direct payment standardise recruitment and promotional material	Regional post agreed appointment made start date to be agreed

		Work programme to be agreed	
Provide service over 7 day and extended hours	Consult with staff and trade unions regarding changes to contracts	New Job description to be used for all future recruitment which reflects 7 day working	<p>All newly recruited staff have been advised of the intention to move to 7 days service including evenings</p> <p>Request from trade unions not to commence discussion until report has been to cabinet</p>
Learning from best practice Establish a hub to manage all requests for day opportunities	Establish a short task and finish group to establish the hub, identify clear remit and membership		<p>Representatives have met with colleagues from Pembroke Council. Areas of good practice have been identified in relation to a central hub referral model.</p> <p>Meetings have been arranged with Provider representatives within CCBC and a plan for introducing a similar model presented.</p> <p>Opportunities to include a voluntary carer/family representative on the group to be explored.</p>

			Recent discussions have also included Rhondda Cynon Taff, Day opportunities model to be shared for good practice recommendations.
Work with the health board to look at joint commissioning and funding of day opportunities	To discuss at the Gwent regional commissioning board		
<p>Workforce/Staff Development –</p> <p>Ensure that all staff involved in the future of daytime opportunities are enabled and supported to work in a person-centred way.</p>	<p>That further progress will be based on a person led response rather than a service led response</p> <p>Ensure staff have skills and knowledge to support a number of individuals and staff are rotated regularly</p> <p>Ensure staff are trained in having the “what matters conversations” and identifying personal outcomes</p>	<p>Funding approved for rostering system which will address this and match staff to individuals</p> <p>Dedicated post established for planning work.</p> <p>Further discussion with Workforce Development about person centred thinking, person centred</p>	<p>Contracts have been agreed and meetings arranged for the implementation of Cygnum system.</p> <p>Planning post has been successfully recruited, Staff in post since 16/5/23</p> <p>Training arranged for SW staff on outcomes/ collaborative conversations 6 x 2 days session with a further</p>

<p>Ensure individuals don't become dependent on a single member of staff</p>		<p>planning and person centred reviews.</p> <p>New staff being introduced to individuals</p>	<p>follow up day Commenced 6th June .</p> <p>Sessions arranged for feedback to senior managers</p> <p>Mentors to be identified and developed</p> <p>We currently have 26 staff and are recruiting two peri-staff who cover sickness and holiday absences. Action completed</p>
<p>22/06/2023 Regularly review and update events/activities that are going on in the community</p>	<p>To establish a data base of activities/ events/ that is regularly reviewed and updated</p>	<p>Community mapping undertaken and shared with staff, this will be regularly updated. This action is complete and will transfer to normal practice</p>	<p>Meetings have been reinstated with People First where progressing the mapping work will be discussed. Further engagement has also taking place with Valley Daffodils and My Mates to look at expanding opportunities for individuals. Action completed</p>

Review length of sessions at day bases	Analyse the feasibility and any additional requirements to expand length of session in a day base for those who have the more complex needs	Option included in scrutiny report	Opportunities have been considered in response to extending session lengths. Discussions with ACM and staff teams to be scheduled in order to agree implementation dates. Option included in scrutiny report Action completed
HICO model	Review pictorial representation of the model and consult on alternative presentation Establish a small task and finish group to undertake this work	Feedback to HICO had suggested a circle rather than a triangle to reflect equity	Pictorial has been revised to reflect a circle for consideration by scrutiny and cabinet Action completed
Increase opportunities in the community	Work with the third sector and Caerphilly Cares to influence developments in the community including use of volunteers	This is no normal practice	Quarterly meetings reinstated with People First/Person to Person Engagement with other third party providers including Valley daffodils and My Mates have also begun. Action completed
Review mileage limits whilst supporting	Focus remains on care and support closer to home, to enable people to	Meetings held on 30/01 with day services staff - advised they can go out of	Action completed

<p>individuals in the community</p>	<p>become part of their communities and develop their independence</p>	<p>county in areas that border with other local authorities. Reminded staff there has always been the opportunity for individuals to go to specific events etc to meet their personal outcomes - this remains in place</p>	
<p>Communication plan to be developed in order to keep all stakeholders up to date with implementation and progress</p>	<p>Establish and agree clear communication plan with dates for updates for all stakeholders</p> <p>Ensure HICO report is in an accessible format</p>	<p>Letter sent to all stakeholders following presentation at Scrutiny Meetings held with day service staff and social workers to feedback on presentation to scrutiny committee</p> <p>Meeting held with trade unions</p> <p>Response to report to be presented to Scrutiny July 2023</p>	<p>Action completed</p> <p>Action completed</p>

Caerphilly Day Opportunities: Implementing a future model January 2023

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Executive summary

Caerphilly County Borough Council (the Council) provides a range of day opportunities for older people and adults with learning disabilities. These services are discretionary and are aimed at supporting the health and wellbeing of individuals, providing meaningful opportunities in the community, promoting social networks and as a result provide respite for families and carers.

Changes were made to day opportunities over the course of the Covid-19 pandemic, in response to Welsh Government legislation and guidance. Over the course of the pandemic, significant changes were made to the model which saw a shift from a focus on resource centres to a more community-based approach. By early 2022 the majority of people accessing day opportunities were receiving support in the community or in 'vocational' settings. Those with more intense or complex needs continue to receive support in resource centres. Support is provided on a more individualised basis, and the number of sessions has typically reduced to between one and three sessions a week. The number of people accessing day opportunities is currently 294, whilst the budget remains largely unchanged.

Individuals and their carers were informed of the evolving changes to the model and were asked about their future preferences. There were strong views from some parents/carers in favour of a return to previous arrangements.

In response the Council committed to the appointment of an external organisation to co-produce a model of day opportunities for the future. HICO were appointed in May 2022 with a brief *'to engage equitably with stakeholders, explore best practice and advise the Council on alternative delivery models, which would support people to achieve their outcomes, by promoting independence and with an emphasis on active community presence and involvement'*.

Alongside a review of relevant policy, strategy and delivery models in other parts of Wales, such as Social Services and Future Generations legislation, A Healthier Wales, the Learning Disability Improving Lives Programme and Strategic Action Plan, regional population needs and wellbeing assessments and the Caerphilly Corporate Plan, we also looked at how other nearby councils are delivering day opportunities and how any change to provision is being managed. The majority have either gone through or are going through a similar transformation or are intending to modernise day opportunities in the future in line with a community focussed approach.

We engaged with a range of stakeholders during our review, including individuals accessing day opportunities, their carers, senior and operational staff in the Council, elected Members and representatives of partner agencies.

We spoke with approximately one fifth of individuals currently accessing day opportunities and our conversations suggest a broad consensus on current arrangements and desired

future direction.

Several key messages emerged from our conversations. We found that some individuals are clearly benefitting from the changes, and equally, some staff report improved job satisfaction and motivation. Although largely accepting the case for change, a significant number of parent/carers reported that specific adjustments and the process of change itself had had a negative impact. Some carers reported that the reduction in time that their family member received has resulted in increased pressure and stress on them and their families. Generally, carers are keen to work with the Council and other stakeholders to further develop and implement a new model for day opportunities.

Some individuals clearly benefit from more individualised support and there is evidence of meaningful and valued relationships developing. Those accessing volunteering and work opportunities are gaining valuable life skills and we saw a tangible sense of pride and achievement among the individuals concerned. We also heard instances of social networks developed within resource centres being lost. There is a potential risk of individuals becoming dependent on specific members of staff, which could be addressed by introducing shared rotas.

The perceived quality and range of community-based support may be compromised by the perception of a lack of resources within given localities. Some staff told us they couldn't broaden the range of activities for the people they supported because facilities weren't available or weren't open at the time sessions take place. The Council is beginning to address this by ensuring staff are better informed of what is available within different parts of the County Borough, and complementary provision by third sector groups such as 'My Mates' further broadens potential. Developing further community opportunities to expand the range available for individuals receiving community support needs further development. Increasing travel limits and session duration, may assist with this.

Further work is needed to ensure that key partners such as the NHS, Advocacy organisations are fully involved in the development of opportunities and provision of individualised support.

We make three recommendations for the future, which are as follows:

1. The Council should issue a broad but comprehensive statement of future intent to all stakeholders acknowledging the findings of this exercise and setting out how a new model (which is suggested on the next page), based on its adopted approach, will be progressed in collaboration with stakeholders.
2. Where reviews have not yet been undertaken for individuals with highest level of need and their carers, these should be prioritised.
3. medium-term plan for full implementation of the emerging Day Opportunities model should be developed and implemented. This needs to be co-produced and actively involve relevant stakeholders.

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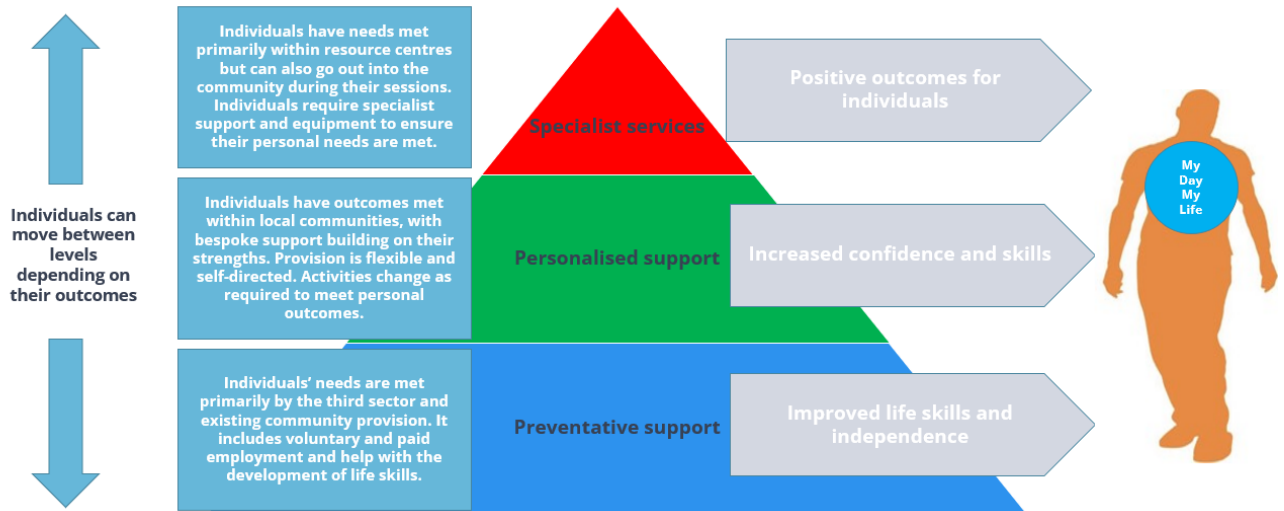


The emerging day opportunities model would deliver support across three categories, depending on individual outcomes. The model is depicted opposite.

We suggest a series of short and medium-term actions to be taken collectively by stakeholders to deliver the model over the coming period. A structured, co-productive approach will be critical to this.

As arrangements are being put in place, work needs to be reassessed the needs of individuals with the most intensive needs and adjust care accordingly. New flexibilities within community-based support will also help ensure the best experience for individuals. A comprehensive learning and development programme for staff should be developed and implemented to shape the change.

The future



1. Introduction & Background

Day opportunities in Caerphilly

Caerphilly County Borough Council (the Council) provides a range of day opportunities for older people and adults with learning disabilities. These services are discretionary and are subject to an assessment process.

Day Opportunities aim to:

- Enable people to have access both to meaningful community activities and appropriate supported environments
- Meet health and social care needs of individuals
- Provide respite for families and carers
- Support and maintain friendships and help people access community activities and services

An evolving approach to day opportunities

The Council made changes to their approach during the pandemic. They issued a series of letters to users and carers along with a survey asking for views on changes that had been made and on future provision. The responses received were mainly from parents who expressed a strong view for a return to the previous arrangements.

In February 2022 users and carers were informed that the Council intended to implement a new approach whereby it would 'continue providing support through a blended system of building-based care and within the community'. This letter also committed to the appointment of an external organisation to co-produce a model of day opportunities for the future.

Day opportunities then and now

A number of changes have been made to day opportunities during and coming out of the Covid-19 pandemic. These are summarised below.

Pre-pandemic:

- The budget for day opportunities was £5,554,574
- 195 older people and 444 adults with learning disabilities were supported
- Support was provided predominantly in Resource Centres
- Many adults with learning disabilities had 4 or 5 full day sessions every week, with varied activities
- Older people and adults with learning disabilities were supported separately
- Community-based support was provided for individuals within their localities
- Adults with learning disabilities accessed sessional activities including vocational and

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independent living skills training, gardening and horticulture, woodwork, craft and ceramics and catering

During the pandemic:

- Resource centres closed in March 2021
- A very small number of the most vulnerable users continued to receive socially distanced, community-based support
- Reduced, community-based and garden project sessions commenced in August 2020 for individuals prioritised by assessment care management
- Resource Centres reopened in June 2021 for users with high levels of need whose outcomes could not be met in the community, with a reduction in the number and duration of sessions

Post pandemic:

- The budget stands at £6,005,266
- 94 older people and 187 adults with learning disabilities are supported (it should be noted that pre-Covid the Council was also supporting 104 Individuals who were living in accommodation services, including residential and supported living)
- These individuals are no longer supported directly but are receiving help from their house staff to access alternative daytime opportunities
- Hours of provision for individuals have been reduced compared with pre-pandemic levels, with unintended negative impact on particular carers, notably those caring for individuals with more intensive or complex needs
- Community-based sessions are provided on an individual basis
- Half day sessions are held jointly for older people and adults with complex physical and learning disabilities
- Sessions provided in gardening, craft and ceramics, catering and the Islwyn Park Coffee Shop are longer, with the aim to progress to employment of individuals

2. Reviewing Caerphilly's approach

What we were asked to do

HICO was appointed in May 2022 to review the Council's approach to day opportunities.

Our brief was:

'to engage equitably with stakeholders, explore best practice and advise the Council on alternative delivery models which would support people to achieve their outcomes, by promoting independence and with an emphasis on active community presence and

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involvement'

In the course of our work we:

- Undertook a desk top review of recent changes to day opportunities and current arrangements in Caerphilly
- Considered the legislative and policy context in which day opportunities need to operate
- Looked at day opportunities in other parts of Wales and further afield to identify notable practice

We asked people to share their views on recent changes and what they wanted to see in the future. People using services and carers were asked what was important to them, and the kinds of day opportunities that would help them achieve their personal outcomes. Other stakeholders were invited to share their perspectives on recent changes, their perceived impact on individuals and how they had affected their own practice.

Stakeholder engagement

We engaged with the following stakeholders:

- 57 people who use day services, through voluntary, informal conversations and a written survey
- 43 carers, through facilitated group sessions and a written survey
- 40 day services staff, some whilst delivering sessions and others in group discussions
- The Cabinet Member for Social Services, Chair of the Social Services Scrutiny Committee, senior and middle managers and the carers' lead in facilitated group discussions
- Members of the Social Services Scrutiny Committee at one of their formal meetings
- 16 social workers in online workshops
- Clinicians and managers from Aneurin Bevan University Health Board in an online workshop
- Independent Supported Living providers in an online discussion
- Advocacy organisations in an online discussion
- Representatives from other local authorities via email and telephone conversations

We offered all users of day opportunities, and their carers, the chance to engage with us. We spoke with all those who said they wanted to, equating to approximately one fifth of current individuals accessing day opportunities.

Participation was considerably higher among adults with learning disabilities and their carers than it was among older people. Moving forward, ensuring the ongoing engagement of older people will be crucial in ensuring that opportunities meet needs across the different communities.

Whilst we cannot gauge the views of those who didn't want to meet, views expressed by those with whom we did engage suggest there is a broad consensus regarding current arrangements and desired future direction.

3. Policy context

Strategic context

We reviewed material from across the UK and explored arrangements in several Welsh Local Authority areas, to identify innovative practice in the provision of day opportunities and set the changes being progressed in Caerphilly within a broader context.

In Wales there are various drivers for change aimed at supporting the transformation of support. These include generic objectives within the Social Services and Wellbeing (Wales) and Wellbeing of Future Generations (Wales) Acts and principles enshrined in A Healthier Wales – the national plan for health and care, alongside more specific priorities set out in a range of strategies for older people and people with learning disabilities. It is important that the ongoing changes in Caerphilly align with the strategic objectives within these drivers.

These drivers are summarised below.



Wellbeing of Future Generations (Wales) Act

- Cohesive communities – ensuring people are active doing things that matter to them
- A more equal Wales – enabling all people to fulfil their potential
- A Healthier Wales - supporting the wellbeing of people and communities



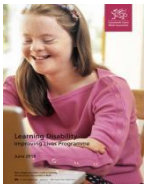
Social Services and Wellbeing (Wales)

- Voice and Control: putting the individual and their needs at the centre of their care
- Prevention and early intervention
- Wellbeing: supporting people to achieve their own wellbeing



A Healthier Wales

- Prevention and early intervention
- Independence
- Voice – empowering people with the information and support needed
- Personalised – health and care services which are tailored to individual needs



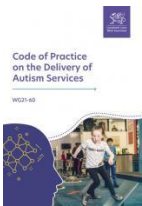
Learning Disability Improving Lives Programme and Strategic Action Plan

- Equal access to non-specialist services
- Right to career paths, employment opportunities and access to education
- Reducing loneliness and isolation
- Promoting recovery and new approaches to day centres, respite care and short breaks



Locked Out: Liberating Disabled People's Lives and Rights in Wales

- Action to improve involvement of disabled people in decision-making



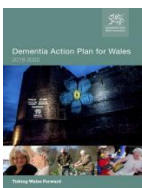
Code of Practice on the Delivery of Autism Services

- Encourage innovation
- Ensure reasonable adjustments to ensure people have access to services in the same way as others
- Develop strategic and operational teams which include autistic people to inform service development



Strategy for Older People in Wales 2013-23 and Ageing Well in Wales Programme

- Access for older people to services that support their needs and promote independence
- Developing age friendly and dementia supportive communities



National Dementia Action Plan 2018-22

- Rights of people with dementia to feel valued and live as independently as possible in their communities

In addition, **Commissioning Guidance for People With a Learning Disability** issued by the Welsh Local Government Association and National Commissioning Board in 2017 includes, among a range of elements of high-quality support, the following principles:

- Person-centred – ensuring that individuals receiving care and important people in their lives identify what is important to them in achieving their ambitions and have person-centred plans reflecting their views, goals and needs
- Voice, choice and control – assisting people to express their views and opinions and ensuring these are listened to and acted upon in the care and support provided
- Active support – providing people with the right level of person-centred assistance to participate in a wide range of activities at home and in the community
- Progression and independence – supporting people to learn new skills, try new

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experiences and take more personal responsibility

- Consistent support and environments – using person-centred routines to maximise understanding and familiarity for those receiving care and support
- Positive risk-taking - balancing benefits with risks and developing plans that maximise outcomes whilst minimising risk to the individual
- Positive social interactions and support in developing relationships – maintaining and enriching existing relationships and development of new ones
- Personal care and health – maintaining the dignity of individuals and promoting good health through care and support provided
- Positive Behavioural Support – optimising outcomes and independence for those with more complex needs

Similar drivers exist at regional and local level, and these should also be reflected in changes being made in Caerphilly. They are summarised below.



Gwent Population Needs Assessment 2022-27

- The pandemic has disrupted routine for older people and people with learning disabilities, affecting mental health and leading to isolation
- Need for person-centred care for autistic people
- Remaining independent and being able to go out are important for older people
- Reducing loneliness and isolation for older people through early intervention is key
- Improving life outcomes for people with dementia needs to remain a priority



Gwent Wellbeing Assessment 2022

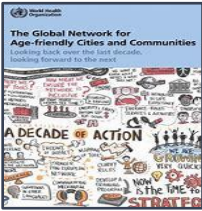
- Rich culture and heritage across the region supports wellbeing by bringing people together; this has been strengthened through Covid
- Ageing population presents future challenges



Caerphilly Corporate Plan

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- Protecting services for the most vulnerable
- Introducing new and more innovative ways of working through emerging technologies
- Engaging with communities to understand their needs and explore opportunities for delivering services through collaboration
- Wellbeing objectives include supporting active, healthy lifestyles, helping people identify 'what matters' to them and providing support to reduce the need for higher statutory interventions



Age Friendly Communities

- Multi-agency work in train to join World Health Organisation's Age Friendly Cities and Communities Network

4 What is happening elsewhere

We found that many local authorities in Wales and across the UK have been reviewing and changing their day opportunities both for people with learning disabilities and older people.

Some predate Covid-19, although clearly the pandemic has accelerated the pace of change in some areas. Several of the changes we identified in other areas resonate with those being taken forward in Caerphilly. These examples from neighbouring areas and others further afield provide potential pointers in terms of how care needs to look and how change is best implemented.

A more detailed summary of relevant practice across the UK has been prepared and accompanies this report.

Rhondda Cynon Taf

In the wake of the pandemic, and building on a model of day opportunities that had been in place for a number of years, the Council undertook an engagement exercise – ‘My Day, My Way’ – involving people over 16 with a learning disability, parents and carers and staff in the sector. People were invited to engage in a variety of ways between August and November 2021, letting the Council know what they would like to see in terms of day and evening opportunities. Working with Cwm Taf people First, a charity run by and for people with learning disabilities, the Council ran surveys and engagement events asking them to say what they liked about current services, where they thought there were gaps and what could be done to improve support. They also partnered with the Innovate Trust to provide opportunities for online engagement, including by those with intense communication needs, and promote the change programme. A range of services, including education, health and community development, also participated, enabling consideration of a wide range of possibilities moving forward.

A task group was established to consider the findings of the engagement exercise. Resulting actions, which are being progressed across the County Borough include:

- Reviewing assessments and care plans, moving away from support 5 days a week at day centres where appropriate
- Looking for opportunities for users to pool Direct Payments to organise shared activities
- A commitment to be driven by what people want rather than what's available in providing services
- A short-term offer for those in crisis, including support within day centres, over the period of the transition

Blaenau Gwent

Passionate about public sector

The Council operates a mixed model of day support, which comprises a day centre for people with complex and multiple disabilities, a separate centre for those unable to access community support, a community outreach service and vocational training delivered in partnership with the third sector.

As in Caerphilly, Covid-19 led to significant changes in provision, as centres were forced to close. This resulted in some individuals withdrawing from services or accessing options such as Direct Payments. People living in Supported Accommodation now get enhanced support from their staff team to access opportunities and achieve desired outcomes.

Moving forward, the Council is looking to respond to these changes and develop models of care and support that:

- Are less centre based
- Provide a more person-centred approach – this is now possible even in centre settings as the numbers of attendees has declined
- Are available to individuals outside traditional hours and in community settings
- Use technology to enable access to virtual activities online
- Support individuals in connecting with friendship groups, supported by partners such as 'My Mates', which operates across the Gwent area

User and carer engagement has been key and will continue to be so as changes are progressed. Individuals and their families were contacted throughout the period of the pandemic and further intervention was arranged where distress and/ or risk of family breakdown were identified. Whilst general support for changes has been evident through user and carer surveys, people have been able to provide feedback on the forward model being developed by the Council.

Monmouthshire

Monmouthshire County Council has an established model of daytime support for people with learning disabilities known as 'My Day. My Life'. Implemented from 2014, the approach has seen the Council move away from traditional buildings-based day services to more bespoke support tailored to meet the identified needs of individuals. Support is provided in a range of day and community settings. Key to the approach has been a highly personalised focus, working with individuals to review and develop their support within the broad principles of the model, rather than enforcing a 'top down' model of care. Ongoing engagement with individuals and their carers has also been key. The Council has been careful to consider the needs of individuals and carers and ensure that the support provided addresses both as far as possible. Resulting changes have included a 'holiday' respite scheme in place of a care home-based model.

Coming out of the pandemic, during which remaining centres were temporarily closed, further opportunities have been taken to increase community options, such as the 'Growing Spaces'

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gardening and produce project delivered in partnership with the third sector.

The Council recently commissioned a review of the arrangements with a view to embedding the approach and building further on the established model.

Pembrokeshire

To inform development of a new model of care and support for people with learning disabilities, Pembrokeshire County Council partnered with a local third sector organisation, People Too, in undertaking a comprehensive, co-productive engagement exercise with individuals and their carers, social care staff, health, education and third sector colleagues

to identify how things could be improved. As a result, they identified the following themes which people said were important to them:

- Greater flexibility and variety of opportunities
- Support that is close and accessible for individuals
- Personalised opportunities
- Fair access for all

In response the County Council is developing a Day Opportunities Gateway Service, whereby a central bureau assesses individuals and matches them with activities of their choice that deliver identified outcomes. More specialised services are provided at a central hub, with other services delivered through local 'spokes' across the County. Although delayed by Covid-19, the Council is now progressing full implementation of this model.

Cardiff

In line with national policy and recognised good practice, Cardiff Council has developed 3-tiers of day opportunities for older people as follows:

- Providing information, advice and assistance to encourage independent access to social activities and engagement opportunities for this with low level needs
- Providing those who need it with assistance to access community services and activity through targeted intervention and support
- Supporting those with the most complex needs through high quality, specialist day services

Principles underpinning Cardiff's approach include:

- A focus on the outcomes that individuals and carers want to achieve
- A reablement approach at the heart of service delivery
- A focus on prevention, wellbeing and delivery of services in convenient settings
- Flexibility to address projected rise in demand for care and support



5. What stakeholders told us

Feedback from individuals, staff and unpaid carers

Some people are clearly benefitting from the change: Changes are benefitting some individuals – we saw evidence of individuals flourishing, growing in confidence and some acquiring new skills (e.g. in gardening, catering and craft). This can induce pride and a sense of achievement for those involved.

Some staff report improved job satisfaction and motivation: Some staff report that their jobs are more rewarding as a result; they are motivated by seeing the progress of individuals leading to improved outcomes. Some employees are relishing the opportunity to work with new client groups and develop new skills, for example horticulture and relaxation or music therapy.

The process of change has affected some users negatively: Some unpaid carers and NHS staff felt that the Pandemic and resulting changes in day services had had a negative impact on some individuals and on their carers linked to a reduced service provision

A perception exists that community activities provided currently are not always varied enough: We saw evidence of some individuals partaking in varied activities. Some unpaid carers felt there was an over reliance within community-based support on visits to cafes, which they perceived as resulting in a boredom for some individuals and reported weight gain in some cases.

Some carers say they have been adversely affected: Day opportunities primary focus is on positive outcomes for individuals.. For carers the unintended impact of reduced sessions on them needs to be taken into account when transforming services. Carers have commented it has impacted upon their ability to continue in their caring role. Some carers expressed fear that this added pressure and the impact on their own health could in time lead to them not being able to provide any care and their family member needing full time support.

Support for carers: Some carers felt their needs needed a greater focus. Some told us they had not had carers' assessments; some who had been assessed said they had not received appropriate support as a result. The need to improve the range of support available for all carers was also highlighted by social workers and senior managers.

Transport to and from opportunities: Some carers were unhappy with arrangements, for transport, and did not understand the Council's transport criteria. Application of these results in some carers having to drop off and collect their loved ones, further reducing time away from their caring responsibilities.

Relationships and networks

Some individuals are clearly benefitting from more person-centred approaches: We saw compelling evidence of more meaningful relationships being built as individual/staff ratios have been reduced and one to one support becomes the norm. This bodes well for improved personal outcomes. Individuals spoke affectionately about day service staff and carers also praised the attentiveness of individual staff.

New relationships through volunteering and work opportunities are being formed: New and developing volunteering and work opportunities are having a positive impact on individuals with the capacity to benefit from them. An example is the excellent facility at the Islwyn Coffee Shop. Wider social networks and relationships are also being developed which includes My Mates, People First etc.

Dependency on individual members of staff needs to be avoided: Notwithstanding the advantages of one-to-one support, we saw that some individuals using day services are becoming dependent on individual staff members and feeling uncomfortable about being supported by anyone else. In some cases individuals are currently missing out on support when their member of staff takes leave or is unwell.

Lost social networks: We heard that individuals have lost valued social networks which they enjoyed when attending larger sessions in resource centres. When asked if there was anything they missed about centre-based support, many mentioned not seeing their friends; we heard that this had resulted in a loss of confidence among some individuals.

Types of support available and logistics

The shift from resource-based support has opened up new opportunities: Many of the individuals we spoke with clearly welcome the opportunity to do new things in a variety of settings which weren't available to them in resource centres. New opportunities include visits to parks and shopping centres.

There is a mixed economy of provision within the County Borough: Council services are complemented by some third sector support, e.g. People First, Person to Person and 'My Mates', which operates across the County Borough and provides support to individuals with a learning disability to develop and sustain friendships and more personal relationships. There are opportunities for greater alignment of these services in the future.

Changes introduced by the Council have encouraged new approaches by other partners, leading to more varied opportunities for individuals: Partner agencies have responded to the changes by diversifying their own provision. Advocacy organisations are providing increased opportunities as gardening projects and supported living providers have enhanced the support they provide within the community.

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Restrictions on community-based support reduce options for individuals: The duration of community sessions and limitations on travel may diminish the options available to those receiving them. There is a perception individuals can only be taken to attractions outside the County Borough on an exceptional basis. Some staff express frustration at not being able to be more creative when planning community activities, due to these constraints.

Access to community activities is inequitable across the County Borough: The perception of a lack of community activities available within certain localities, or facilities not being accessible at the time when community sessions take place, was mentioned by some staff.

This suggests that more needs to be done to ensure that staff are advised of available opportunities and supported in accessing them. We noted the Council has begun to address this by compiling community profiles for staff. Longer term, a community development approach will be key in ensuring that place-based, low level provision increases across Caerphilly's communities. Ensuring a person centred service is provided on evenings and weekends going forward is also important.

Concern and lack of clarity over some of the changes and their perceived impact on individuals: Some staff reported not being able to adequately explain changes to individuals and their carers and feeling that they could not always match individuals with the care and support they feel would be beneficial under the new arrangements.

There is a lack of evidence of joint planning or commissioning between the NHS and the Council in relation to day opportunities: The needs of individuals who use day opportunities vary significantly from moderate to those with profound and multiple learning and physical disabilities. There are clear opportunities for more effective joint working between the NHS and the Council in supporting those with more profound needs. This needs to start at the level of strategic planning and feed down into integrated commissioning and funding for the delivery of seamless support for individuals. Regional and local partnership arrangements provide appropriate forums for this to be taken forward. The duty for better planning sits with both the Health Board and the Council.

6 Summary of our findings

There is acceptance amongst many stakeholders of the need to modernise day opportunities and that a return to pre-pandemic arrangements is neither feasible nor desirable.

Stakeholders recognise the potential benefits of a more person-centred approach, and some have become less reticent as they see benefits. They appreciate the financial constraints in which the Council is operating and agree that opportunities provided need to be proportionate and affordable.

The new arrangements are in their infancy and are not yet delivering benefits some carers and staff associate with resource centres, such as a greater range of activities and more robust social networks.

Whilst day opportunities need to be focused on delivering positive outcomes for individuals accessing those opportunities, the impact on carers, in particular those caring for people with more intensive or complex needs, needs to be taken into account and their needs addressed as a priority alongside implementation of any new model.

Communication around the rationale for and implementation of changes to date, including feedback on previous consultation and engagement and later decisions on support for individuals, is seen as inconsistent. This has resulted in a lack of buy-in and distrust from some carers and other stakeholders.

There remains a need to ensure internal staff (including those working in day opportunities and social workers) and partners such as the NHS are fully apprised of the rationale for change and details of the new arrangements.

There is evidence that, by building on the changes that have been made and by working collaboratively to address the perceived and actual challenges associated with new model, it can be further developed to deliver genuinely positive outcomes for people accessing those opportunities. The model depicted later in the report attempts to summarise the shared ambitions (including the council) of all stakeholders. The subsequent challenge will be in the implementation.

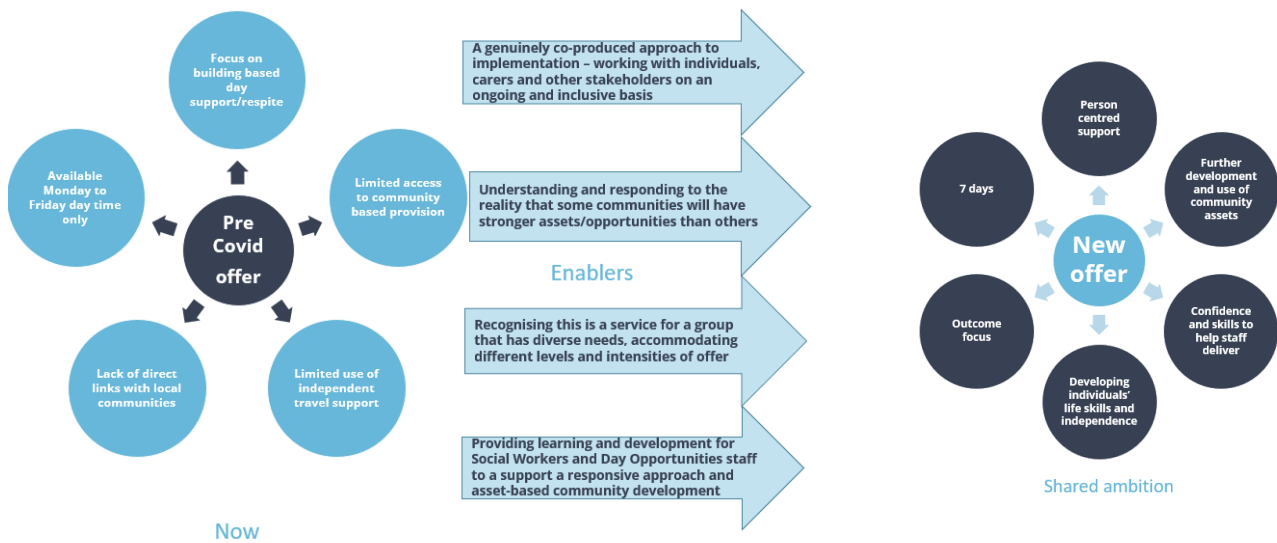
7 Recommendations

1. The Council should issue a broad but comprehensive statement of future intent to all stakeholders acknowledging the findings of this exercise and setting out how a new model (which is suggested on the next page), based on its adopted approach, will be progressed in collaboration with stakeholders and following co-production principles.
2. If not already undertaken, reviews should be undertaken for individuals and carers with highest level of need and most impacted by the changes, and new flexibilities introduced to community support, to help restore confidence and address any gaps in provision.
3. A medium-term plan for full implementation of the emerging Day Opportunities model should be developed and implemented. This needs to be co-produced and actively involve all relevant stakeholders and be supported by comprehensive learning and development programme for staff.
4. The needs of all unpaid carers should be recognised and alternative options for delivery of support for unpaid carers needs to be developed.

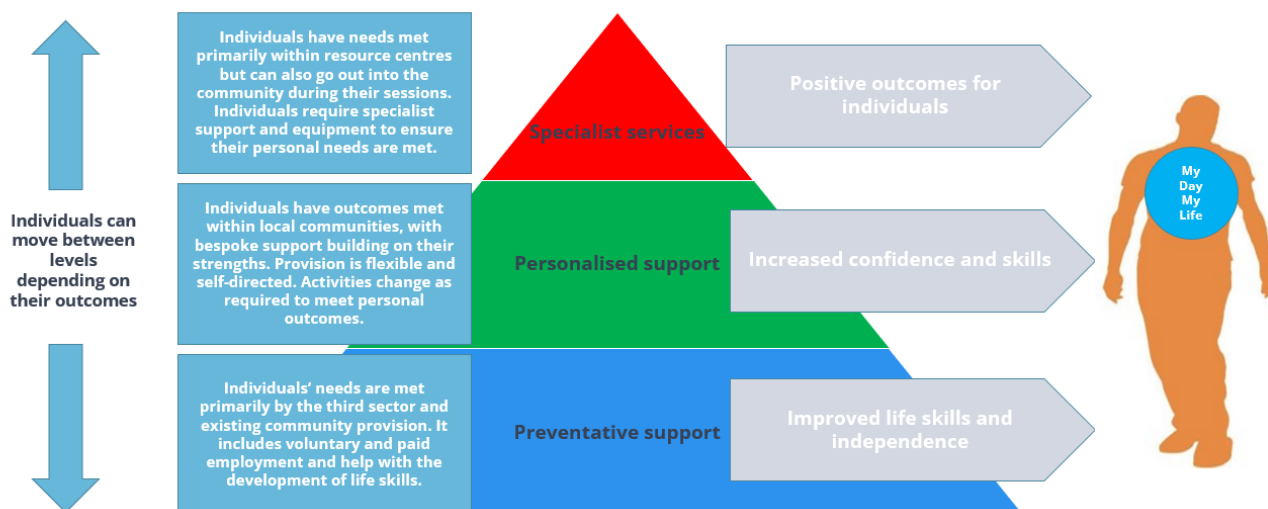
8 Making it happen

The future and the process of getting there

Based on our discussions with stakeholders, this graphic summarises the day opportunities offer now, the shared ambition for the future and the enablers they felt would take the current model forward and lead to the shared ambition being realised. As the change happens, support for those in most need will need to be reviewed and adjusted as necessary.



We are proposing the following model building on current expressed views of stakeholders fully into account. We express categories of support provided depending on individual need. The following graphic depicts the envisaged model.



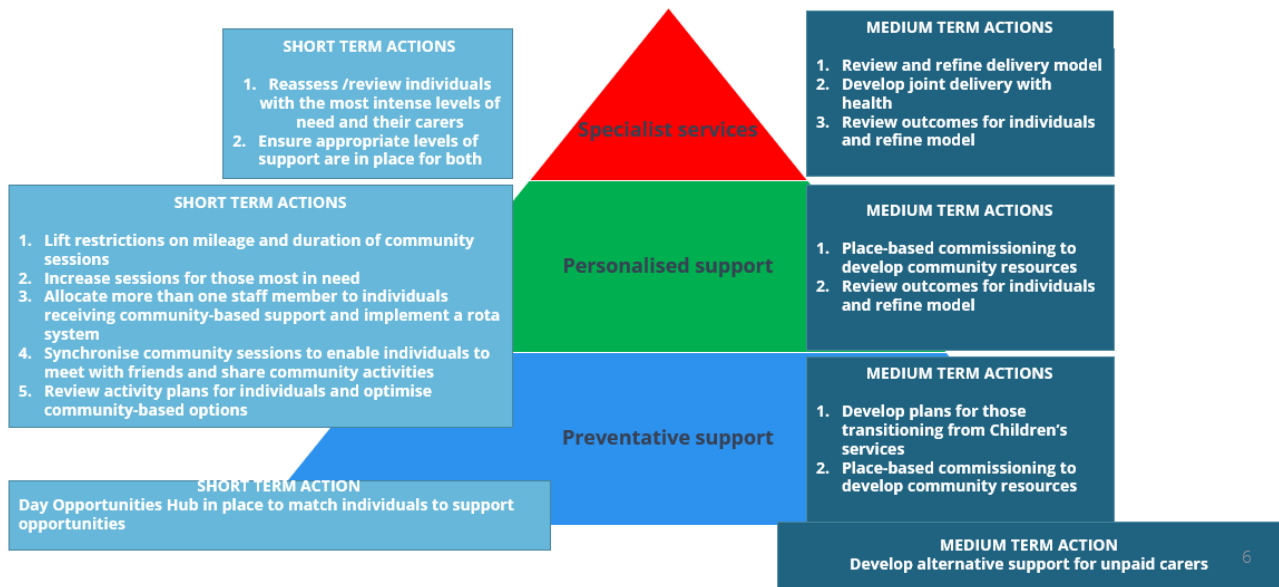
Underpinning principles for the model

Underpinning principles for the recommended model are suggested as follows:

- Support is allocated to individuals by matching the offer with identified individual needs and outcomes, through a Day Opportunities 'hub' This includes Direct Payments where appropriate
- Day opportunities are outcome focussed and provided 7 days
- Friendship groups are developed, maintained and supported so that they flourish and can continue outside day opportunities support
- Existing resources in the community are optimised, and opportunities sought to work with partners in growing more opportunities across the County Borough
- Continued learning is provided, which may include the use of technology to deliver and support activities
- There is a clear role for the NHS in integrated planning, commissioning, funding and delivery of day opportunities

Taking forward implementation

Full delivery of the model will require short term actions followed by development and delivery of a medium-term implementation plan, co-produced with stakeholders. Recommended actions are set out below.



9 Acknowledgements

We would like to thank all those who contributed to our review. We are especially indebted to individuals using day opportunities, carers and families and staff who allowed us to have conversations in care settings and helped ensure all those who wanted to contribute were able to do so in a meaningful way. We also valued regular engagement with senior managers and elected members within the Council and colleagues from several partner agencies.

We are grateful for everyone's time and openness and their positive constructive approach to our discussions.

This gives us confidence that our findings and recommendations reflect what people told us about the positive elements of current arrangements and areas where change is still needed.

We believe this process of engagement, which has been pivotal to our work, provides a robust foundation for the co-productive approach to future development that underpins our recommendations.



Martyn
Palfreman



Hugh Irwin



Kathy Graham



Steve Inett

Carers' Week 2023

Do you look after or help to look after someone?

This could be a family member, friend or a child with disabilities.

Please contact us on:

01443 864658

01495 233234

01495 233218

email: carers@caerphilly.gov.uk

to let us know if you are coming along and for further information about the event.



Taflen Wythnos Gofalwyr 2023

**Ydych chi'n gofalu am rywun
neu'n helpu gofalu am rywun?**

Gallai fod yn aelod o'r
teulu, ffrind neu blentyn
ag anableddau.

Cysylltwch â ni ar:

01443 864658

01495 233234

01495 233218

ebost: carers@caerphilly.gov.uk

i gadarnhau y byddwch chi'n
bresennol ac i gael rhagor o
wybodaeth am y digwyddiad.

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Please come and join us for
Carers' Week 2023 at the
following events / venues.



Saturday 3rd June 2023, 1pm - 4:30pm

Spa day - with afternoon tea served afterwards at **Bryn Meadows Golf & Spa** (8 carers only). Please contact us for more details and to request a place.

Monday 5th June 2023, 11am - 12:30pm

Drop in and meet the team at **Murray's Bargoed** and have a breakfast roll and hot drink. Please let us know if you would like to come.

Tuesday 6th June 2023, 2 - 4pm

Afternoon walk around **Morgan Jones Park, Caerphilly** - Come and meet with the team and enjoy a cake and hot drink to reward yourself for your walk!

Thursday 8th June 2023, 12 - 1:30pm

Risca Carers' Group - A chance to meet with us if you live in the Risca area and enjoy a cake and hot drink.

Friday 9th June 2023, 10am - 3pm

Information day for carers. Come and speak to various organisations at **Newbridge Memo** - Refreshments provided.

Sunday 11th June 2023, 12 - 6pm

"Care"philly Fest at Blackwood RFC

- Join the team for a family day with live bands, food stalls, a magician, face painting, bouncy castle, photo booth and more!



**Ymunwch â ni ar gyfer Wythnos
Gofalwyr 2023 yn y digwyddiadau
/ lleoliadau canlynol.**



Dydd Sadwrn 3 Mehefin 2023, 1pm - 4:30pm

Diwrnod sba - wedyn bydd te prynhawn yn cael ei weini. (8 o ofalwyr yn unig). Cysylltwch â ni i gael rhagor o fanylion ac i drefnu lle.

Dydd Llun 5 Mehefin 2023, 11am - 12:30pm

Galwch heibio a chwrdd â'r tîm yn **Murray's Bargod**, a chael rhôl frecwest a diod boeth. Os hoffech chi ddod, rhowch wybod.

Dydd Mawrth 6 Mehefin 2023, 2 - 4pm

Taith gerdded prynhawn o amgylch **Parc Morgan Jones, Caerffili**. Dewch i gwrdd â'r tîm a mwynhau cacen a diod boeth fel gwobr am eich taith gerdded!

Dydd Iau 8 Mehefin 2023, 12 - 1:30pm

Grŵp Gofalwyr Rhisga - Cyfle i gwrdd â ni os ydych chi'n byw yn ardal Rhisga a mwynhau cacen a diod boeth.

Dydd Gwener 9 Mehefin 2023, 10am - 3pm

Diwrnod gwybodaeth i ofalwyr. Dewch i siarad ag amrywiol sefydliadau yn **Neuadd Goffa Trecelyn**. Bydd lluniaeth yn cael ei darparu.

**Dydd Sul 11 Mehefin
2023, 12 - 6pm**

Gŵyl Câr-ffili yng Nghlwb Rygbi Coed Duon.

- Ymunwch â'r tîm am ddiwrnod i'r teulu gyda bandiau byw, stondinau bwyd, consuriwr, paentio wynebâu, castell neidio, bwth tynnu lluniau a mwy!

