



Well-being Objective 10

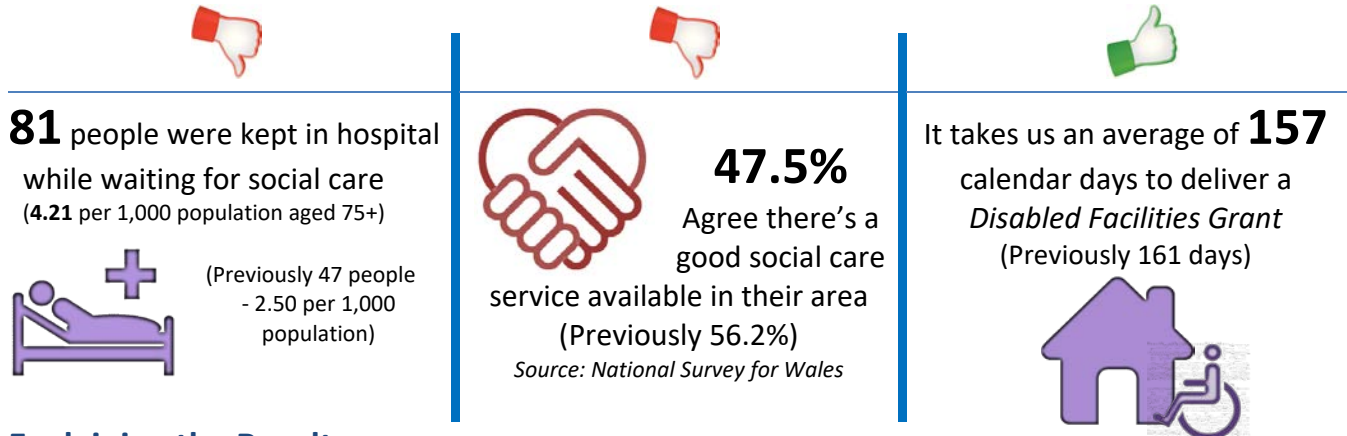
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)
Promote independence, well-being, community engagement and social inclusion.

Why it is important

- Because consultations have demonstrated that 'what matters' to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

Success Measures



Explaining the Results

- 81 clients (75+) were **kept in hospital** during 2018/19 while waiting for social care, this is quite an increase on the previous year of 47. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand.
- According to the 2018/19 [National Survey for Wales](#) **47.5%** of participants believed that there is **good Social Care Service available in the area**. While disappointing and unclear about the respondents, the department believes it provides a high quality service to its service users and carers and has the evidence to demonstrate this. The department has received a very good Inspection Report undertaken by the [Care Inspectorate Wales](#) in May 2019 (published 7 August 2019) that verified that people can be confident in the quality of care and support provided. Furthermore, as part of its statutory obligation to consult with service users and carers, the department obtained an excellent response rate of 604 service users and carers to the survey that demonstrated people's high levels of satisfaction with social care services in the county: For example, 85% of people said they were happy with the care and support they received; 81% know who to contact about their care and support; 83% feel safe from harm or injury; 93% treated with respect and dignity.
- The average number of days taken to deliver a **Disabled Facilities Grant** adaptation continues to reduce at 157 days, this is almost half the days taken 2013/14 of 308 days when we were in 20th position in Wales, and we are currently in 3rd position.

Progress Made

- ⦿ We have developed an innovative **social prescription scheme** in partnership with GPs where patients are prescribed time credits so that they can attend events and community groups. Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. These Time Credits can be spent accessing an hour of activity provided by health & wellbeing venues such as leisure centres, gyms, yoga, theatres, craft groups and walking groups. Last year across the whole of the county there 1,941 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2018/19 Social Care survey **84.6%** of clients were satisfied with their care and support.
- ⦿ The preventative work in Carmarthenshire based on the PEIPIL strategy (Prevention, Early Intervention and Promoting Independent Living) identified as good practice in Wales through the Bevan Exemplar scheme.
- ⦿ We have successfully delivered **Carmarthenshire's United Support Project (CUSP)** and has been identified as an Exemplar Initiative in Wales through the Bevan Commission. Third sector collaboration that supports people in the community to stay independent for as long as possible.
- ⦿ *Transfer of Care Advice and Liaison Service (TOCALs)* has expanded in the Glangwili General Hospital and Prince Phillip Hospital to include community based Occupational Therapists, Social workers, Nurses and Physios which ensures timely discharges from hospitals.
- ⦿ *Fulfilled Lives* is a long term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence.



Executive Board Member
For Social Care and Health
Cllr Jane Tremlett



View our [detailed progress here](#)
against this objective