

COMMENTS FROM RESIDENTIAL CARE HOME'S & DAY CENTRE'S
RESIDENTS/FRIENDS/FAMILY/ADVOCATES

Between March – May, residents and their family, friends and advocates were given the opportunity to give us feedback on their views as to the future of these services. Whilst there was some confusion in their interpretation of the sliding scale numerical key, in which 1 indicated strong agreement and 5 strong disagreement, (with 6 as 'don't know'), some clear themes were evident in the comments they offer. Details of all comments follow but the key messages, which come across strongly can be summarised as:

- All services and the staff who work in them are hugely valued by all who use them, their friends and families. (This has come across in every piece of feedback received and is replicated in the feedback thus far from tenants in extra care housing).
- There is a perception that the quality of care provided by DCC staff will not be equalled elsewhere and that a move/change would be detrimental to service users.
- Nevertheless there is agreement amongst many respondents, that if the same staff continued to be employed and residents did not have to move, it would be far preferable to alternative as long as standards of care are kept to the current high standards.
- The fact that the majority of staff working in the residential care homes are Welsh speakers and respectful of Welsh culture is very important and highly valued.
- Homes were often chosen because of the ease with which friends and family can and do visit, whether or not they are able to drive. Many residents and their families predict that this would not be the case with an alternative home and thus fear that residents would become lonely and isolated elsewhere.
- Loneliness and isolation is cited in many responses, in relation to both day care and residential services. Many service users have forged important friendships with fellow residents and day centre users and are loathe to lose touch with the informal but important support they provide.
- Mention is made many times about the importance of day care to carers to offer some respite to carers to catch up with jobs and have time to themselves as well as the stimulation and company provided to the service user
- Many respondents talked about the particular challenges of change for those with a degree of dementia or mental health difficulties. For this client group, a change in familiar staff and surroundings would be particularly distressing and detrimental to their health and wellbeing. Similar concerns were expressed for the oldest and most frail residents, particularly those who are over 100 years old.
- Many residents are living in the town where they have lived/worked for most of their lifetime, attending (and in some cases preaching in) church, chapel, attending clubs and societies and often bumping into familiar faces when out and about. This is very important to their sense of identity and place in society. They are also often seen by the family doctor who in many cases they have used and trusted for decades.

- Some expressed concern that alternative providers have a higher staff turnover and use more relief staff including those from other countries whose English/Welsh is poor.
- Many people believe that there simply is no alternative. This is expressed most vehemently in relation to Cysgod y Gaer.
- Significant concerns were expressed by family members who wanted reassurance that if there is a change, that they will be given details of any financial implications and a list of alternative service they could access well in advance of any changes.

Suggestions offered included:

- Working more closely with the health board to support residents with health needs and encouraging hospitals to refer to assist with bed blocking problems and to provide step up/step down facilities.
- 1 person suggested combining the homes and having 1 large one rather than 3 small ones, however this is contrary to many messages.
- Enabling the business to become self - supporting and not reliant on local government funding. One idea was to use the facilities at Awelon to provide services for the local community, for example in the late afternoon and evening the lounge, dining room and kitchens are not used. The hair dressing facilities are only used twice a week, in a building that is fully DDI approved. The respondent asks if these excellent facilities not be made available to the wider community.
- Further promotion of the respite and day care services thus ensuring no vacancies.
- One suggested: *'...If payments were taken directly from allowances, it would encourage more people to use the service. Many assume they are paying from their own pockets. Maybe funding could then become less of an issue.'*
- Another person asked (in relation to Dolwen) : *'Why is it not possible for the disabled and autistic of all ages i.e. 16yrs-over 55 as it would benefit considerably for all and make financial sense.'*
- In view of Cysgod y Gaer's geographical location and demographic make-up, one suggested that consideration should be given to developing mixed provision on this site - day care, respite, nursing, residential including extra care. Many mentioned the lack of services in the area and need for flexibility
- Partnership arrangements between the local authorities were regarded as essential. Some asked what is the reason for refusing applicants from out of county when Gwynedd and Conwy boundaries are so near? Neighbouring villages which are in Gwynedd and Conwy are still considered to be part of the general local community where people know each other.

AWELON

- 1) The closure of Awelon is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently reside in Awelon

AWELON – All strongly disagreed with the proposal. Responses are as follows:

- *If I was to move elsewhere my friends would be unable to visit me and I would not know where I was. (entered 1 but presumably meant 5)*
- *The first letter you wrote on this subject (dated 09/02/2015) stated that the closure of Awelon was consequent on the reduced budget. I do not believe closing Awelon saves money. Unless this results in lower wages and lowering care for the residents. The second letter (see the front of this form) states that the closure is a rationalisation due to vacant beds. Why is it that Glan Clwyd hospital has a "bed blocking" problem if there are vacant beds? (5)*
- *Awelon Care Home is in the centre of town and all the elderly friends of my mother-in-law can walk to visit her which they do on a daily basis and could not do if she is stuck outside Ruthin. Awelon has become her home and the thought of being evicted is causing her great distress (5)*
- *I walk to visit my mother every day as do her elderly friends. To move her would isolate her.(5)*
- *This is my home. ALL my friends and family live within walking distance and visit every day.(5)*
- *My mother has been a resident of Awelon for a few years and feels safe and secure there. She has got to know and trust the staff, is very happy with the care she is given and knows there is always someone at the end of the 'bell' should she need them. She is very elderly and we feel as a family any changes .e. a move to another care home would be detrimental to her wellbeing.(5)*
- *As I myself a resident at Awelon I would be extremely upset if it was to close. I am settled here, enjoy my life here in a safe, warm, clean, caring and friendly environment. Awelon's location for me is perfect as I see family and friends regularly, they can visit anytime taking me out walking around Ruthin where I see things familiar faces and I often bump into other people I know.(5)*
- *Any agreement to allow purchase or to lease the management of Awelon by organisations other than Denbighshire County Council amounts to a repudiation of the responsibility as a last resort that is devolved by law upon local councils. Many of the resident clients are in a state of forgetfulness and confusion, with limited capabilities in the areas of physical self-care and mental cognition. Many do not have the financial means to buy care in the private sector and therefore rely on this council provision, which in my view could not be bettered outside the present set up. In an area where profit and time are the main concerns, the undoubted quality of love and care that they now receive would deteriorate. At a time when we face a rise in the numbers of elderly people needing this service it is folly to close what few places are already in existence for any scheme that offers only a short period of relief to a burgeoning problem.(5)*
- *See articulate attached comments in full from the daughter of one of the current residents who used to live there (5)*

- *I agree that for some people there are alternative ways of meeting needs however, for my relative I strongly believe this is not the case. My relative has severe mobility issues and is wheelchair dependant. The location of Awelon enables him to maintain some independence but more so his well-being as he is able to go out to town; attend to his business in the bank/post office as needed. The location of Awelon also enables frequent visits from family and friends also important to his well-being as well as him being able to go to the chapel at Llys Awelon - as a previous 'blaenor' in his local chapel this is very important to my relative. There is no other residential facility in Ruthin that would be suitable and enable my relative to maintain his contacts. An option to re-consider may well be Llys Awelon (5)*
- *To keep residents in their own environment. Ongoing test for my brother to establish suitable accommodation. D is very happy and told the social worker over the moon. Not right to move clients out of their future environment. (5)*
- *The provision of care at Awelon is excellent and meets the resident's needs now. The fact that there are 4 residents over 100 years old shows this. To move or disrupt these people at their time of life would not be fair on them or the staff who have cared for them.(5)*
- *Of course there are alternative ways to meet the needs of residents. But try putting yourself in the position of a 97 year old with Parkinson's disease. 1) forced to leave after 9 years what she fully expected to be her permanent and final home, in which she is fully happy. Asked to leave all her friends - both residents and staff for somewhere undoubtedly more remote from her closest family. I do not think it is being over dramatic to say that she is unlikely to survive the upset. I think she deserves better than that. Further, there are a good many elderly residents of Trem y Foel (and elsewhere, I am sure) who have felt reassured by the existence of Awelon for when they are no longer able to cope alone. With an increasing elderly population , to close Awelon seems irresponsible.(5)*
- *1) The closure and any attempt to move me at this stage in my life would have a catastrophic effect on my well-being. 2) Because of my mental health issues (as well as physical), it has taken me a long time to feel safe and at home here. I now consider this my home and I don't want to move again in my lifetime. (5)*
- *Awelon is more than a care home. My mothers' visits to the day care centre provided her with a much needed social life outside her home. It also provided me as her carer a break and enabled me to keep her bungalow clean. I cannot be the only carer in that position. The social aspect is vitally important, especially for those whose mobility problems make it difficult to get out and about. Awelon is a great asset to the elderly members of the community. My mother died in Awelon three weeks ago. Thanks to the compassion and excellence of the staff there, she was able to die peacefully in the place she called home, looked after by people she knew well and liked. A far better death than in a hospital ward where (judging by previous experience) she would have been far less of a person with far less individual attention. Also, what would happen to the people in Llys Awelon, who were promised food in Awelon, and the loss of the facilities?(5)*
- *Awelon has been at the heart of the community in Ruthin and its surrounding area since 1970. It provides a welcoming and homely environment to me and my fellow*

residents. I cannot fault the care I receive and the staff (mostly Welsh speaking), are caring, and nothing is too much trouble for them. Awelon was my first and only choice. Other residential homes were considered, but Awelon provides a much higher standard of all-round care. I wish to remain in Awelon in Ruthin as I have lived here for almost 50 years. My friends and former neighbours are here and as many don't drive, they would not be able to visit me if I moved away to a different area. I do not require nursing care but I need 24hr care as I am prone to falls. (5)

- I can't see that there are alternative ways to meet my mother's needs. Awelon was her 1st and only choice. There are no suitable alternatives for her in Ruthin. She wishes to remain in a Welsh speaking community, with Welsh speaking staff to care for her. She also wishes to remain in Awelon, so that her friends & family can visit.(5)
- Prior to my mother coming to live at Awelon she was in sheltered accommodation in Corwen, trying to be independent and living alone with a care package in place. The care package consisted of four visits a day, helping her dress, wash, preparing food and helping her back to bed in the evening. This form of care did not stop her being alone for long periods of time, particularly at night. On several occasions, during the night she fell, whilst trying to deal with her personal needs, despite having care line in place she remained on the floor for several hours which resulted in hospitalisation - on more than one occasion these admissions to hospital lasted for many weeks. Since my mother has resided at Awelon, which is now for a period of just short of 12 months, she had only had one hospital admission and that was only for a couple of days. One example of how the care at Awelon has improved my mother's wellbeing and overall health.(5)
- Awelon has been a local authority home for over 40 years. It has a solid reputation especially in the local community. Both individuals and their families choose Awelon over and above other residential homes for these reasons. The staff team and management of the home excel in the care and support they provide, Awelon is truly a home from home. My relative always maintained that when the time came that they needed care Awelon was the only home they would choose and for that reason as family we do not want Awelon to close or its excellent team to change.(5)
- Awelon is very important to the Welsh people in this area. Mr B has lived with his family on the outskirts of Ruthin his whole life and likes to communicate in his language of Welsh. Mr B likes to chat and hear about old times in the neighbourhood with people of the same background.(5)
- There is no similar care provision in the town of Ruthin apart from extra care. My roots are all in Ruthin including my friends, acquaintances, bank and post office where I go with my family to socialise. For example my family take me to the auction and to the craft centre. Because I am a wheelchair user a home outside Ruthin would make it difficult for me to continue to do this. This would have a very negative effect on my life and wellbeing. My two daughters work in Ruthin and they can come and see me regularly because I am in Ruthin. I have my newspaper delivered to Awelon this is important to me. I also use the chapel in Awelon. As a former elder this is important to me and keeps me part of Welsh culture. When I got my motorised wheelchair I could go outside around the town like I used to when I had my mobility scooter. Moving from Ruthin would prevent me from doing this.(5)

- *After retiring I moved to Ruthin over 40 years ago. I have made lots of friends in the area, joined the bowling club and I go to chapel. They look after me here no complaints at all about the place. Most of the staff speak Welsh and that is a big help to me. My friends and family come to visit me often. Because I am close to 103 and having to move from the area I would lose my friends and it would be more difficult for my family to look after me. (5)*
- *My uncle MD is nearly 103 his has lived in Ruthin for over 40 years and he knows a lot of people in the area. My uncle has lived in Awelon for 3 years and is very happy being looked after. He never complains and only praises the place. He was a member of the bowling club and also the chapel so he gets a lot of visitors calling to see him and it is convenient for the family to visit too. The vast majority of the staff speak Welsh and this is a big help to him. If he had to move to a different area he wouldn't know anyone and there would be more barriers to visit and also his friends wouldn't be able to visit him.*
- *There is no other suitable accommodation or care for my husband in Ruthin. I would not be able to visit him if he was outside Ruthin due to my age and my own decreasing mobility. At Awelon he still lives in the community he has lived in for over 60 years, friends (who are all over 80) can visit and he also sees his vicar who visits the home. The lack of regular public transport means I would not be able to visit elsewhere. My husband needs constant care and is not mobile at all - he often has to use a wheelchair. He has difficulty dressing himself and cannot get to bed on his own. He is unable to sort out which tablets he should be taking and when. He often has difficulty feeding himself. At Awelon both he and I know a lot of the carers which is a great comfort. The only other option would be for him to be in hospital.*

2) **If a person or organisation wished to purchase or take over the responsibility for running Awelon, would that be an option you would agree with?** (2 '1's, 8 '2's, 2 '3', 1 '4', 1 'don't know), most '5's)

- *If I was to move elsewhere my friends would be unable to visit me and I would not know where I was. (4)*
- *Why should you want to do this? Are the current staff incompetent? Not in my opinion. The council has the benefit of bulk purchasing e.g. for food, maintenance and energy across its whole remit, including schools. How can any outside agency beat this? The only way an outside agency can run the home cheaper than the council is to reduce staff hours and wages! Both would lead to poorer care. (5)*
- *If conditions in the home remain the same, with the same staff and no additional costs then I would agree (5)*
- *Would agree if conditions, staff and costs remain exactly the same (5)*
- *Would agree if present staff are still employed and there is no change to conditions or costs.(5)*
- *Am neutral because of course it would depend on the level of care any other body would offer. If they could offer the same care and put the residents before profit that maybe something we would agree with (3)*

- *My relative is my mother who is now in her 106th year. Born 10th Jan 1910. While she is still responsive, her memory has become unreliable and concentration powers diminished. She also has considerable mobility and continence difficulties. Being unable to walk or propel herself in a wheelchair she has to rely on the staff to move her about the home. I was present at the assessment carried out on 26/02/2015. This showed a marked deterioration from the last assessment carried out in October of last year. Nevertheless she has good relations with the staff whose care and attention is vital to her well-being. I visit Awelon at fortnightly intervals and have every admiration for the staff who are always caring and considerate. Any move at the moment would, I am sure, result in shock and destabilisation of my mother's condition.(5)*
- *We would prefer that Awelon stays as it is for all the resident's sakes and their families. But if this was the other option to keep Awelon open, we would as a family be extremely happy. (1)*
- *As long as it was guaranteed that my relative's care would be to the standard it is now; if staff received appropriate training as they do now as LA employees and he was able to have care by a mix of Welsh and English speaking carers. An option would be to partner with say Health Board to offer step up/down facilities - a provision that is not available in this area which would maintain bed usage and be able to accommodate current residents (2)*
- *As long as the care is the same principal staffing levels and the costs of care do not increase unduly. Not capable of looking after himself (2)*
- *Awelon is a well-run and caring place. This is due in no small part by the consistency in staff who are well trained. Another person or organisation taking over Awelon may not provide this stability to staff or residents.(5)*
- *If you mean that a private firm should take over the running of Awelon then I could not disagree more strongly. Neither G nor I nor anyone else in the family has ever had a word of complaint to make about her treatment in Awelon. Quite the opposite - we have nothing but praise for the staff. Compare that to the stream of media reports about treatment in private homes, where care comes a distinct second to profit. The thought horrifies me. If that were the only option I would have to consider bringing G to our home and try our best to make her comfortable here. It is not a very practical option but at least we would know she was safe.(5)*
- *This would be good in that it would avoid me having to move home. BUT ONLY if the SAME standards and culture are maintained. Staff have and make time for us as individuals as well as a community and I know this is not always the case in other care homes. (2)*
- *It is the staff at Awelon who make it such a special place, and I would be concerned that the high standards would not be maintained except by an owner with a proven track record. Also, where would people go who were too frail to be moved? (2)*
- *It is with distress that I learn that Awelon could be closing. Certainly over the past 20 years I've had members of my family attending Awelon - Long and short term, always with the best of care by all members of staff. My concern is for a dear family friend I've known all my life and she's certainly in need of 24hr care. This she has*

received at Awelon. The staff are all aware of her needs and give her the best of attention always. She knows her carers and puts her trust in them. I do worry how she would respond to change at her great age. I understand that no definitive decision has been made, so I sincerely hope a way will be found to keep Awelon open for the current residents and for the future use of people of Ruthin and surrounding areas. I trust that a lot more thought will be given and made on the views of the local residents. More importantly the adverse effect a move could have on the present residents of Awelon. (5)

- It is hard to predict whether the excellent level of care I currently receive in Awelon would continue should it be sold to the private care sector. I would hope that the current members of care staff would remain and that the same high standard of care would continue, but who knows? This could not be guaranteed. A profit driven organisation would do things differently, and perhaps there would be a higher turn over of staff? (3)
- It is difficult to say. Yes, my mother wishes to remain in Awelon. However, if a private organisation takes it over, things may not change for the better. Would the current high standard of care be maintained? The whole ethos of the place would change? Would the current, very competent staff remain? Would there be a high turn-over of staff? Private care facilities are prone to close with little notice, as soon as they become unprofitable! (6)
- If this was the only option to keep Awelon open we would agree as the community of Ruthin would miss this vital asset and the residents of Awelon need their home. I do believe the council should make every effort to keep Awelon. (2)
- The location is important to me. This would be dependent on the standard of care and the ability to have care through the medium of Welsh.(2)
- It would be better not to move from the area. I was declined because my care needs were too high to meet extra care plan.(2)
- This would keep my uncle in the area in which he has lived for over 40 years and also keep him in touch with friends and family. My uncle doesn't have any children so he depends more on family. (2)
- If Awelon was run by a private organisation, I feel this would cause great anxiety not only for my husband but also me. I feel it would not be subject to the same standards of care and is likely to have fewer carers and therefore a higher staff to patient ratio. It could close without any consultation. It is likely to be even more expensive.(5)

3) Thinking back to when you or the person/people you represent first moved into Awelon, if ECH had been available, would you have considered that as an alternative to a care home:

If you think that there is another option or alternative which the Council should consider, please use the box below. (some gave no number, most gave 5, 3 '4's 2 '2's and a 1)

- I see no alternative to the council continuing to maintain Awelon (4)

- *Of course all options were considered, however at the time my mother moved to Awelon, Extra Care Housing would have been inappropriate. I believe there is no alternative to the council continuing to run this home. (1)*
- *There is no alternative (5)*
- *Extra Care Housing is not suitable - No alternative(5)*
- *I need more care - There is no alternative (5)*
- *My mother was in warden controlled sheltered housing before going into Awelon. She had carers attending daily. The warden (on site) was stopped and mum felt isolated especially at weekends. She wanted to go into Awelon having had my dad there for respite many years ago she knew how good it was. For her there was no other option. We, her children, are OAP's ourselves and have various ailments which make it difficult to look after her on a regular basis. Awelon is the best care home in the area and we hope it remains so. (5)*
- *There is no alternative option regarding the closure of Awelon. There is nowhere else in Denbighshire where I can be cared for with my illness (vascular dementia). (no number).*
- *I think that the council should consider that the provision already made is better than any of the options given. It retains both control over conditions and a measure of lawful accountability to the public. If improvements can be made they should be out in situ now and not waste valuable money trying to change a system that will be needed much more in the future. (5)*
- *Maybe if the local Heads of Denbighshire County Council and AM Members refused this year's pay rises and insisted that the monies they didn't receive in pay rises or extras..... and would prefer that the money went back into the funds to help keep Awelon and the other care homes open for the residents, future and present. This would surely be a better solution to this ludicrous idea that Ruthin would be a better place without Awelon. (no number).*
- *This was considered but at the time this wasn't appropriate but may well need to be considered again. As mentioned previously offer other facilities from Awelon to maintain the provision i.e. step up/down reablement, nursing beds (there are never beds available for discharge from YGC to the community hospital) use the facility as a community well-being hub, respite. There are many options if the LA partner with others (no number)*
- *No other option as long as the needs are there for the clients (4)*
- *For a start, stop wasting money on that waste of space called a craft centre. I do not know of any local who can understand why so much was spent on that in the first place or of what use it is to anyone. You could even consider selling the site to Tesco for a petrol station which at least would have the merit of being something useful (5)*
- *NO - it is really critical that the local authority retains some care homes for older people that it can manage and run to high standards and set an example as well as provide a home for some of its older members. (5)*
- *In principle a great idea. Sadly by the time Llys Awelon was ready my mother was unable to care for herself. Had she been in there, it would have meant that we would still have been responsible for cleaning, washing, finances etc. All of which can be problematic. Also, no matter how many alarms were there, my mother would never use them. The advantage of a care home was that someone would always hear her cries for help. Would this kind of help give people the same social life? I wish I could think of an alternative. My preferred option would be to keep Awelon as it is, or put it in new ownership with the retention of the staff. (2)*

- *This type of care is not suitable for all and would not have met my needs. The council should look at other non-essential services when considering cuts, theatres, cinemas etc. The residential homes it currently runs are essential to the counties they serve. With the increase in the population of people aged 65+, I think the council is being very short-sighted. Not all people can be cared for in their own homes or in extra care housing. This type of care is unsuitable for me. I need 24hr care and I am prone to falls. Being left on my own overnight would be dangerous/hazardous for me.(5)*
- *Nor suitable for my mother, as she needs 24hr assistance. Make cuts to non-essential services, such as leisure and cultural services. Education and social services should be protected. Rationalise the number of leisure centres, art galleries and small libraries. Is the home library service essential? My mother is an avid reader but she could survive without books. She can't survive without the good standard of care provided by social services and particularly Awelon Care Centre. It has been at the heart of the community of Ruthin for over 40 years. Throughout the UK, the population is ageing. There will be more of a demand for places like Awelon in the future. Extra care housing/homecare is not suitable for everyone. A decision to cease funding for the services provided by Awelon, Dolwen and CYG will have far reaching consequences. It will also adversely affect future generations of Denbighshire residents.(5)*
- *As previously stated my mother moved to Awelon from sheltered housing which no longer met her needs. My mother now needs 24/7 care and would not survive back in the community. We do not feel there is any alternative other than to keep Awelon open. Prior to my mother moving to Awelon we investigated every alternative in the Denbighshire area and whilst all met the minimum standards of care required, and many at substantial cost, only Awelon provided friendly, dedicated and efficient care that elderly people deserve and are entitled to. Some suggestions: A) Perhaps the funding position should be readdressed to enable the business to become self-supporting and not reliant on local government funding. b) One idea could be to use the facilities at Awelon to provide services for the local community, for example in the late afternoon and evening the lounge, dining room and kitchens are not used. The hair dressing facilities are only used twice a week, in a building that is fully DDI approved, could these excellent facilities not be made available to the wider community? c) Is the respite and day care that is provided at Awelon fully promoted within the area.(5)*
- *We have tried this over a number of years and the help we received enabled my husband to remain at home for around 10 years. Sadly my husband's health has deteriorated to the extent that he needs full time care 24/7 and I can't provide that due to my age and own health issues.(5)*
- *Yes, however, extra care did not provide the level of support that is required for my relative that Awelon does. I believe that the council should strive to keep Awelon open and celebrate this excellent council resource.(2)*
- *He came from a care home to Awelon. Think more about the lives of the dear old people not money. They are mothers and fathers to someone, sisters and brothers. Try to find someone to buy the place and run it as it is now. Closing Awelon would be a very silly thing to do destroying people's lives. We need to think of a way to keep Awelon alive. (no number)*
- *I did consider this but at the time being in a flat on my own was not suitable. Rather than moving from Ruthin I would consider this. The council should consider working with the*

Health Board to create a joint provision to include current residents and people who need respite but are not sick enough to go the Glan Clwyd Hospital.(no number)

- *I don't want to go back to Trosnant or Llanrhaeadr Hall as I wasn't happy there at all. (no number)*
- *An application was made for one of the houses at Llys Awelon and had an opportunity to go and view it in Aug 2011 but in Oct 2011 we had a letter notifying us that my uncle's care needs were too high to meet extra care housing facility. Before moving to Awelon he was sent to Trosnant Ruthin 14/03/11 to 30/03/11 and then to Llanrhaeadr Hall 30/03/11 to 18/02/12. He was not at all happy and complained each time I visited. He was sent by Social Services. Julia Edwards and the family were not contacted at all even though he was paying for it all himself. (4)*

DOLWEN (residential)

1. **The closure of Dolwen is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently reside in Dolwen (All 5s)**
 - *I strongly disagree with this option because all the residents of Dolwen, including my very frail 94 year old mother would be unable to survive with any alternative option than the full time care they currently receive. I do not feel that the claim made on your covering letter that people at Dolwen have been telling you that they prefer to live in their own homes is true as my mother only went to Dolwen on medical advice when she was unable to live independently in her own home. I am sure that is the case for all the other residents too from what I can see myself when I visit and after talking to staff here. Her health and mobility issues mean that unfortunately there is no way she would ever be able to live in her own home again whether she wished to or not. I am pleased that you state that nobody will be required to move from Dolwen unless their needs can be appropriately met elsewhere as I feel that any move would adversely affect my mother's health and well-being and would result in her needs not being met*
 - *F is very settled on Dolwen and has only just had to deal with a move from Grove Hall where she lived for many years*
 - *Where will these clients live as some need more care than others?*
 - *I have been in Dolwen for a few years and it has become my home, if I had to move away from Denbigh my family will not be able to visit me very often. I'm feeling very upset about it*
 - *I don't think there is a home in or near Denbigh that can take my aunt with the care she needs, then to visit her will be a problem. To close Dolwen will be a big loss to the elderly it's such a good home*
 - *Dolwen has good support for me. Good friendly atmosphere. My visitors are always made welcome at all time. The food is excellent and all the staff are excellent*

- *My aunt retired to Denbigh and lived in a bungalow for twenty years before going into Dolwen. It was her choice to go to Dolwen so that friends and relations can visit. If it was closed some would not be able to travel to see her. We are all living older and longer and will need somewhere to go when we are unable to cope. Dolwen is Welsh speaking and provided work for the local community and the residents are well looked after.*
- *Dolwen was chosen because it was convenient for relatives and friends living close by to be able to visit regularly. It is a happy, friendly and homely environment where the residents are well cared for. It is also a Welsh speaking home. If she were to be moved we would not be able to visit as often if it is to a residential home outside of Denbigh. We also have to remember elderly people do not like change they get used to being with the same residents, they get to know each other and split them up and this will upset them. Visitors are made very welcome at all times.*
- *My mother is a long term resident of Dolwen, she suffers with dementia. I would be extremely concerned the effects of a move would have on her physical and mental health. Familiarity with her environment is an essential part of her wellbeing and ability to function on a day to day level. The distress caused by a move and unfamiliar environment for a person suffering with dementia can be catastrophic and one I am not prepared to put my mother through.*
- *The residents of Dolwen are extremely vulnerable and are unable to look after themselves hence why they have been assessed before arriving to the home. These residents are Welsh speaking along with the staff and this could be detrimental to the resident's health and wellbeing.*
- *The quality of care received at Dolwen is second to none in the Denbigh area. The ability to speak Welsh is of great importance to many Dolwen residents as this is their first language. At a time in the life of many of the residents, communication is of paramount importance.*
- *My mother is a long standing resident of Dolwen. She is ninety four and extremely frail. It is in large measure due to the professional care of the staff that she continues to enjoy life. The threat of closure is extremely worrying. The disturbance to the vulnerable residents would very likely to be fatal for many. The vast majority who live in independent sector homes do not receive the standard of care provided at Dolwen. The claim that people have a preference for living in their own homes or supported housing does not ring true. Neither does the claim of vacant beds and reduced demand for residential care. The only reason for the recent reduced waiting list at Dolwen was due to the instruction to halt admissions. In common with many others, my mother lived at home with supported care long beyond the point when it would have been better to enter into residential care. Therefore, I think it is disingenuous to claim a widespread preference for supported living in their own homes. It is usually only when this becomes impossible that the reluctant decision is made to go into a residential home. The assurance that nobody will be required to move from Dolwen unless their needs can be met elsewhere does not reassure anyone. Who will decide on the "appropriateness"? For these reasons we are very worried and strongly opposed to the possible closure of Dolwen.*

- *My mother has settled in Dolwen very well. She gets along with all the other residents. Having lived in Denbigh all of her life she would find it difficult to have to move elsewhere.*
- *I am appalled that the council should even be thinking of closing Dolwen. My aunty has been a resident there for the past 2 years and is very happy there. The staff there are very good and it is very important that they are Welsh speaking as it is the first language of my aunty. Her family and friends live close by and this is very comforting for her knowing this. She is a lovely but frail old lady in her 90's now and for her to move now would be extremely distressing for her. I hope common sense will prevail.*
- *Dolwen is the only home which provides Welsh speaking whose residents use Welsh as their first language.*
- *I strongly disagree with the closure of Dolwen. As many of the residents are first language Welsh and feel there will be many difficulties maintaining this if they are moved elsewhere. For some at this stage of their lives the move alone will cause great stress to themselves and their families and adjusting to a different language and culture (which we should be trying to maintain) is simply unfair.*
- *We strongly disagree with the removal of the service from the locality. The elderly and vulnerable need this local provision. The staff have knowledge of the residents and their backgrounds, their families and the local area. The service provides employment for ancillary and care staff. Client choice should come first, and the service provided at Dolwen caters very adequately for their needs. If payments were taken directly from allowances, it would encourage more people to use the service. Many assume they are paying from their own pockets. Maybe funding could then become less of an issue. The care of our senior citizens in their own area should be paramount to our social care service, people are living far longer. There is no substitute. Please hear our plea.*
- *Following the death of her husband in 1982, Nan was unable to cope for herself, so in 1983 she came to live with us. We cared for her until 2009 when she was admitted to Dolwen. Nan is of a nervous disposition and with her medical needs, the 26 years of providing 24/7 care was very demanding. Nan came to reside at Dolwen in early stages. Firstly she attended Denbigh Infirmary Day Unit and was then transferred to Dolwen Day centre where she got to know many of the carers and residents before becoming a resident herself. Nan has been very happy at Dolwen and has received excellent care and much friendly support. If the worst happened and Dolwen was to close we would be unable to resolve the situation. My husband and I would not be able to give 24/7 care to her. I am in my mid 70's with a weak heart (following a heart attack 12 years ago). My husband is now 80 and has limited energy. Physically it is impossible for her to reside here as her bedroom and sitting room are upstairs - she can no longer cope with stairs. Financially it would be impossible for us to consider anywhere other than Dolwen. She has been there well over 6 years - most of the time she has paid the full charge which has now exhausted her savings and alternative accommodation would cost the full commercial rate. If Nan had to be transferred from Dolwen she would be devastated and unable to cope with new surroundings, and unless several of the existing staff moved she would be completely*

lost. She will soon be 104 years and we implore you to find a solution to let Dolwen Day Centre continue. It is run very efficiently and in a most caring way and the carers and staff are excellent.

- Dolwen has served the community for many years. It has provided a safe 'haven' for the elderly of Denbigh and surrounding area in order to live out and enjoy their latter years. Furthermore, there is a day centre at Dolwen which is an important facility and asset. The elderly make friendships there which could be lost due to closure.
- The residents of Dolwen consider Dolwen their home - a comfortable home and they enjoy the company and close Welsh society that's there. The Denbigh Community is so close to Dolwen. It is not possible to find an alternative way in our opinion
- The resident that I represent/support attends CYG weekly. Because I am a carer 24/7 this facility enables me to have a couple of hours to do the food shopping and such things. Without this I wouldn't be able to look after him at home as effectively.
- There isn't another home in Denbighshire that is 100% Welsh speaking or as good or clean.
- I can't look after myself at home this is why I have come to Dolwen. The staff look after me fantastically and speak Welsh so I can understand everyone. I am not very good at speaking English. I have lived in the area all my life and know a lot of the residents and I am very happy here.
- My relation has been in Dolwen for many years now and is completely settled. Their first language is Welsh and they can hear it spoken throughout the day in Dolwen. There is a real Welsh homely atmosphere. Members of the Welsh community visit to chat and entertain. They will break their hearts if they have to move. They pay the full amount for their place and they hope to be here for the rest of their life if possible. They are in their 90's and they really hope that their final days are at Dolwen.
- My husband has been cared for with such excellence at Dolwen. I don't feel he would receive such care in the private sector. He is always spotlessly clean (despite his double incontinence) and completely odourless which is, in itself, an achievement. I am too ill and disabled to care for him at home and our house is not suitable.
- There remains a need for residential council led homes in the county. Firstly, these homes are monitored for standards of care, be this from the care staff provide to residents, to the overall environment of the building itself. Residential homes should be available for all county residents within their own environment when such a need occurs. Yes, its good to keep people at home, however, with an ever ageing population - which will continue to grow, a time comes in most people's lives from the age of 85+ that one cannot guarantee that being at home is the safest environment for them to be. As residents who pay rates in the county all ones working life - having such a facility local is the least I expect.
- Due to an ageing population there is a need for council residential homes, people who need this service want be near to their relatives and friends so as not to be isolated and able to speak their language (i.e. Welsh). They have usually been living within the county paying rates etc. It is the least they could expect to be within their own community!

- *It is essential that these homes are kept. The generation here worked since they were very young 14 yrs. old, many of them did the work of the men during the 2nd world war and in their hour of need are being thrown out of their "Home". This isn't going to be good for their minds and when they are in their 90's it is important that they can speak their mother tongue - Welsh - and stay within their community in order for family and friends to visit because these are also older and infirm*
2. **If a person or organisation wished to purchase or take over the responsibility for running Dolwen, would that be an option you would agree with?**
- *If the organisation run Dolwen on the same care principal they have now (2)*
 - *If the company who took over were a reliable company and willing to employ the current staff(2)*
 - *The nature of who owns Dolwen does not particularly matter to me as long as any new owner would guarantee to maintain the excellent standard of care that is currently provided. I would prefer things to stay as they are as that way more assured that the care level will be kept as it is now and my mother's well-being would not suffer any disruption that a change of ownership would probably bring. (3)*
 - *Dolwen should not be closed. This is where I am very happy.(5)*
 - *If it was sold to a private sector then standards would fall in order to make more money. And the residents of Dolwen would suffer. The council should have an obligation to provide care for the elderly of Denbigh which Dolwen is doing and doing very well. (4)*
 - *I would not agree with that option, whoever took it over would want it to make a profit. The standards at Dolwen are excellent, clean, good food, resident well cared for and staff are excellent with the care they provide and friendly. Having been to see other homes, Dolwen was far better and a much happier atmosphere and environment for the residents.(5)*
 - *I would agree as long as the standard of care was not reduced in any way and I would also prefer the staffing to remain the same. A change of staffing can also cause distress, familiar faces are essential for my mother, she has built up a good relationship with the staff at Dolwen who she trusts.(2)*
 - *The residents have a good relationship with the staff who some have worked for over 30 years plus. If this is done the residents will have new faces (who are not as experienced as the staff at Dolwen today) which could confuse their situation even more and again is detrimental to the residential health and wellbeing.(5)*
 - *It would be an option if the quality of care is not diminished. If the staff levels and nationality of the staff were the same. The introduction of foreign staff (cheaper labour) with the inability to speak Welsh would be unacceptable.(3)*
 - *I would agree with this if it meant the home would be kept open and the same staff would remain. Also that the council could inspect the property at least twice a year to know the same standard of hygiene and care was being carried out.(2)*
 - *Yes, any organisation which can see the need for the access of Welsh to be spoken primarily would be coming from the local area(1)*
 - *As long as the running of Dolwen is kept fairly similar to as is now and any disruption to the residents kept to a minimum it seems the best option by far.(2)*

- *If Dolwen was sold or responsibility transferred, it would be preferable to closure, as to be removed to another area would be confusing and detrimental to the clientele, both in the residential and day care facility. Out of locality brings problems for residents and their families. Travel is often difficult for the aged and disabled. Many private sector homes do not provide transport for day care. There is peace of mind in emergency situations that Dolwen is nearby for carers and family. Many may not drive. Family doctors are available with knowledge of their patients. Denbigh Infirmary is across the road. Community benefits include visits by local schools, local organisations, councillors etc. These people know most clients personally which creates stimulation and opportunities for conversation. Dolwen is a local care facility and in our opinion should be allowed to remain so.(1)*
- *Only as a last resort to prevent closure. Dolwen should remain within the ownership of DCC, Once it's gone it's gone! (2)*
- *This would be preferable to closure. You would also need to ensure that the homely and Welsh atmosphere would be kept.(2)*
- *It depends if everything can be kept the same especially the staff.(6)*
- *The staff are especially good at looking after me and know everything about me and my family. Also I understand everything in my life and how I have come to be here. If I have to move I wouldn't be able to look after myself as well as the staff at Dolwen.(5)*
- *If I have to. If you can ensure that the new owner keeps the homely Welsh atmosphere that is there now I would be happy for my relation to stay there.(2)*
- *Selling to outside organisations means that have to make profit and this will come before resident's care quite often. I have seen examples in my working career across North Wales, visiting clients in private homes, where their living accommodation did leave much to be desired, given the high fees being charged.(5)*
- *It depends on who takes over. Are the staff going to be staying, will it still be Welsh in its ethos, and will it be run as it is at the moment? Or are they out to make as much money as they can out of the elderly like so many other homes the length and breadth of the country. What is going to happen to these people when their money runs out? At the moment your council has taken over their home and if these people ask for ??? (crogbri) for care there won't be any left and what then?(6)*

3) **Thinking back to when you or the person/people you represent first moved into Dolwen, if ECH had been available, would you have considered that as an alternative to a care home:**

If you think that there is another option or alternative which the Council should consider, please use the box below.

- *What other option is there for these clients (5)*
- *Preferable that Dolwen remains open and ran by local authority (5)*
- *Because we tried our best to support our mother with help from social services in her own home for two years, but became impossible due to the deterioration of her illness - Alzheimer's and her general health. Sell the 3 homes and build one new home to accommodate the current clients plus any future clients, a central location in the South of the county. Saving would also be made of staffing costs.(5)*

- *Even if extra care Housing had been available when my mother first moved to Dolwen it would not have been a viable option for her. She already had carer visits three times a day and it was adjudged by the doctors after she fell again that she should not be left unattended at any time and needed constant 24hr care for the rest of her life. (5)*
- *No as this was not suitable for me. Dolwen should be kept open (5)*
- *Because it would not have been suitable. She was unable to cope for herself in the bungalow. Dolwen should be kept open. I can't understand why something like Dolwen should even be considered for closure, I've never heard a bad word said about Dolwen and the residents get to know each other and the staff and it's like one big happy family(5)*
- *The extra care housing, if there had been one in Denbigh, would not have been suitable. It would have been similar to living in her bungalow, and I feel she would become isolated as she does need bit of encouragement to join in activities and outings. In the extra care housing, it is up to the residents themselves to organise these. I think the council should be looking after the elderly by keeping Dolwen open. The council should be ashamed of themselves to even consider closing Dolwen because there may be a time when they will be looking for a residential home for themselves and a convenient place for their relatives and friends to visit them.(5)*
- *My grandmother needs around the clock care by doing this it could be a set back and also she is happy in the company of other residents and is not alone at any time which is a great comfort and reassurance for her and our family. These residents are all from the Denbigh area and to move them to an alternative place of home is NOT an option as they are familiar to their surroundings and all residents speak to each other about their past and have an understanding as the area is known to them.(5)*
- *The situation with my parent meant there was no alternative than an admission into full time care. I think without this it would no longer be alive. The attention to detail the staff provide at Dolwen have improved my parent's life quality beyond measure.(5)*
- *At the time my mother moved into Dolwen she did not feel safe in her own home and putting extra help would not have helped her (5)*
- *Combine 3 into 1 with one side Welsh speaking and the other English. Financially leave well alone.*
- *There is no alternative to local provision by local staff who have, over the years created "home" for the aged and vulnerable and who have become dependent on the excellent service that has always been provided there. The inability to fund this would be shameful. It would be disgraceful to close down such an invaluable service. We sincerely hope a solution can be found and that the closure NEVER happens.*
- *This is a hypothetical question. DCC should wait until the outcome of the election. A new government may provide extra funding to keep Dolwen open. Denbigh Town Council is opposed to the closure. DCC should make cuts in Chief Executives salary, NO to pay rise. Also cuts in cabinet members pay and county councillors pay. Finally I believe the care of the elderly and vulnerable should be kept in house. As before we had a proud reputation and a good record for the care of the elderly and we need to continue so.(5)*
- *This would not be possible. Require assistance to get up and move around. We beg the council to exercise restraint - things are going to change under the new government perhaps. Wouldn't it be better to keep your assets and focus on running it more professionally.*

- *Look more at wasting money like high wages, planting trees on the High Street in Rhyll!! Consultation and so on.(5)*
- *I enjoy the company at Dolwen and my family and friends can come to visit me often and the staff here welcome them whatever time, day or night. I don't feel lonely here. I am very happy in Dolwen, everything is clean and the food is fantastic. I like speaking to the residents and staff about my life and they are knowledgeable about the area so it is easy to communicate with people in Dolwen. Through communicating in the medium of Welsh helps me to understand everything that is happening at Dolwen(5)*
- *Our relative couldn't cope at extra care housing. I strongly believe there is a duty on the council to ensure there is at least one home with a Welsh atmosphere and language in Denbighshire. It is a Welsh area both in language and culture and this is promoted in Dolwen. I looked around before deciding that Dolwen was the suitable for my relative. Our elderly people have the right to spend their final years in a Welsh language/Welsh culture atmosphere in their own country where possible. I appeal to you as a council to consider carefully every step you can before deciding to close this unique home. Is there a chance for you to put on hold such a critical decision so quickly, given that the political climate/financial is likely to change.*
- *My relative was no longer able to care for herself, was no longer safe to be at home without 24hr supervision and the cost of providing such care where one has to have someone sleep in 7 nights a week is beyond most people financial ability. We have a duty of care for our elderly I suggest strongly that you live up to your responsibility and keep Dolwen open for the thousands of local people who contribute via taxes and rates to maintain this facility for future generations to come. It is your responsibility and closing it or selling it should go out to public vote before you proceed further.(5)*
- *My aunt was no longer able to look after herself so had to go into a care home, the most important thing when considering where was: cost and Welsh speaking staff. Dolwen provides both. So I think the county needs to be able to offer this to its residents, people who have supported it for many years!(5)*
- *My sister in law is no longer able to look after herself, she was unable to walk because something had happened to her feet. I had looked after her for 8 years but following her falling more than once I took her to the hospital and then to the home which provides excellent care to her. She needs two members of staff to lift her using the hoist, she is a permanent wheelchair user. The nurse from hospital comes to treat her legs three time a week and another one comes to maintain her catheter. This service is very important to her.(5)*

DOLWEN DAY CARE

- 1) **The closure of Dolwen is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use Dolwen**
 - *It's a valued service which I don't want to lose as it provides me with an opportunity to go out, meet new friends and enjoy the stimulation of activities. This service has enhanced my life and also enables my carer to have some quality of life to enjoy doing things he required to do for himself.(5)*
 - *Please state what alternative ways have been highlighted. Transport to venue who will fund? Cost to user? Private owner or Council funded. Overseen by Social*

Services? Choice of days of attendance by users. Who decides if it's a suitable alternative - as officers have no experience of use/services. Have council considered the social interaction and community aspect for users and national survey results regarding depression loneliness of single persons living alone.(5)

- *Not in the Denbigh area. I have heard there is a day centre opportunity in St Asaph, but I want to stay with Dolwen (1?)*
- *Before my days at the day centre I spend all week at home with just my carer. Since day centre, I meet people my age and talk about old days etc. I feel the centre helps me and other people mix plus it gives carers a day off.(5)*
- *If there are always alternative ways to meet the needs of the elderly. However, in the case of my mother who is very disabled, partially sighted, severely deaf with very limited mobility, day care is vital for her well-being. It allows her to socialise with people her age. It stimulates her mind with quizzes and games and finally gives me two days a week break from caring full time for mum.(4)*

2) If a person or organisation wished to purchase or take over the responsibility for running Dolwen, would that be an option you would agree with?

- *If an organisation purchased the service and it didn't change what I presently receive I would be happy to give the service a trial period. Without knowing who or what is being offered makes it difficult to make a decision. I do not want to lose the services I presently receive as it would have an impact on mine and my carers life.(2)*
- *Private sector charges would be too high. Assessment of venues cause for concern. Are private sector employees for day care assessed to same level as Council employees? Ratio of staff to clients would this be assessed to council requirements? National media have highlighted many cases during the past year which is a cause for concern.(5)*
- *I don't care who takes it on as long as it keeps going so my wife can go there. She likes going there 3 days a week, she wishes she could go every day to Dolwen Day Centre (1)*
- *I agree as long as prices are the same plus the staff were the nurses who are there now. As when like me you get old you don't like change(2)*
- *I would only agree to some other organisation taking over Dolwen if continuity of care would continue. It would be important to my 90 year old mother that: 1) the same staff would be employed. 2) the same residents would attend. 3) The quality of the food would not diminish. 4) The same high quality of care would be given. Adjusting to a new environment is difficult for the elderly. Also developing new friendships is difficult and building trusting new relationships with staff is not easy.(2)*
- *Attending centre gives us the opportunity to converse freely with all who attend centre including staff. Why is it not possible for the disabled and autistic of all ages i.e. 16yrs-over 55 as it would benefit considerably for all and make financial sense. To close it would be wrong for every reason. All*

alternative flats etc. would not be suitable as that are not staffed to give medical service or trained for 24 hrs use and needs.

3) Thinking back to when you or the person/people you represent first moved into Dolwen, if ECH had been available, would you have considered that as an alternative to a care home. If you think that there is another option or alternative which the Council should consider, please use the box below.

- *If there is a financial change when or if the service is to be changed it would be advisable to share the information with me prior to any changes being made. If changes go ahead will I receive a list of alternative service I could access?*
- *No option in Denbigh. I like Dolwen and don't want day centre in St Asaph because I would lose touch with my friends - and in any case it would mean my husband (who needs the break) would have 1 hour a day less of a break, because transport to Denbigh is 30 minutes each way.*

HAFAN DEG DAY CARE

1) The closure of Hafan Deg is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.

- *It would be a great loss to those attending Hafan Deg. Speaking on behalf of my husband - I know it would be very confusing for him to leave familiar surroundings - friends and staff. I have peace of mind knowing he is well cared for and enjoys attending. It has also provided me with much needed respite. (5)*
- *I have been attending Hafan Deg for 13 or 14 years. I pay to go and would miss it greatly - I do not want to go anywhere else and I will not go anywhere else - I've made many friends there and would miss them greatly - so please do not close Hafan Deg. I think I pay enough to help keep Hafan Deg open.*
- *My husband goes here, I am ill as well and this is my only respite he couldn't go anywhere by himself as he has had a stroke and can't go to toilet by himself so if it closes I would be looking for respite as I can't cope.(5)*
- *The proximity of Hafan deg to residents in the Rhyl/Rhuddlan area is very important to users of this service. It would not be easy to travel longer distances to another centre.(5)*
- *The closure of this centre will certainly compromise the health and welfare of the clients that attend. In particular my husband already struggles when anything changes in his life. He becomes agitated and seriously disorientated. This centre has now become a part of his life and after taking a very long time to settle he is now orientated and feels safe.(5)*
- *It took me a very long time to get my mum to go here as she hides away a lot as she is very shy when she goes anywhere, so when I did get her here it took her a bit to settle in but I seen her happy in a long time (5)*

- *I strongly disagree of this centre closing, as I have been going there for over 11 years and made lots of friends and the staff and look at them as my family. If there is a day I do not attend I really miss it as I suffer depression and get very lonely sitting at home on my own as I can not get out a lot on my own this is why I look forward to going. Please don't close it down. (5)*
- *Elderly people need somewhere to go and meet other people, especially those who live on their own, this pending closure owing to financial cuts, will hit the most vulnerable in our society, namely the old, infirm, and those less able. It will also affect myself, I rely on Hafan Deg day centre for my lip reading classes, I have been retired for the last ten years, and owing to my profound deafness - my only socialising is my lip reading class without which I would be house bound. I hope you will rethink this proposal of closing down this day centre which is a lifeline as I have aforesaid to the most vulnerable in our society, such as those in my predicament that life has dealt so cruelly. Every generation goes through this phase of getting old, which brings omits own maladies, and I wish those in authority who have thought up this closure scheme, would stop and think of the distress and confusion that it will bring the elderly people that attend this and other council run day centres. It in some cases affect their partners, and families who need respite as well as bringing hardship to the staff of the centre. Please think again! These centres and other buildings of care were seen by progressive thinkers who placed the needs of elderly as paramount in a civilised society. As these threats of closure will turn good deeds into draconian measures, sending the welfare of the elderly and vulnerable back centuries. It is times like these that fat cats in government and local government stop lining their own pockets, and take a pay cut, which would hopefully safeguard the services to the elderly and vulnerable(5)*
- *Hafan Deg have good craft facilities, day trips, lunches out, staff take me to medical appts, staff help with my financial difficulties (5)*
- *I enjoy company, carrying out little jobs in the workshop. I would prefer it to stay open for as long as we can but I understand if the funding runs out. Too many clubs have closed down.(4)*

2) If a person or organisation wished to purchase or take over the responsibility for running Hafan Deg, would that be an option you would agree with?

- *It has been suggested an alternative might be St Asaph. I would only agree if transport would be provided as I am not happy driving in the winter months.(4)*
- *If whoever took over Hafan Deg kept the staff, who are really great and kept the place running more as it is now. I would miss it greatly it gets me from the flat being picked up and brought back. I pay £188 more a month some don't pay; why? I do not want to go anywhere else. Keep Hafan Deg OPEN I and the rest of us so keep Hafan Deg open. We are happy at Hafan Deg. Hafan Deg OPEN - Please we love it and staff (2?)*

- *This would be acceptable if all remained the same, but a change in the provision structure and staff would impact seriously on my husband and I believe all who attend. This is not just about looking at ensuring people's needs can be met. The nature of the illness is about feeling secure and safe in the environment that they have come to know, staff and structure. Obviously needs also are a priority but I don't think anyone is looking at a holistic approach. (2)*
- *I agree as long as the conditions are the same as Hafan Deg day Centre I would not like a private firm to take over. (2)*
- *I think if you close this place it will be a big mistake as all the old people really look forward to going there. Some go there because they have no family to even call around to see them from day to day.(3)*
- *So long as Hafan Deg stays open I really don't mind who runs it as all the people who go here are so lovely and it's like home from home.(2)*
- *As long as the same level of support and activities carry on, and the same staff (1)*
- *If it continues to run as it does now(1)*
- *So long as Hafan Deg stays open I really don't mind who runs it as all the people who go here are so lovely and its like home from home. (5?)*
-

3) If you think that there is another option or alternative which the Council should consider, please indicate.

- *There will be no other option for my mum as she finds it very hard to meet new people at her age. She has been going for over 11 years now and she looks forward to getting up and going. When I first told her to go she was "like no way am I going there" and now is and when she can not go she misses it i.e. when she is ill or it is closed for bank holidays. Please keep this place open as you have a lot of people going there and they will be upset if it closes.*
- *No there is no other option for me as I am very shy when having to meet new people as it took me a long time to settle into Hafan Deg Day Centre and I feel at my age 75years old I don't think I can do this all over again, so if it does close my life will be sitting at home 7 days a week and this is not something I want to do.*
- *Reconsider closure plans, improving funding for craft activities*

CYSGOD Y GAER

1) The closure of CyG is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.

- *My dad has been with the residents of Cysgod y Gaer for almost 10 years and his care has been faultless for the entire time. He has my mum and several friends that are reasonably local to CYG but all of which have poor or diminishing mobility and who would find it difficult to visit if he were somewhere other than Corwen. I stay with my mum and if the home were to shut this would also affect the convenience to see him. There are few homes that would also be able to cater for his needs as he is not ill enough to warrant a nursing home but does require care over and above the usual level.(5)*
- *DCC should be ashamed of themselves to think about closing CYG. We the residents pay our way here don't we, and we have paid rates all our lives on our homes.(5)*
- *Please do not close CYG as it is a very popular residential place. The staff at CYG are second to none very kind, very thoughtful and loyal to all the residents.(5)*
- *We are related to GW and DR. We are sisters and also pensioners whose birthplace is also Betws GG and empathise greatly with G's wish to remain within a Welsh community. We currently live in Ruthin which is about 12 miles from Corwen and as we both still drive makes visiting relatively easy at the moment. if, however, G is moved out further afield, the situation could be very different. We would also be very concerned if she is moved to a home where there is little or no bilingual provision and feel that this would be a contravention of her human rights. There is a risk that moving G could affect her health leading to long term stay in hospital if there is nowhere suitable for her to go. G's sister would also be affected. She may not be able to visit her sister as often (currently twice a week as she uses a local bus service enabling twice weekly visits to CYG)*
- *The council is wrong. There is a need for a facility like CYG, because some people will need residential care, 24hr supervision, and more help than one carer visiting can provide. The people in CYG may have been supported at home until they had to move in. The alternative accommodation is either in Llangollen, Ruthin or Denbigh outside the community.(5)*
- *Before my parents became permanent residents at CYG my mother had a care package at home but my father refused to have a care package. They drank heavily and would often leave the key in the lock so care staff could not get in. They didn't eat even though hot meals were being delivered and hadn't got dressed for months on end! Even with care package in place my parents were living in squalor. They were both admitted to hospital before they went to CYG for respite. It was then decided that they were not able to look after themselves. It has been a year and the difference in their health is very much improved. They now eat 3 meals a day. They have both put on weight and look healthy. They are able to talk to other people whereas at home there were isolated. They take their medication. It has also taken the worry away as I know they are well looked after and have 24hr care. At home the phone would often not be put*

down properly and so I couldn't check if they were ok. Going home is not an option for my parents and I live too far away.(4)

- I strongly disagree with this statement. I believe that CYG is the only care home in the area and that there are no alternative options for the residents, unless the residents are uprooted and placed in care homes miles away. This will have a big impact on the residents, who are all elderly. Some have families and some do not.(5)*
- I feel that there is no suitable accommodation in the local area as I visited the local options and feel that this would cause extreme distress. The out of area options are not suitable and would cause a huge amount of problems. The care at CYG is exceptional and cannot see this happening elsewhere(5)*
- As a family we are very concerned about DCC's intention to close CYG in Corwen. Even though there is consultation around the future of the home, isn't it true that the decision to close has already been made and this letter is just a formality?(5)*
- I strongly agree that they should not close CYG. I will be 91 this year and I have been very happy since coming here in Dec 2009. So I am against moving out of my environment to an area that is totally strange to me. Welsh is my first language. Most of the staff and residents at CYG are Welsh speakers. I would not be happy moving to a home where the majority are not Welsh(5)*
- You should not close CYG. I am the sister in my 80's of G and I still live in Betws GG, my birthplace which is 6-7 miles away. At the moment I can utilise the bus service which take me from door to door to see my sister. This bus service is extremely convenient to someone my age. Also I enjoy having dinner with my sister when I visit her twice a week. If they close CYG and G has to move to somewhere else this will make it much harder for me to visit her regularly.(5)*

2) If a person or organisation wished to purchase or take over the responsibility for running CyG, would that be an option you would agree with?

- This would only be a suitable option if the person or organisation who took over the responsibility were to provide and maintain the existing level of care without any disruption to my dad's current care.(2)*
- As long as the staff here presently would be employed at this residential home care, why don't you come here yourselves DCC and see the staff at their work. The staff at CYG are second to none.(2)*
- Only if they would consult the relatives and keep all the present staff(2)*
- We would be more than happy for another organisation to take over CYG if it means that G can stay. In view of its geographical location and demographic make up, consideration should be given to developing mixed provision on this site - day care, respite, nursing, residential including extra care. The local community needs these essential health and social care facilities. If an extra care facility (or supported housing) was available when G moved in Dec 2009 this would have been deemed more suitable at the time. She had no choice but to go into a residential home if she wished to remain within her local community. Partnership arrangements between the local authorities is essential. What is the*

reason for refusing applicants from out of county when Gwynedd and Conwy boundaries are so near? Neighbouring villages which are in Gwynedd and Conwy are still considered to be part of the general local community where people know each other. It is a great pity that provision at CYG has been scaled down over the years and that no permanent residents are accepted any more.(2)

- *There is a real need for standards in the care home sector to be maintained and set an example and standard to aspire to. A commercial organisation would need to make a profit margin and push up costs for the council. It would not be accountable to the local people. It seems wrong to upset a successful home. (5)*
- *This would depend upon whether it remained affordable(3)*

3) If you think that there is another option or alternative which the Council should consider, please indicate.

- *I have thought long and hard about whether there are any alternatives for dad and don't believe that there are. Many of the private homes are far away and would make it difficult for him to maintain his existing visitors. The move from his current home may have a huge negative impact on his existing poor health. Many of the alternative homes may not be able to cater for my dad's needs. The staff are so familiar to my dad I just can't imagine that the upheaval of not just moving but losing the carers who have become like his family.(4)*
- *There is no alternative and I wish DCC will have in time visit CYG and see how this care home is thriving.(5)*
- *The council should think ahead that some of the councillors might need a home or residential place to go when they can't look after themselves, think ahead DCC(5)*
- *By the time my relative moved in, she needed medication administered up to 6 times a day and two people to assist her when seeing to everyday needs. Extra care housing would not have worked. The council must recognise that CYG serves a rural area, with elderly people living in homes often affected by severe weather. It needs to be seen as a resource, for a variety of care. For example, my relative was able to be looked after there in Feb 2014 when gales destroyed power lines and phone lines, meaning some elderly people could not use stair lifts etc. It should be recognised as a care centre, providing daily services eg. baths, meals, day centre social activities. It also relieves local hospital beds with the re-enablement unit.(5)*
- *There is no other option far as I'm concerned. Uprooting residents once they are settled I feel would be detrimental to their health. Also my parents did not cope at home with a care package, carline and meals on wheels so it is certainly not an option for them to go home.(4)*
- *I really don't think that the council should consider closing down CYG. As I mentioned on the previous page, the closure would have a huge impact on the residents and the families of the residents that includes my sister PG and I. We live in London and Leicester, respectively. Our parents were alcoholics when they were unable to look after themselves. They were also in debt, unable to pay for*

heating, they didn't eat properly and their home was a health hazard - rotting food caused mice. They would fall over and end up in hospital. In September 2013, we started to have carers go in and see my parents three times a day to wash and dress them (my mother in particular, needs assistance with this) Meals on wheels were also provided for my parents. We found that things didn't improve. Even though we took out power of attorney for health and finances, began to take control and try to reduce the alcohol intake, my parents were still not coping. In April 2014 my mother got pneumonia and spent 3 weeks in hospital. My father struggled on his own but got through it with visits from us. Two days after my mother come from hospital my father was taken ill with cellulitis and spent 6 weeks in hospital. The day he went to hospital my mother moved to CYG. My father joined her. Since they have lived there we have noted a huge difference in their well-being and mental and physical state.(5)

- *There is no other alternative locally and why upset what is an excellent run ship. The care of the patient is paramount, not figures!! (5)*

Cysgod y Gaer day care

- 1) **The closure of CyG is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.**
 - *The resident that I represent/support attends CYG weekly. Because I am a carer 24/7 this facility enables me to have a couple of hours to do the food shopping and such things. Without this I wouldn't be able to look after him at home as effectively.(5)*
- 2) **If you think that there is another option or alternative which the Council should consider, please indicate.**
 - *There is strong a need for day services for residents of the Cerrigydrudion area for carers to have respite for a couple of hours. It is a 24/7 job.(5)*