

## DOLWEN

Dolwen is a 30 bed, Local Authority residential care home for older people situated in the heart of Denbigh (See Appendix 1 for demographic statistics)

There are currently 22 permanent residents at Dolwen. Of these, 13 use Welsh as their first language (59%).

It was opened in 1966, and the manager is Nest Vaughan-Evans. Bed capacity is 29 for residential service users, and 1 bed is given to planned respite/emergency short term placements which is frequently used. A reablement service has been introduced at Dolwen. The intention was for service users to be admitted, for up to 6 weeks, to give them a period of occupational and physio therapies, as appropriate, before returning to their own homes. We are advised that there have been 16 service users going through this facility – an average of just 5 admissions in 3 years. There is a sense expressed that this service is not well promoted.

Of the respite admissions mentioned above, since April 2013, approximately 40% were emergency or urgent admissions as a result of unplanned events such as family/practical crisis, marriage breakdown, (one instance of a) bomb scare, carer breakdown, carer illness.

During the St Asaph floods of 2012, Dolwen Care Centre (both residential and day care) provided a wide range of immediate assistance during this major emergency. Vehicles and trained DCC drivers were made available and were able to transport affected local residents throughout the day. Emergency respite beds were made available for three vulnerable people living in the community at short notice. Dolwen also provided other items needed urgently including blankets, incontinence pads, kettles etc.

Additionally, Dolwen staff have previously arranged events designed to connect with the local community, such as strawberry teas and coffee mornings. Dolwen have their own League of Friends supporters.

We met with 19 service users and their families or representative at Dolwen. Of these, 15 residents/family were opposed to closure for a variety of reasons. Some gave more than one reason (See Appendix 2). 3 service users have not been assessed as they have been unwell, 1 has not met with the assessors yet although contact has been made via skype with the family and 1 was unable to give her views due to her condition.

The reasons for objecting to closure, as listed in the appendix, show that the location of Dolwen was the main reason with access for visitors and Welsh language also being a priority.

We looked at alternative venues that could meet the needs of residents within a reasonable distance (around 7 miles) and their current bed vacancies for general residential care. The data shows 13 available General Residential beds in a reasonable radius of Dolwen Care Home. Within the actual community of Denbigh there are only 3 vacancies (in Vale View). The structure of this building does not lend itself to service users who are less mobile. The Appendix shows a summary of appropriate alternative provisions around Denbigh.

We looked at the impact an enforced move would have on service users within the care of Dolwen and have summarised below. An enforced move due to closure would have a moderate impact on most of the current service users. Those for whom it would have a severe detrimental impact have physical or mental health problems that would impact greatly on them due to the way they are managed by staff who, due to familiarity and skill, have been able to manage their more extensive needs. We have included 2 case studies in relation to the impact on service users.

## DOLWEN

Move with little impact		Move with moderate impact		Move with severe impact	
Name	Language	Name	Language	Name	Language
K D	English	E H	Welsh	O R	Welsh
E K	English	D B	English	G W	English
		M E	Welsh	A S	English
		J W	Welsh	D J	Welsh
		F M	English		
		D G	English		
		B R	Welsh		
		C L	Welsh		
		V W	English		
		K K	Welsh		
		M W	Welsh		
		H R	Welsh		

Discussions with staff at Dolwen have highlighted a number of service users have also previously had to move onto alternative accommodation such as EMI Residential and Nursing care. Indeed the service user whose family initially started the petition to save Dolwen Care Home has also had to move onto alternative accommodation as Dolwen is not registered for EMI care. You will note from the Appendix that at the time of the sample there were no EMI Residential beds in the vicinity.

### Conclusion

There is insufficient alternative provision in the private sector within the area of Denbigh. This will impact on service user's access to their own communities and to friends and the wider community and may be open to challenge under Article 8 HRA1998.

There are no current vacancies for EMI Residential service users within the area.

*"...there is evidence of a rising problem with dementia across the country. In Denbighshire the number of people, aged 65+, experiencing dementia is projected to increase by 100 between 2014 and 2017"* <http://wellbeingplandenbighshire.org.uk/needs-assessment/wellbeing-and-independence/demography/>

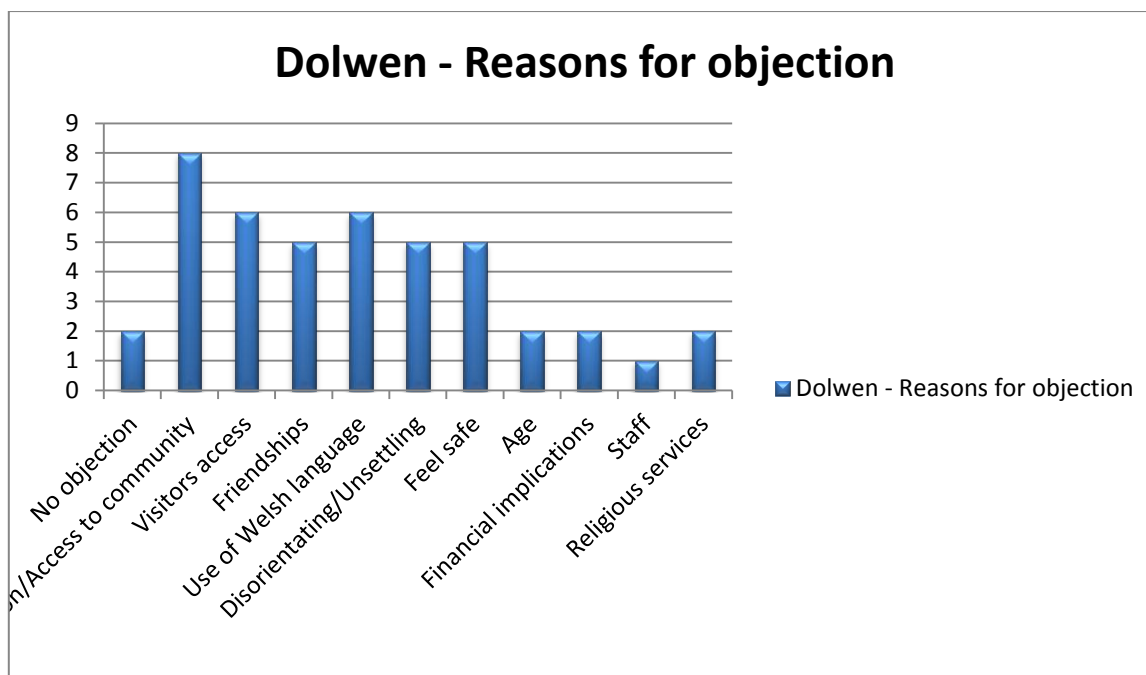
Service users of Dolwen have had to move onto private sector dementia care. Most, if not all of these homes have received non-compliance notices from CSSIW in the past 2 years.

There is no suitable extra-care facility within the area for a longer term focus on meeting the needs of a growing population of older people.

### Considerations

There is a clear need for general residential and EMI residential care within the local community of Denbigh. There is not enough in the locality to provide placements for residents currently in Dolwen particularly when one factors in the use of emergency admissions, respite and other provision at Dolwen.

There is no extra care facility in Denbigh. Extra care facilities can be extensive and provide support from minimal up to nursing care depending on the facility. This may be a long term option.



For residents at Dolwen, the main objections to the idea of moving was based on location, access to the wider community, access of visitors and many did not feel the Welsh language was widely used in the private sector. Of the 2 holding no objection, 1 was not meeting the FACS criteria and wanted to return to community (Referral made) and 1 family wanted their relative moved closer to them should Dolwen close.

### ALTERNATIVE PROVISIONS IN DENBIGH AREA

#### VALE VIEW

A small home registered to receive up to 10 standard residential care service users. It is situated on a busy, narrow road on the way into Denbigh town. Parking is very limited. There is no lift – something which does not lend itself to service users who have limited mobility. A recent CSSIW review (January 2015) records no non-compliance issues.

#### LLANRHAEDER HALL

Llanrhaeder Hall is situated off the A525 road near to the village of Llanrhaeder. The speed limit reduces from 60 to 40mph about 50 yards before the turn off. The nearest bus stop is at the garage 600 yards away however some bus drivers will stop opposite the entrance on request. Any visitor arriving on public transport would need to cross that road at least once – a potential risk especially to elderly visitors, particularly on dark winter nights which may impact on residents visits.

There is a long, uneven driveway leading to the old manor house type building with EMI residential on one wing and general residential on another. In discussion with the manager, she indicated the EMI unit rarely has vacancies and often a waiting list and just occasional vacancies for general residential. For service users whose visitors drive it is an option however they have very few Welsh speaking staff.

The last CSSIW review listed took place November 2013. Concerns were raised giving rise to 2 non-compliance orders. One related to staff training, and the other to service user plan inconsistencies.

## MAES ELWY

Is a dual registered, general residential and general nursing establishment in St Asaph. They currently have 5 vacancies which are flexible (Can be residential or nursing). It is situated 4.5 miles from Dolwen however is in a different town which is a concern to service users. It would be suitable for an alternative particularly for those residents whom have a higher level of health needs and may require nursing care in the future. It is also the only nursing home in the near vicinity.

## THE OLD DEANERY

The Old Deanery is situated next to a very busy and fast moving roundabout in St Asaph, however there is a crossing at the traffic lights approximately 200 yards away with access to bus stops and a large Co-op across the road. As with Maes Elwy it could be a viable alternative to service users whose family drive as it is also on one of the main routes into Denbigh from the A55. There is a direct bus link from Denbigh to outside the building for non-driving visitors.

### ALTERNATIVE PROVISION – DOLWEN\*

HOME	DISTANCE FROM DOLWEN	RES	EMI RES	NURSING	EMI NURSING
Llys Meddyg	0.4m				18 (1)
Plas Eleri	1m				34 (1)
Llanrhaeder Hall	2.7m	23 (2)	13 (0)		
Vale View	0.5m	10 (3)			
Bryn Derwen	6.4m		20 (0)		
Maes Elwy (Dual)	4.5m	Flexi (5)		29 only take 28	
The Old Deanery	6.7m	28 (3)			
TOTAL		13			

Brackets denotes actual current vacancies

\*Data compiled 30<sup>th</sup> April 2015

## CASE STUDIES

### MOVE WITH SEVERE IMPACT

GW is 103 years old and has been resident at Dolwen since 2009. Prior to this she lived with her daughter for 25 years. She had provided an increasing amount of support however due to her own medical emergency she was unable to continue with this support. GW had previously attended day care at Dolwen so a move to the home was the natural step. She settled well and is familiar with staff and residents alike. There is evidence on file which notes that GW became withdrawn and depressed when a resident she had developed a close friendship with had to move.

GW has a number of health issues and takes medication. Staff are aware of her needs and respond quickly to any changes. She clearly meets the FACS criteria for 24 hour care and is appropriately placed. Her daughter is in her 70's and her son in law is 80. They have their own health and mobility needs and would find visiting an alternative venue further away difficult. The only alternative within

Denbigh would not be suitable as GW has mobility problems and a history of falls (See Vale View appendix 4)

Due to GW's previous reactions to losing a friend in Dolwen a move would significantly impact her mental health state. Her family would find it difficult to travel further afield due to their own medical needs. Her advanced age may also need to be considered.

### **MOVE WITH MODERATE IMPACT**

CL has lived in Dolwen since 2013. Previously she had a care package of support at home however was having a number of falls, UTI's which caused extreme confusion, and hospital admissions. Extra care and reablement options were explored at the time but were deemed unsuitable. Since being in Dolwen, CL has settled well and there has been a significant reduction in UTI's as staff are able to identify the symptoms and treatment is given at a much earlier stage. There has also been a significant reduction in falls and hospital admissions.

Her 1<sup>st</sup> language is Welsh which was a consideration when selecting Dolwen as well as the location as she has lived in Denbigh for over 60 years. She had also previously attended the day centre at Dolwen so it was a natural choice.

Family commented that the placement has changed their life as well as their mothers. They feel able to relax and know she is being taken care of and CL has gained weight now she is eating an appropriate diet.

In terms of impact, she does have friends locally who pop in to see her who do not drive. Family visit often and take her for trips in the local community. A viable alternative would be Vale View however if she was unable to secure a placement here and had to move to any other alternative, then the impact would be far greater.