

Summary of Market testing Questionnaires

A total of 4 Providers responded to the Market Testing Questionnaire. 3 Providers were 3rd sector organisations, whilst 1 Provider was an independent Domiciliary Care provider. A summary of their ideas and suggestions for the future use of Hafan Deg are shown below.

Provider 1

Provider 1 suggested the following services could be developed at Hafan Deg:

- Increase the day care service to 27 regular older people with multiple and complex needs. Equivalent to 60 days per week (5 days)
- Promote wider use of the facilities and activities to the local community.
- Aim towards opening the centre 7 days per week according to demand.
- Increase opening hours for between 9am – 6pm with flexible arrangements to suit carers' needs.
- More structured programme of activities and interventions that focus on the needs of the individual, such as brain function.
- Forge stronger links with local colleges and their social care students.
- Form Hafan Deg service user involvement group to inform how and what services are delivered.
- Offer options for clients in residential care homes to visit and engage in activities.
- Work with others like the Get Together Club and Cozy Club to share capacity and use.
- Make greater use of the catering function by providing outside catering and 'meals on wheels'.
- Advertise the bathing and laundry facility as a chargeable facility that is operated by on-house staff. Add other similar services such as toe nail cutting, manicure and hairdressing.
- Adherence to the Welsh Language Measure to attract more service users.

Activities would be categories so that they could be easily matched with the individuals assessed needs, preference and capabilities. Examples would include:

Social - Church attendance; visits to cinema/restaurants/sporting events, day or overnight trips, video shows, playing cards/games/bingo, chess, draughts, dominoes; participation in social groups, library visits, book club, women's group, Welsh group.

Fitness & Health - Active sports or swimming; walking; physical exercise, relaxation, armchair yoga, alternative therapies such as reiki, massage, Tai Chi and reflexology.

Productive - Art class, making music, singing, gardening; preparing meals; shopping; unpaid community work; paid community work; other paid employment, knitting/sewing, painting, introduction to the internet, card making and creative writing.

We would also facilitate help with claiming benefits (C.A.B), energy advice (our Cold-buster project), flu vaccine and our Legal Allies scheme (making a Will, Powers of Attorney, Equity Release...).

Improve community integration - A brochure would be produced of services, which would be circulated throughout the community including public places and local services/professionals. We would follow this up with presentations at Social Worker team meetings, GP's, the SPoA and other health services and charities (CMHT, VoCM...).

A web page or website presence would be required that is kept up-to-date with the programme of activities and facilities available. Electronic mailshots would keep service users, carers and professional abreast of what was available each month in advance.

For the service users, it is an opportunity for them to integrate in the community just by attending and making new friends. Guest speakers would be invited to Hafan Deg to deliver talks on anything of interest (politics, being safe, scams...).

Relations with Rhyl High School will continue to develop to promote intergenerational cohesion within the community. This would take the form of work experience by volunteering within the centre and helping with day trips.

Provider suggests the premises be leased at a peppercorn rent for 12 months on the assumption that the new provider who would eventually purchase the building (£200,000?), be successful in either:

- Obtaining a People and Places Lottery grant (or other source), or;
- Obtaining a mortgage/loan

The reason for the 12 months rental incentive would be to allow the new provider to obtain capital funding, whilst fully implementing the new service levels.

Provider 2

Provider 2 would look to expand the day services and could also offer the services to people who may need some personal care. They would also be interested in offering a bathing service, subject to need.

Provider 2 would also seek to develop Hafan Deg into a dementia hub, building on the work they currently provide for people with dementia and their carers. This would be a place in the community that people could drop into for a cup of tea, some

information and advice and just a place to improve people's health and wellbeing and reduce their social isolation and offer carers a break.

Provider 2 would offer the office space as a hot desk facility to other voluntary and statutory groups. And also encourage other voluntary and statutory groups to use the facilities for meetings or to hold events.

Provider 2 stated, 'Having recently secured the tender to deliver Dementia services across North Wales we are interested in building up dementia friendly hubs across the 6 counties. We believe this is a good opportunity for us to begin this process in Denbighshire. We already facilitate drop in café's/groups in other areas of North Wales and the feedback from them is wholly positive. We would work with other providers and community groups in the area to offer local residents the sort of information/advice and activities they actually want as we would want the community to be fully involved in the running of the centre. We hear many stories of how people with memory problems and their carers become more and more isolated within their own communities and lose vital friendships and support. This can lead to more GP appointments being made, people spiralling into depression and just general unhappiness and crisis point being reached by carers sooner than it might have, resulting in care homes and hospital admissions. Our current work has informed us of the need for peer support for these carers and cared for and the feedback we are receiving from both users and local authorities is very positive. The people attending say they feel supported and valued in their communities again and better able to cope in their caring role as their own stress levels are lowered and their health and wellbeing is being supported'.

Provider 3

The project would include the asset transfer of the centre to a not for profit special purpose vehicle set up by Provider 3 and legally asset locked to our charitable purposes. The building would be transferred on a full repairing 99-year lease at a peppercorn rent. We would have no objection to a reasonable covenant on the building as long as it didn't exclude any commercial activity as this would not allow us to make the service sustainable in the long term. At the same time as the transfer we would be contracted to provide day services for a period of 5 years from the date of the asset transfer paying for services on a day rate basis equivalent to the authorities' current rate.

They would then look to make the centre sustainable in the long term by completing a number of projects,

- Locate our own service from the centre to reduce our costs
- Look to expand the day service. Increasing the number of day places available to the local authority as well as to those using direct payments to manage their own budgets and to private clients.
- Expand the facilities and services available to include respite care as well as other extensions to the service such as a bathing service.

- Use the facility as the base to establish a not for profit domiciliary care agency, using the combination of day care centre and home care to provide a fully joined up set of care options for clients of the service. Surpluses from this service would be used to support both the centre and our own charitable aims

Provider 3's aim would be to make Hafan Deg a real Beacon for the provision of day care and a facility that service users and the local community would want to use. They would see continued use of the building by the wider community to be key to building the centres reputation amongst the community. They are already exploring the possibilities of partnerships/collaboration with other organisations in both the private and 3rd sector to enable this project to become a practical reality.

Provider 3 are currently reviewing the provision of service in the Welsh language against the Welsh language standards 2016 and are committed to meeting these standards as soon as they can.

Provider 4

Provider 4 envisage Hafan Deg will continue to provide the existing services in situ to ensure continuity to the current service users. They will seek to expand and enhance the services by increasing the operating days and hours, offering a wider range of activities within the premises and the local community.

The building would be utilised to accommodate holistic needs of individuals to include specialist areas within the health and social care field for the whole community.

They will look to offer the building and their services to local groups such as children and young people's groups, health groups and social groups. They Visualise the Hafan Deg building as a community hub to enhance community spirit and ensure efficient services are provided to meet the community needs.

They envisage the Hafan Deg building would be gifted to the local community with Provider 4 taking full responsibility of the management of their services and maintenance of the building. The gifting of the building would reduce local authority costs for the staffing and maintenance of the building whilst benefiting the community as a whole.