

Neil Ayling
Chief Officer (Social Services)
Prif Swyddog Gwasaneathau Cymdeithasol



Sarah Rochira
Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Your Ref/Eich Cyf
Our Ref/Ein Cyf
Date/Dyddiad
Ask for/Gofynner am
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NA/EC
14/03/2017
Neil Ayling
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Dear Ms Rochira

Thank you for your letter of the 19 January 2018 and your analysis of our submission for the 'A Place to Call Home? – Impact and Analysis Report'. I am pleased to note your comments that the overall quality of our submission was good, and that all of our responses to your Requirements for Action have been analysed as 'Sufficient'.

I also appreciate that whilst Flintshire has demonstrated an acceptable level of progress there are areas which we need to further develop. In particular, I recognise that we need to link with the 'A Dementia Learning and Development Framework for Wales' work and how this will be implemented and monitored at a strategic level. Social Services will be reviewing our Dementia Actions in light of the Framework.

I also note your comments in relation to Befriending, and that there is work to do to ensure that residents are enabled to go outside to connect with their local community, to help them maintain and sustain external relationships that are vital to their wellbeing. In Flintshire, we are seeing profound changes within care homes with residents having meaningful social contacts outside the home. An example of this is care homes becoming more involved in Memory Cafes with 5 Care Homes attending the memory Café Christmas Ball, recent Cinema Screenings and Christmas Shopping Events. The Council is also continuing to engage with faith based support, extending our involvement with different denominations, for example the engagement of the Welsh Methodist Chapel community.

Flintshire's ongoing Action Plan is attached as an appendix and gives further detail on the work being undertaken to support the 'A Place to Call Home?' review.

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg

Your final report is being presented to Flintshire's Cabinet on Tuesday the 20th March, and to our Health & Social Care Overview and Scrutiny Committee Meeting on Thursday the 29th March, 2018. I will write to you following these meetings to provide you with any further actions and commitment that the either Cabinet or Scrutiny Committee agree.

With kind regards

A handwritten signature in black ink, appearing to read 'Neil Ayling', with a stylized flourish at the end.

Neil Ayling
Chief Officer, Community Services