

Social and Health Care Overview and Scrutiny Committee

Date of Meeting	21 January 2021
Report Subject	Update on Plas y Ywen Extra Care, Holywell
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief officer Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire Social Services and Wales & West Housing Association will imminently be opening Flintshire's fourth extra care scheme in Holywell, Plas yr Ywen.

The new £8.5m Plas yr Ywen extra care scheme, located on the former Ysgol Perth u Terfyn site Halkyn Road, will offer 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.

The scheme will follow the successful housing with care model, with an on-site care and support team and a range of facilities to promote and support independent living. In addition, it will have seven apartments on its memory floor to support individuals living with dementia or memory loss.

Construction of Plas yr Ywen commenced in 2018, it was due to open its doors in late January, but this has now been delayed following the announcement of the enhanced health protection regulations. A new date will be set for opening when the health protection measures allow for this.

RECOMMENDATIONS

1	To provide an update to Members on the progress of the Plas yr Ywen extra care scheme and the operational timeframe.
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REPORT DETAILS

1.00	EXPLAINING THE INFORMATION UPDATE ON PLAS YR YWEN EXTRA CARE SCHEME, HOLYWELL
1.01	Working in partnership, Flintshire Social Services and Wales & West Housing Association will imminently be opening Flintshire's fourth extra care scheme in Holywell, which takes forward the Council's priority in the Council Plan.
1.02	The new scheme, which is located on the former Ysgol Perth y Terfyn site on Halkyn Road Holywell, will offer 55 modern apartments consisting of x43 one and x12 two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.
1.03	Flintshire Social Services, along with its Housing Association Registered Social Landlord (RSL) partners, has a strong track record of providing extra care services and has 3 schemes already in operation in Flintshire: Llys Eleanor (Shotton), Llys Jasmine (Mold) and the most recent Llys Raddington (Flint).
1.04	Extra care continues to be an extremely popular housing choice for older people in Flintshire, which offers them the opportunity to live independently whilst having the support of an on-site care and support team, if and when needed.
1.05	Construction of the £8.5m extra care scheme commenced in 2018 with its local building partner Anwyl; work has progressed well, with slight delays encountered as a result of Covid-19 pandemic and the nationwide lockdowns. The hand-over for Plas y Ywen is scheduled for 8th January 2021.
1.06	The scheme will follow the successful housing with care model, with an on-site care and support team and a range of facilities that promote independent living. Replicating Llys Jasmine and Llys Raddington, Plas yr Ywen will have x7 apartments on its memory floor to specially support individuals living with dementia or memory loss.
1.07	The facilities at Plas yr Ywen are similar to those in our existing schemes in Shotton, Mold and Flint. These include: <ul style="list-style-type: none">o 55 modern spacious apartments with en-suite walk-in shower rooms and contemporary fully fitted kitchenso Private terraces and balconieso Assisted bathroomso On-site restaurant, serving freshly cooked meals dailyo Lounge and activity areaso Guest suite

	<ul style="list-style-type: none"> o Laundry facilities o Landscaped gardens and a unique ancient woodland walk o Buggy store
1.08	The scheme has benefitted from a comprehensive marketing campaign which has resulted in a total of 232 expressions of interest from individuals and families, mainly from the Holywell locality.
1.09	<p>During the last 18 months partners have focused on the planning and preparation for the operational opening of Plas y Ywen, this has included:</p> <ul style="list-style-type: none"> o 123 home visits have been undertaken to assess those individuals who have expressed an interest in the scheme. Many of these are currently being re-assessed due to the delays encountered and the changes in individual circumstances. o The Approval and Allocation Panel has approved 51 individuals to date and to allocated 43 apartments. A further 9 individuals pending a panel outcome and 17 on the waiting list. o Appointment of the Extra Care Manager (Wales and West Housing), the Care and Support Manager and Senior Support Worker (Flintshire Social Services) have been made. These members of staff during the Covid-19 pandemic were re-deployed to other critical front line services in order to help respond to the crisis. o A full care and support team has been recruited. These staff too were re-deployed to other services, such as Ty Trefynnon (formally Coed Duon) and will be starting in Plas yr Ywen once it opens. o Dedicated occupational therapy and financial assessment support have been secured for the scheme in the lead up to opening and post move in. o A training programme has been scheduled to commence in January 2021, once the building has been handed over, this will include generic, on-site and specific training for all staff relating to the building, telecare and the care and support.
1.10	Plas yr Ywen will see a new smart digital solution being used in the scheme; the Appello Living Hub is a digital system which enables audio and video communication, along with valuable data insights to flow between properties, individual homes and site staff. Features of the system include: digital emergency alarm, voice and video calling, notifications, video door entry, telecare compatibility and smart home connectivity. The Site Management dashboard features, which will benefit the care and support team, include: call records and 7 day histories, pendant device management, battery life alerts and notifications.
1.11	This is a positive step forward which will enable individuals to be more empowered to lead independent and fulfilled lives through a blend of support and technology. The Living Hub has open standards which means it can integrate with existing technologies such as Amazon Eco and other voice activated devices. There is also a Living Hub App available which has internet connection so can download reminder apps, daily diary apps, skype and other family communication apps.
1.12	Individuals will start to move into the scheme as soon as public health guidance allows. A mobilisation plan is currently being finalised by partners to facilitate a smooth move in period for everyone.

1.13	It should be highlighted that the Covid-19 pandemic has understandably had an impact on the development of the scheme and the move in of individuals, for example individual circumstances have changed, health and care needs have changed, partners are required to follow all national guidance on tenancies and move ins etc. However, the move in plan for individuals ensures the safety of everyone concerned whilst also providing a warm welcome into their new home.
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2.00	RESOURCE IMPLICATIONS
2.01	As with previous extra care scheme developments, Flintshire County Council has worked in partnership with Wales and West Housing Association in supporting the capital investment required for the building and land. Wales and West Housing Association has utilised capital funding from a range of sources to support the development, including Welsh Government Social Housing Grant funds, ICF and Housing Finance Grant. Wales and West are the owners of the building so will therefore be the responsible landlord for all tenancies and will manage and maintain the building.
2.02	The care and support at Plas yr Ywen is being provided in-house by Flintshire Social Services. The required revenue funding from the social care budget has been approved from 2020/21 onwards.
2.03	The care and staff team have been successfully recruited and trained in readiness for their commenced employment in Plas yr Ywen. Due to the pandemic, majority of the staff team were recruited in readiness for the opening in early 2020, however these individuals were re-deployed to other services such as Ty Trefynnon and it is worth highlighting that this temporary move has given invaluable experience to the staff team which will benefit the individuals living in Plas yr Ywen.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Extra care is most successful when it uses the thirds model for the mix of care needs (one third low level needs, one third medium level needs and one third high level needs); this helps us to manage the care and support needs, ensures flexibility and times of support across the team. There is currently a risk that we won't achieve this model based on the allocated individuals and current interest in the scheme. Unfortunately, Covid-19 and the associated delays has resulted in changes of care and support needs of individuals and also the anxiety/ fear about the potential move into such as scheme (when national guidance has been advising the most vulnerable to socially distance and protect themselves); this has resulted in a shift in the mix of care needs. Partners have been working closely to raise awareness that medium and higher levels of care needs are still welcomed within the scheme and this is being closely monitored by senior managers. Both Wales and West and Flintshire are in agreement that the scheme should not just been filled to avoid voids but filled with the correct individuals who would benefit most from living in extra care.

3.02	The moving local picture of the pandemic continues to be closely monitored and there is a risk if national restriction are re-introduced that there will be adjustments made to the planned opening or operations of Plas yr Ywen. Guidance from Welsh Government and Public Health Wales will be monitored and followed at all times to ensure a safe opening of the scheme.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	N/a – operational update.

5.00	APPENDICES
5.01	Elevation plan pdf
5.02	Woodland General Layout plan pdf
5.03	Construction Pictures 1
5.04	Construction Pictures 2
5.05	Construction Pictures 3
5.06	Construction Pictures 4

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Susie Lunt, Senior Manager Integrated Services, Lead Adults, Social Services Telephone: 01352 701407 E-mail: susie.lunt@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	Extra Care Scheme – extra care schemes provide independent living and greater housing choices for some older people in Flintshire. Flintshire has three existing schemes in Shotton, Mold and Flint, with a four scheme under construction in Holywell.
8.02	Registered Social Landlord (RSL): The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that are

	registered with the government to provide homes for people in housing need.
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