



Neuadd y Sir / County Hall, Llandrindod, Powys, LD1 5LG

QUESTIONS AT ANY TIME TO CABINET PORTFOLIO HOLDERS

Question From:	County Councillor Gareth Ratcliffe
Subject:	Pryderon ynghylch Systemau Galwadau Gofal yn y Cartref yn ystod Newid Digidol / Concerns Regarding Home Care Call Systems During Digital Switchover
Question To:	County Councillor Sian Cox Cabinet Member for a Caring Powys

Question:

I am writing to express my concerns regarding the home care call systems in Powys, particularly in anticipation of the digital switchover. With the transition to digital systems, I worry about the reliability of these systems during power cuts or digital outages.

As someone who deeply values the safety and well-being of those in need of home care services, I seek clarification on the measures the council has implemented or plans to implement to ensure the continued functionality of home care call systems in such situations. Specifically, I would like to know:

1. What steps has the council taken to ensure home care call systems remain operational during power cuts?
2. How will the council address potential disruptions in-home care services caused by digital outages?
3. Are there backup systems or contingency plans to maintain communication and support for individuals relying on home care services during unforeseen circumstances?

Understanding the council's strategy for mitigating these concerns would greatly alleviate apprehensions within the community and ensure the uninterrupted provision of essential care services to vulnerable individuals.