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Dear Llais,

Thank you for your most recent engagement report from the Builth & Llanwrtyd locality.

Thank you for continuing to provide the Feedback Reports to the Social Services Feedback team alongside myself so they can progress relevant aspects through the Quality Assurance processes for both Adults and Childrens Services. This considers learning and outcomes, and promotes best practice from complaints, compliments and feedback; actions are noted and monitored and themes are recorded in the Annual Complaints Report. The Llais Feedback Report and Powys' response to the same will be considered at Social Services Briefings to Portfolio Holders and provided to Health and Care Scrutiny.

As previously requested, Llais may wish to share Powys County Council's Social Services Feedback leaflet at engagement events, or signpost people to our feedback webpage at <https://en.powys.gov.uk/article/11274/Social-ServicesCompliments-Comments-and-Complaints-Process>

A more limited response has been provided where the Feedback was anonymous and / or limited. If an individual requests a detailed response on their personal circumstances, please encourage them to make contact via the contact information provided above. In some instances, it was not clear which council service the Feedback related to; and in some cases it may have related to other organisations' service delivery such as Powys Teaching Health Board's Mental Health Services for example.

Comment	Response	Action
<b>A patient was unable to leave hospital for two months, due to the delay in setting up a care package. They were eventually transferred to a Care Home.</b>	The shortage of carers to provide care to those in the community is a national issue, which can contribute to discharge delays. Powys County Council continues to work with partner agencies and providers to manage and address the continuing challenge around shortage of carers. Initiatives such as the Health and Social Care Academy and a more streamlined council recruitment process for carers is now in place. This is already showing benefits and providing some relief, but we recognise there is still work to be done to address the shortage in packages of care due to shortage of carers.	

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You are welcome to contact us in Welsh. We will respond in Welsh, without delay.



<p><b>A patient had experienced many hospital' stays and had been in hospital since July. They were frustrated that the care package and home adaptations required were taking a long time to be organised. They found the lack of communication and update was demoralizing.</b></p>	<p>Further to the comment above, noting this is in relation to a specific named care setting. Adult Services identified that establishing a specific worker liaising with this setting would be helpful. A Reviewing Officer has been identified to support residents with information and advice, work is on-going to make this sustainable.</p>	
<p><b>A patient did not receive any explanation about why their care package was delayed. They described their room like a 'prison cell' and that Glan Irfon was like a 'place for the forgotten' although the staff were kind and friendly. The patient did not have a social worker and described feeling 'cast aside', unable to access professional advise and information about the transfer of care which they might have been able to get in a hospital setting.</b></p>	<p>Please see both responses above. We are sorry to hear anyone's experience that is not positive, and would welcome the opportunity to learn more about this specific individual and the circumstances they found themselves in.</p>	
<p><b>People commented on staff shortages and the difficulty in setting up care packages, especially in the rural areas. One example was a package being agreed 4 months ago but was not arranged despite contacting the Council on a regular basis. This led to people trying to care for their loved ones without support and respite.</b></p>	<p>Please see the previous responses. We are very sorry for any delay in setting up a package of care and continue to work on addressing the challenges that prevent packages of care being delivered in a timely manner.</p>	
<p><b>One person spoke about inappropriate comments made by someone when they were suffering with depression and contacted Social Services to seek help.</b></p>	<p>We would very much like the opportunity to understand their experience and the situation within which the comment arose to promote a change of practice that may be necessary.</p>	
<p><b>A number of pupils said they would like to see First Aid courses in schools, because of</b></p>	<p>The Director of Education has agreed to share this concern with Headteachers, and signpost to organisations that deliver First</p>	<p>Director of Education to liaise with</p>



<p>worries about ambulance waiting times. Some pupils had received first aid training in groups/activities they attend outside of school, and they thought it was important for all young people to receive the training.</p>	<p>Aid Awareness sessions and could deliver life-saving skills to pupils in school.</p>	<p>Headteachers and share details of organisations who could deliver First Aid sessions such as St John Ambulance Cymru.</p>
<p>We spoke to young people about the intention for Llais/Junior Start Well Board to carry out a mental health survey with young people. The pupils said that they would feel more comfortable and prefer this to be done as an anonymous and online survey rather than through small face-to-face focus groups. The pupils suggested this could be done through school, as other surveys are done that way, and might be possible to arrange through the Headteacher.</p>	<p>This point will be shared with the Children's Commissioning Team who facilitate the Junior Start Well Board.</p>	
<p>Some individuals said that they would like Carers to have more time for visits and for there to be more social interaction during them.</p>	<p>Powys County Council has committed to care calls of no less than 30 minutes. Feedback shows that, on occasion, this can be longer than the individual needs and is generally sufficient to ensure the care needs are met. This is balanced with ensuring minimal risk to not overwhelming staff or reducing capacity to deliver care.</p>	<p>We will continue to monitor views from Care Providers and from representatives on service user forums.</p>
<p>One person commented that their carers were usually late and this led to fear of falling and toileting accidents.</p>	<p>Unfortunately, there are times where carers may be unavoidably delayed, for example if another service user is unwell and requires unplanned additional care, or there are traffic works taking place. Care Providers are always happy to receive feedback from service users, especially if the matter is persistent.</p>	
<p>There were some comments about the need for more help to be available and offered to older</p>	<p>Please encourage residents to contact ASSIST if they feel they may benefit from additional support to help meet their</p>	



<p><b>people, for example help with physical tasks around the home and help at mealtimes.</b></p>	<p>needs. A call handler will have a 'what matters' conversation with the individual to understand their care and support needs better to refer them on to the Service for assessment or signpost them to another service that can meet their needs.</p> <p>ASSIST 0345 602 7050 <a href="mailto:assist@powys.gov.uk">assist@powys.gov.uk</a></p>	
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I hope the information and comments provided above are helpful, informative and constructive. Please confirm if this approach to responding to your Feedback still meets with your requirements.

Yours sincerely,

Nina Davies  
**Cyfarwyddwr Dros Dro Gwasanaethau Cymdeithasol a Thai**  
**Director of Social Services and Housing**