



# Y Gaerffili A GAREM THE Caerphilly WE WANT

## Population Needs Assessment Survey

### Social Services Well-being (Wales) Act 2014

#### Background

In drafting the Caerphilly County Borough Area Assessment of Local Well-being a close working relationship has been established and maintained with the Gwent Regional Transformational Lead for the *population assessment* under the Social Services Well-being (Wales) Act 2014. The Social Services Act requires Local Authorities and Health Boards to undertake an individual population needs assessment identifying peoples' need for care and support, including support for people providing care, and demand for preventative services. A regional report is required to be submitted to the Welsh Government by April 2017 (the same timescales as for the assessment of local well-being). The PNA is set out over 7 care themes: Children/Young People; Older People; Health/physical disabilities; Learning Disabilities; Mental Health; Carers and Gender based violence.

Similar to the assessment of local well-being the PNA requires a *situational analysis* highlighting local need, and a *response analysis* highlighting the next steps in meeting the needs raised by partners through service provision planning. The PNA will drive joint commissioning arrangements and help determine priorities for the new regional Partnership Board required under the Social Services legislation. It is envisaged that a closer working relationship will be established between Gwent Regional Partnership Board and Caerphilly Public Services Board through the alignment of both future work plans in avoiding duplication around early intervention and preventative services.

To provide Caerphilly county borough data to feed into the PNA a questionnaire survey on improving health and social care provision in the Caerphilly county borough was undertaken of participants at our five community engagement events, with similar questions asked in a county borough wide questionnaire survey on Future Generations - *The Caerphilly YOU Want Survey 2016*.

## Overview of Findings

### Health and Social Care Questionnaire

At the community engagement events participants were given the opportunity to complete a short questionnaire survey on improving health and social care provision in the Caerphilly county borough looking at now, and for 25 years a-head. The findings are presented individually for each community area: but it is worth highlighting the collective strong themes emerging which are:

- need for better access to GP services, and at a range of times suiting the needs of working people such as early morning and evening (this also come up in the Armed Forces Day, where people noted difficulties in gaining GP appointments);
- integrated health and social care services;
- accessibility to shops and services particularly for people with mobility problems, or without their own transport;
- loneliness and isolation being an issue, and especially as we grow older and the need for services to address this (raised frequently throughout the engagement events, and by people of all ages, although becoming more prevalent in the responses of participants 65+);
- quicker response times for primary and secondary care appointments;
- tackling poor mental health (a consistent theme throughout the engagement events undertaken);
- the importance of safe communities for overall well-being;
- Clean air, and access to countryside;
- all respondents had difficulties in identifying what their health, and social care needs might be 25 years ahead, with limited responses to these questions.

**The Caerphilly YOU Want Survey 2016** – mirrored the findings from the community engagement events questionnaire survey.

The full findings are presented below for both the questionnaire surveys:

## Community Engagement Events Health and Social Care Questionnaire Findings

### Upper Rhymney Valley Event 28 July 2016

The questionnaire survey was completed by 8 people. People completing the survey ranged in age from 25 years to 71 years. Summarised below are the comments received for each of the survey's questions, with a selection of direct quotations given:

In relation to your health and social care needs today:

1. What do you feel are your greatest health needs?

Better access to GP services (mentioned by 3 respondents)

Mental Health (mentioned by 2 respondents)

Diabetes management (mentioned by 1 respondent)

Hospital appointment not being cancelled at last minute (mentioned by 1 respondent)

Direct quotation:

*A priority is getting GP appointments made easier especially for those people who are working, having to ring up before 9am with no response is madness.*

2. What do you feel are your greatest social care needs?

Substance misuse (including drug and alcohol) (mentioned by 4 respondents)

More services provided in the community (mentioned by 2 respondents)

Poverty (mentioned by 2 respondents)

Homelessness (mentioned by 1 respondent)

Domestic abuse (mentioned by 1 respondent)

Community safety (more support needed from police) (mentioned by 1 respondent)

Dementia (mentioned by 1 respondent)

Smoking (mentioned by 1 respondent)

Care plans (mentioned by 1 respondent)

Post hospital care (mentioned by 1 respondent)

Good maternity services (mentioned by 1 respondent)

Some direct quotations:

*Doctors who respond to the needs of the area and not merely handing out scripts.*

*More NHS staff needed.*

*There needs to be a plan for better post hospital care with care plans agreed by the patients/client not simply on the whims of bureaucrats and*

*accountants.*

*Getting people with learning disabilities involved in the community and not looked away in day centres.*

*People with complex needs should be in the community.*

3. What do you need to help support yourself?

Keep fit programmes in the community (mentioned by 2 respondents)  
Improve diabetes care (mentioned by 1 respondent)

4. What services are needed?

Better joined up provision (mentioned by 2 respondents)  
More domestic abuse provision (mentioned by 1 respondent)  
Early interventions in schools (mentioned by 1 respondent)  
Better mental health services (mentioned by 1 respondent)

Some direct quotations:

*Good all round services are needed with joined up undertaking between health and social services.*

*Mental health all aspects...and carers given a voice not only through volunteers groups. We have a poor track record under funding.*

*Maternity is another area. Very little support for new mothers.  
Strong partnership working needed to maximise resources and focus direction and embrace informed grassroots of inputs of community health champions who have received training.*

In relation to your health and social care needs in 25 years' time:

5. What do you feel will be your greatest health needs?

Good access to GPs (mentioned by 1 respondent)  
Good access to hospital services (mentioned by 1 respondent)  
Mental health provision (mentioned by 1 respondent)

6. What do you think will be your greatest social care needs?

Domestic abuse (mentioned by 1 respondent)

7. What do you think you will need to help support yourself?

No support needs were identified by any of the respondents

8. What services do you think you will need?

No services need identified by any of the respondents

## **Mid Valleys West Event 25<sup>th</sup> August 2016**

The questionnaire survey was completed by 7 people (with one person completing in Welsh). People completing the survey ranged in age from 52 years to 83 years. Summarised below are the comments received for each of the survey's questions, with a selection of direct quotations given:

### **In relation to your health and social care needs today:**

#### **1. What do you feel are your greatest health needs?**

Better access to GP services (mentioned by 5 respondents)  
Fresh air and cleaning living environment (mentioned by 2 respondents)  
Basic care/health advice throughout the medium of Welsh (mentioned by 1 respondent)  
Health screening services (mentioned by 1 respondent)  
Shorter waiting times for elective surgery (mentioned by 1 respondent)

#### **2. What do you feel are your greatest social care needs?**

Care for older people (mentioned by 2 respondents)  
Accessibility/mobility needs (mentioned by 2 respondents)  
Local services should be developed ensuring Welsh language provision (mentioned by 1 respondent)  
Transport to local clubs, shops, surgery (mentioned by 1 respondent)  
Community cohesion (mentioned by 1 respondent)  
Loneliness (mentioned by 1 respondent)

#### **3. What do you need to help support yourself?**

Better information about services available (mentioned by 3 respondents)  
Self-help groups (mentioned by 2 respondents)  
Local chemists and local shops (mentioned by 1 respondent)  
Access to health screening and treatments (mentioned by 1 respondent)  
Access to alternative health therapies (mentioned by 1 respondent)

#### **4. What services are needed?**

Drop in centres for older people (mentioned by 2 respondents)  
Better more timely diagnosis (mentioned by 1 respondent)  
Flexible timely services to enable hospital discharge (mentioned by 1 respondent)  
Housing adaptations (mentioned by 1 respondent)

#### **Some direct quotations:**

*Drop in centres for the elderly as we feel at our age we have nowhere to go to discuss our daily living. We feel because of our age we are forgotten about.*

*Drop in centres, to talk to someone because of age. We sometimes feel isolated.*

*Need complete commitment to developing health services and social care throughout the medium of Welsh.*

**In relation to your health and social care needs in 25 years' time:**

5. What do you feel will be your greatest health needs?

Good access to GPs (mentioned by 1 respondent)

More timely provision of necessary operations such as hip, knee (mentioned by 1 respondent)

6. What do you think will be your greatest social care needs?

No respondents were able to answer this question.

7. What do you think you will need to help support yourself?

No respondents were able to answer this question.

8. What services do you think you will need?

Future proof planning needed (mentioned by 1 respondent)

**Some direct quotations:**

*Undertake serious planning for the future especially energy security and renewables. More emphasis on the future rather than meeting perceived immediate needs.*

## **Mid Valleys East Event 11<sup>th</sup> August 2016**

The questionnaire survey was completed by 4 people. People completing the survey ranged in age from 33 years to 68 years. Summarised below are the comments received for each of the survey's questions, with a selection of direct quotations given:

### **In relation to your health and social care needs today:**

#### **1. What do you feel are your greatest health needs?**

Better access to GP services (mentioned by 2 respondents)  
Opportunity for exercising outdoors (mentioned by 2 respondents)  
Doctor or nurse on call (mentioned by 1 respondent)  
Indoor exercising opportunities such as yoga (mentioned by 1 respondent)  
Promote response to requests for treatments/appointments (mentioned by 1 respondent)  
Less stress and pressure at work (mentioned by 1 respondent)  
Greater access to dieticians (mentioned by 1 respondent)  
Greater access to chiropodists (mentioned by 1 respondent)

#### **2. What do you feel are your greatest social care needs?**

There were no responses to this question.

#### **3. What do you need to help support yourself?**

Cheaper gym membership (mentioned by 1 respondent)  
More funding for allotments and growing food projects (mentioned by 1 respondent)  
More maintenance of footpaths and vegetation (mentioned by 1 respondent)  
Cleaner streets and walkways (mentioned by 1 respondent)

#### **4. What services are needed?**

More youth centres for young people (mentioned by 2 respondents)  
To maintain care workers for older people (mentioned by 2 respondents)  
Cheaper public transport (mentioned by 1 respondent)  
Shopping centres with easy access (mentioned by 1 respondent)  
More police presence (especially during evenings (mentioned by 1 respondent)  
More sheltered housing (mentioned by 1 respondent)  
More residential care (mentioned by 1 respondent)

#### **Some direct quotations:**

*An Accident and Emergency in Ystrad Fawr that copes with all kinds of accidents.*

*More activities centres for elderly to avoid obesity.*

**In relation to your health and social care needs in 25 years' time:**

None of the respondents were able tackle looking at their needs 25 years hence.

## **Lower Islwyn Event 20<sup>th</sup> September 2016**

The questionnaire survey was completed by 13 people. People completing the survey ranged in age from 25 years to 82 years. Summarised below are the comments received for each of the survey's questions, with a selection of direct quotations given:

### **In relation to your health and social care needs today:**

#### **1. What do you feel are your greatest health needs?**

Better access to GP services (mentioned by 9 respondents)  
Better mental health care (mentioned by 2 respondents)  
More joined up health services (2 respondents)  
An efficient Accident and Emergency Service (mentioned by 1 respondent)  
Better links between hospital and care to get people home (mentioned by 1 respondent)  
Better access to NHS dentists (mentioned by 1 respondent)  
Better care for older people (mentioned by 1 respondent)  
Dementia care (mentioned by 1 respondent)  
Obesity (mentioned by 1 respondent)  
Smoking (mentioned by 1 respondent)  
Smear tests for women on request (mentioned by 1 respondent)  
Cancer (mentioned by 1 respondent)  
Social isolation (mentioned by 1 respondent)  
Health education (mentioned by 1 respondent)  
Access to affordable fitness related activities (mentioned by 1 respondent)  
Better air quality (mentioned by 1 respondent)

#### **Some direct quotations:**

*More mental health services that can be utilised at a low level of care as preventative measure against more severe mental health issues.*

*More needs to be done in making it easier to get doctors' appointments – and to be able to make a phone call for an appointment at a mutually convenient time, and not having to call back late morning/afternoon.*

*Getting doctors' appointments are my biggest problem...and not being able to make an appointment for anytime during the day with one phone call.*

*Free dental care needs to be protected.*

*More time is needed to talk to your doctor.*

*In Cwmcarn a visit to the Gwent Hospital is difficult if you have not got a car. We have as a Senior Citizens Organisation asked local bus company to supply a X bus through the village – perhaps pressure from yourselves might help this situation.*

*Remove car parking fees at Penyfan Pond, Cwmcarn Scenic Drive, and Full Moon. These places are part of our well-being, which are seriously limited.*

## **2. What do you feel are your greatest social care needs?**

Care for older people including provision of activities (mentioned by 5 respondents)

Better care and provision of mental health services (mentioned by 3 respondents)

Greater access to shops and local amenities (mentioned by 1 respondent)

### **Some direct quotations:**

*Greater community spirit...leading to less isolation, better happiness and health, perhaps even less crime.*

*Living in sheltered housing more integration into wider society is needed...it's difficult to get other residents interested.*

*I am very lucky I belong to a ramblers group, and am able to walk 7 mile walks. My health is very good. I am not on any medication, and am very active.*

## **3. What do you need to help support yourself?**

Health and social-care should be under one umbrella (mentioned by 1 respondent)

More focus during the day (mentioned by 1 respondent)

More cycle paths (mentioned by 1 respondent)

### **Some direct quotations:**

*Encourage less car travel and more cycling and walking.*

*Connect me with various activity groups for exercise and social interaction.*

## **4. What services are needed?**

Palliative care (mentioned by 1 respondent)

Nutrition advice (mentioned by 1 respondent)

Day centres for the disabled (mentioned by 1 respondent)

Assisted living opportunities for people with both physical and/or learning disabilities (mentioned by 1 respondent)

More housing for older people (mentioned by 1 respondent)

Shopping help for housebound people (mentioned by 1 respondent)

More carers (mentioned by 1 respondent)

### **In relation to your health and social care needs in 25 years' time:**

None of the respondents were able to answer these questions.

## **Caerphilly Basin Event 7<sup>th</sup> September 2016**

The questionnaire survey was completed by 13 people (with one completed in Welsh). People completing the survey ranged in age from 26 years to 74 years. Summarised below are the comments received for each of the survey's questions, with a selection of direct quotations given:

### **In relation to your health and social care needs today:**

#### **1. What do you feel are your greatest health needs?**

- Clean air (mentioned by 4 respondents)
- Mental Health (mentioned by 3 respondents)
- Better access to GP services (mentioned by 3 respondents)
- A local hospital with full Accident and Emergency (mentioned by 3 respondents)
- Emergency Services when needed (mentioned by 2 respondents)
- Access to open countryside and natural heritage (mentioned by 2 respondents)
- More NHS dental provision (mentioned by 1 respondent)
- Physical Health (mentioned by 1 respondent)
- Coronary heart disease (mentioned by 1 respondent)
- Asthma (mentioned by 1 respondent)
- Diabetes (mentioned by 1 respondent)
- Obesity (mentioned by 1 respondent)
- Emotional well-being (mentioned by 1 respondent)
- Help with managing stress (mentioned by 1 respondent)
- A need for transport for health appointments (mentioned by 1 respondent)

#### **2. What do you feel are your greatest social care needs?**

- Support for unofficial carers and access to carers assessments (mentioned by 2 respondents)
- Support for older people and greater choice of care options (mentioned by 2 respondents)
- More carers for older people (mentioned by 1 respondent)
- Interaction with other people (mentioned by 1 respondent)
- Encouragement to join in social activities (mentioned by 1 respondent)
- Help to prevent isolation (mentioned by 1 respondent)
- Help with housework (mentioned by 1 respondent)
- Help with shopping (mentioned by 1 respondent)
- Support for young people and their needs, such as pregnancy services (mentioned by 1 respondent)
- More carers for older people (mentioned by 1 respondent)

#### **3. What do you need to help support yourself?**

- An improved diet (mentioned by 3 respondents)

A variety of provision of fitness activities (mentioned by 3 respondents)  
Services and facilities within working distance of my home (mentioned by 3 respondents)  
Green spaces and open country side (mentioned by 2 respondents)  
Less expensive care homes (mentioned by 1 resident)  
Domestic abuse support (mentioned by 1 respondent)  
Awareness of what services are available (mentioned by 1 respondent)  
More meaningful opportunities for people with disabilities and support to access these (mentioned by 1 respondent)  
Clean, safe streets (mentioned by 1 respondent)  
Even pavements for avoiding tripping (mentioned by 1 respondent)

#### **4. What services are needed?**

Mental health support (mentioned by 2 respondents)  
Keeping areas green (mentioned by 1 respondent)  
After surgery hospitals contacting people one-year on to see how the are (mentioned by 1 respondent)  
Integrated health and social care services (mentioned by 1 respondent)

#### **Some direct quotations:**

*More organisations such as Mind and Mental Health charities. More access to the NHS and Community Mental Health Teams. More immediate referrals to doctors and less waiting times for doctors.*

*Help to extend holistic services to make people feel better. A return to real community values, and supporting people to help themselves.*

*As you grow older access to services becomes harder, but I have noticed that young peoples' services are reducing. We need to get preventative.*

*I really think that it makes sense to have one Health and Social-care service within one budget. More effective use of resources, less duplication, and much better outcomes for service user, with provision of low level support services for people to help themselves.*

*Worries regarding medical appointments that are out of County and difficulties in travelling to Neville Hall Abergavenny County Hospital for example.*

*Easy access to hospitals with a fear many of our hospitals are difficult to get to.*

#### **In relation to your health and social care needs in 25 years' time:**

None of the respondents were able to answer these questions.

## **Well-being of Future Generations Act The Caerphilly YOU Want Survey 2016**

A total of 172 completed survey responses were received, eliciting the following views around health and social care:

### **What do you feel are your greatest health need?**

- The need for a 24 hour accident and emergency service at Ystrad Fawr
- Access to GP services – reduced waiting times and extended opening hours
- Healthy lifestyles – support with weight management and healthy eating, opportunity to exercise, leisure and fitness provision
- Mental health support
- Dental services – increased provision

### **What do you feel are your greatest social care needs?**

- Improved access to services across the board and specifically
  - Integrated care services
- Information on what is available
- Support for older people (to remain independent)
- Support in the community – facilities such as day care
- Support for adults and children with disabilities
- Support for those with mental health issues
- Housing appropriate to needs of all sectors of the community

### **How can we help you to improve your wellbeing?**

- Maintain open green space
- Maintain and improve cycle and walking routes
- Encourage active lifestyles
  - Leisure services including leisure centres - accessible (opening hours) and affordable
- Healthy living support – nutritional advice
- Health monitoring
- Cultural activities
- Adult education opportunities
- Support for mental health – counselling – accessible and affordable

### **What health and social care services do you think are needed in Caerphilly county borough?**

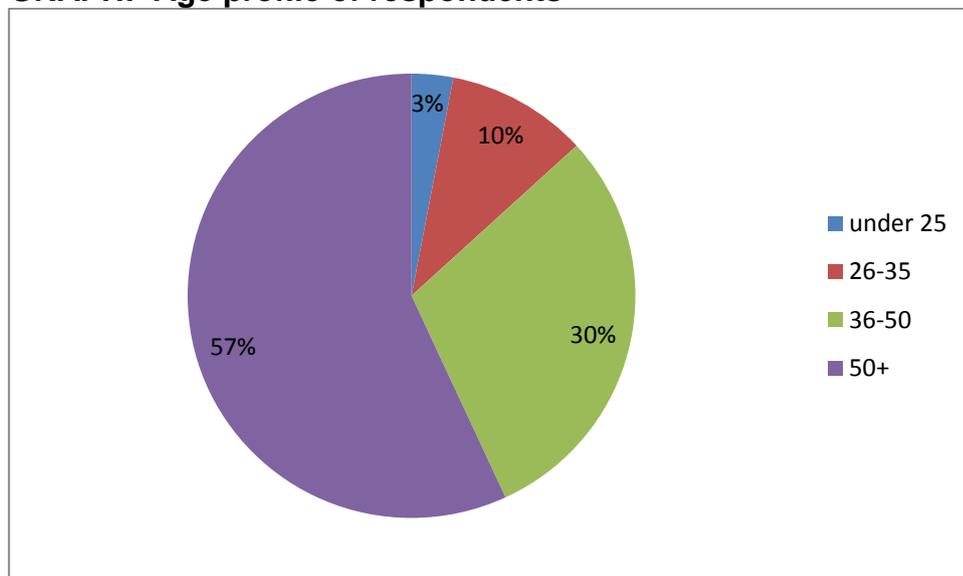
- Focus on prevention - screening
- Ageing population needs to be provided for – homecare
- Mental health support
- Provide more services from Ysbyty Ystrad Fawr
- Joined up approach to health and social care

### Respondent Profile

Of people who responded to the personal information section, 39% were female and 61% were male. Over 99% of respondents were white <1% (1 person) was of Black African Caribbean origin.

The age profile of respondents is highlighted in the graph below.

**GRAPH: Age profile of respondents**



Just over a third (37%) had a disability, long term illness or health problem.

Residents from right across the Caerphilly county borough responded to the survey although there was a concentration of respondents in the southern/central part of the borough with 59 respondents from Caerphilly Basin, 36 from Mid Valleys West, 34 from Mid Valleys East, 19 from the Upper Rhymney Valley and 17 from Lower Islwyn.