

'In Conversation'

with Guy Page, Head of Development and Partnerships for Wales and South for Consensus

Developing new services to meet the needs of existing supported individuals.

While a key focus of the Development and Partnerships team is to re-invest and repurpose existing services to continue to meet the need of the existing individuals we support, where it is determined that the service building is no longer fit for purpose, the team will look to invest in a new development in the same area that is better able to meet the needs of the individuals and those of the local community.

A recent example of this has been the development of Ty Cwtch in Caerleon, Newport, which was specifically developed to replace Glynhir and Pentwyn; a Consensus supported living service, also based in Caerleon, Newport.

Glynhir and Pentwyn (originally two semi-detached buildings) were originally designed to provide support and accommodation for up to eight adults with moderate learning disabilities, however both buildings required extensive refurbishment in order to be fit for purpose and a decision was made that a much better option, both commercially and for the quality of life of the individuals currently living

at the service, was to invest in a new development.

From the outset of the new development project, Guy Page, Head of Development and Partnerships for Wales and South, engaged with local commissioners from Newport to ensure the plans for the new service met with the local needs of the community.

News of the new project was very well received by local commissioners who were supportive of Consensus' decision to invest in a new property rather than try to patch up an existing building that was no longer fit for purpose.

Following an extensive search of the local area, Guy found a suitable privately owned home, which was bought by Consensus and once planning permission was granted, re-developed into a supported living service consisting of six bedrooms, all with en-suite facilities and a large communal area to support social interaction.

Another important aspect of the success of the project was bringing the families of the supported individuals who were currently



living at Glynhir and Pentwyn on that journey so that they could understand the benefits and positive outcomes that would be achieved for their loved ones by transferring them to a brand new service. It was also important to bring the support team on the same journey as many have worked at the service for a number of years and could help define how the service could work for the people they support. With the families and our colleagues we worked on a positive transitions plan bespoke to each person at Glynhir and Pentwyn.

As Glynhir and Pentwyn had been their home for many years, it was vital to carefully plan the transition and help the individuals to understand the change and

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support plan, with an onsite team providing personalised support tailored to each individual's needs. The focus is on supporting people to enjoy greater independence and greater control and autonomy over their lives while also supporting them to lead an active and meaningful life as part of their local community.

A modern environment better suited to meet individuals needs

The new development provides a modern environment with level access which provides better support for those with mobility issues. Although Glynhir and Pentwyn was also a supported living service, the environment was tired and no longer fit for purpose whereas Ty Cwtch is much more fit for purpose as a supported living service.

A central location that provides more opportunities for community interaction

The new property is right in the heart of the village. This will provide individuals with more opportunities to be an active part of their community which will have a positive impact on their lives.

the positive outcomes they would receive as a result. The team put together a storyboard for the supported individuals to support their understanding and used this to talk to the individuals about their new home in the lead up to the move. They also involved the individual's families, who were able to have conversations with them and reinforce the positive messages about their new home. The initial plan had been to see a move before Christmas but it was clear that a move in the New Year would be better, as Christmas was such an important time of year for them and it was felt that

one last Christmas in the current building would be better.

A further individual has been offered a place at Ty Cwtch and the final two rooms available will be used to meet the needs of other individuals within the local area and Guy is working closely with commissioners to find suitable individuals to move into the service.

Positive outcomes

Personalised support tailored to meet individuals needs

At Ty Cwtch, each individual has their own tenancy and their own



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