



Understanding Adult Social Services in Flintshire

Supporting People Today, Planning for Tomorrow

What does Adult Social Care do?

Adult Social Care supports people to live safe, independent and fulfilling lives for as long as possible. We work with:

- Older people who need care and support.
- Adults with physical disabilities.
- People with learning disabilities.
- People experiencing mental health challenges.
- Unpaid carers.
- Adults who may be at risk of abuse or neglect.

Our role is to help people achieve what matters to them, maintain independence wherever possible, and provide care and protection when needed. Adult Social Care also plays a vital role in supporting hospital discharge, preventing crises and reducing pressure on NHS services.

What Adult Social Care Doesn't Do

There are often misunderstandings about what Adult Social Care can provide.

Adult Social Care does not:

- Provide services to everyone who contacts us.
- Replace support that can be safely provided by families, friends, communities or voluntary organisations.
- Fund services where needs can be met through information, advice, community support or other available resources.
- Provide support where people do not meet the national eligibility criteria set by Welsh Government.
- Control NHS waiting times, housing availability or wider national issues that can affect people's wellbeing.

We have a legal duty to assess people who may need care and support, but support funded by the Council can only be provided where statutory eligibility criteria are met. These rules are set nationally and apply equally across Wales.

Flintshire's Changing Population

One of the most significant challenges facing Adult Social Care is changing demographics.

Between 2023 and 2034, Flintshire's population is expected to age significantly:



- People aged 65 and over will increase by 20.8% (7,099 people).
- People aged 80 and over will increase by 40.6% (3,553 people).
- The number of residents living with dementia is expected to increase by almost 32% (766 people).

Flintshire also has the lowest healthy life expectancy in North Wales, meaning many residents spend a significant proportion of later life living with long-term health conditions and increasing care needs.

These trends will continue to increase demand for:

- Home care.
- Residential and nursing care.
- Dementia support.
- Hospital discharge services.
- Support for unpaid carers.

The Growing Demand for Services

The impact of demographic change is already being felt.

Over the last three years Adult Social Care has seen:

- A 20% increase in contacts from residents seeking help and advice.
- A 16% increase in people requiring care and support plans.
- A 37% increase in people requiring support following hospital admission.
- A 47% increase in new home care packages.
- A 22% increase in residential and nursing care placements.
- A 61% increase in adult safeguarding reports.
- A 67% increase in known unpaid adult carers needing support.

This means more people need support than ever before, often with increasingly complex needs.

Supporting Flintshire's Carers

Unpaid carers are the backbone of health and social care.

According to the 2021 Census, around 18,000 people in Flintshire are unpaid carers, the highest number in North Wales.

The number of carers registered with NEWCIS has increased significantly, with growth in both adult and young carer registrations over recent years. Adult carer registrations have more than doubled since 2019.

We continue to invest in information, advice, wellbeing support and preventative services to help carers continue in their caring roles and avoid crisis situations.



National Challenges Affecting Adult Social Care

The pressures facing Flintshire are being experienced across Wales.

Key challenges include:

Rising Costs of Care

The cost of providing care continues to rise because of:

- Inflation.
- Workforce costs.
- Energy and operating costs.
- Increases in care home fees.
- Increasing complexity of care needs.

Across Wales, Adult Social Care remains the single largest area of financial pressure facing local government.

Workforce Challenges

Like many councils, we face challenges recruiting:

- Social workers.
- Occupational therapists.
- Home care workers.
- Residential care workers.

These shortages increase pressure on existing staff and can affect the speed at which support can be arranged.

NHS and Social Care Interdependence

Social care and health services depend heavily on one another.

NHS waiting lists, delayed assessments and increasing health needs all place additional pressure on Adult Social Care and unpaid carers. At the same time, social care services are essential for enabling people to leave hospital safely and return home with the right support.

What We Are Doing Well

Despite increasing pressures, Flintshire continues to achieve positive outcomes for residents.

Investing in Modern Services

We have opened Tŷ Croes Atti, a modern care home that provides residential care, dementia support and dedicated discharge-to-assess beds to help people regain independence after a hospital stay.

We have also opened Coed y Ddraig, an integrated health and social care hub that provides opportunities and support for adults with learning disabilities, autism and mental health needs.



Supporting Independence

We continue to focus on helping people remain independent and connected to their communities.

This includes:

- Expanding reablement services.
- Supporting more people through direct payments.
- Developing innovative Micro-Care services.
- Promoting age-friendly communities.
- Supporting dementia-friendly communities.

Maintaining Quality

Recent inspections by Care Inspectorate Wales found good-quality services across Flintshire's adult residential, domiciliary care and respite services.

How Is Local Government Funded?

Most local authority funding comes from:

- Welsh Government Revenue Support Grant.
- Non-Domestic Rates.
- Council Tax income.

Local authorities must use these resources to fund a wide range of essential services including education, social care, highways, housing support, environmental services and community safety.

Why Flintshire Is Disproportionately Affected

Flintshire's demographic profile creates particular challenges.

We are experiencing:

- Significant growth in the number of older residents.
- Rapid increases in people aged over 80.
- Growing numbers of people living with dementia.
- Increasing demand for residential care, home care and learning disability services.

The result is that demand and costs are growing faster than available resources.

Looking Ahead

The demand for Adult Social Care will continue to grow over the next decade.

Our focus is on:

- Supporting people to remain independent.



- Supporting people with their social care needs following discharge from hospital
- Supporting unpaid carers.
- Investing in preventative services.
- Developing local care options.
- Working closely with health and community partners.
- Using public funding responsibly and sustainably.

Our Commitment

Flintshire has a proud record of supporting older people, disabled adults, carers and vulnerable residents. We are continuing to invest in services, strengthen communities and develop new ways of working. However, with a growing and ageing population, rising costs and increasing complexity of need, securing the long-term sustainability of Adult Social Care remains one of the most important challenges facing the County today.