

Cwm Taf Morgannwg Llais Visiting Report

Local Authority Day Services February 2025

Where did we go?

- Ty Enfys at Keir Hardie Health Park
- Bridgend Resource Centre
- Trecynon Day Centre Cwmni Dda Section
- Sarn Community Centre Elderly & Learning Disabilities
- Adult Learning Disabilities at Keir Hardie Health Park

What did we do?



60

We spoke to 60 service users



Positive feedback from patients

- I enjoy coming here people are so friendly, I walk to this centre and home, I am currently attending one day a week but looking to attend 2 days a week which is currently being looked into
- I look forward to catching up with friends and playing Bingo and other games
- Staff are so friendly and helpful, and I look forward to coming here, it breaks up the day
- A great distraction for me, with my health difficulties and I enjoy socialising again
- There are always lots of activities going on like singing, knitting, puzzles etc.

LLAIS

Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

Patient suggestions for improvement



A member of staff mentioned that due to the vast area that their day service covers within Bridgend they feel there is a need to increase services – so there are more day services for service users



Learning Disabilities Day Services

Service users and their families will have a voice in deciding what support they need and more control over their care and support plan to ensure they get the right support at the right time.

Volunteers and staff visited 2 learning disability day services and observed that staff were very caring and helpful.

Older Persons Mental Health - Day Services

We visited 3 older persons day services within the Cwm Taf Morgannwg area, and we observed that staff are very caring and interact with service users all the time, they arrange day trips and go shopping, book pantomime shows during the run up to Christmas, they organise activities in the afternoon like bingo and many more to keep service users stimulated.

The day services open from 9am until around 4pm daily Monday to Friday which gives carers and families respite for a few hours a day, each day service had an open plan lay out which had a very homely feel, other premises were more secure for service users safety.