

Health and Social Care Committee

Inquiry into residential care for older people

RC32 – Morfa Newydd Care Home

Dear Mark,

Thank you for your letter inviting us to reply to your enquiry into R.C.O people.

I am an independent provider of both residential and nursing care based in Flintshire. We are currently registered for 54 placements.

I pride myself in providing a 1st class service to our community. My mother and I established the business in 1986 and we have seen many changes over the years.

I support the sector in ensuring that we provide a service that is resident focused and value for money. However money continues to be wasted out of the control of the independent provider.

The service that I am expected to provide, in particular nursing care, for the fee that is currently being paid challenges even the most efficient providers.

I am very flexible, and as an independent provider when having to adapt our services to meet requirements, decisions can be made quickly. The enormous amount of bureaucracy when dealing with local government, in particular the health boards remains a nightmare.

Regards

Andrea

Andrea Dermott
OWNER/MANAGER
Morfa Newydd Care Home