

Albert Heaney  
Dirprwy Gyfarwyddwr Cyffredin  
Deputy Director General  
Y Grŵp Iechyd a Gwasanaethau Cymdeithasol  
Health and Social Services Group



Llywodraeth Cymru  
Welsh Government

To:  
Care Home Providers  
Care Home Responsible Individuals

Cc:  
Local Authority Directors of Social Services  
Health Board Directors of Primary Care & Mental Health  
Health Board Chief Executives  
Welsh Local Government Association  
Data Cymru

26 March 2020

Dear Colleague

### **Urgent COVID-19 response measures**

Due to developments in relation to the COVID-19 outbreak it is vitally important that we understand the capacity of care homes across Wales. I am writing to ask for your support in achieving that.

Some of you will be aware that we have been working with Data Cymru to develop a free online care and support capacity tool to track vacancies in adult care homes. This would also have included a public facing website both to allow care home providers to market their services and to improve the information available to people seeking care and support for themselves or a friend or family member. We had intended to pilot this facility with a small number of providers in May. **However in order to respond to the current situation we have decided to introduce a modified version of the tool now in order give providers across Wales the ability to record vacancy information on the system immediately.** This will provide vital information on capacity across the care home sector in Wales. The information will be available to commissioners and hospital discharge teams. The information will not be made available to the public and there will not be a public facing website at this point.



BUDDSODDWYR | INVESTORS  
MEWN POBL | IN PEOPLE

Parc Cathays ■ Cathays Park  
Ffon ■ Tel 0300 025 1867  
Caerdydd ■ Cardiff  
CF10 3NQ  
Albert.Heaney@gov.wales



The system builds on the existing Dewis Cymru website and will use information from Care Inspectorate Wales' register of providers to create a record for each care home in Wales. You will then be able to update your vacancy information quickly and easily when there are changes. This will also support you as care home providers as well as commissioners and hospital discharge teams in reducing the volume of calls for vacancy information.

I know that some of you may already be using local systems which collect similar information – including *Findaplace*. Although we have been discussing how these systems can work together in order to reduce duplication we are not at that point yet. I am therefore asking you also to use this national tool now in order to ensure that we have a complete and accurate view across Wales.

### **How to use and access the system**

The website can be accessed via this link <https://www.dewis.wales>. You'll need to 'Sign up' to create an account using the email address that this email was sent to. Once signed in, simply go to 'Manage Resources' then 'Resources you are responsible for' where you'll see your home(s) listed. Clicking on the 'Vacancies' button against each home will allow you to update its vacancy information.

Simply press the green 'Save your changes' button when done. For the next few weeks, you can access support to update your information by calling 07773 486891 between 8am and 8pm daily. You can also access support by emailing [help@dewis.wales](mailto:help@dewis.wales).

I appreciate the pressure that you are all under at the moment but I am asking you to please use this tool and to keep the vacancy information as current as possible. The sooner that this system is working effectively the more useful it will be.

Yours sincerely,

**ALBERT HEANEY**  
**Deputy Director General**