



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Ms Sarah Rochira
Older People's Commissioner for Wales
Cambrian Buildings
Stuart Square
Cardiff
CF10 5FL

Ein cyf / Our ref: TP/AH/3921/441

Eich cyf / Your ref:

☎: 01248 384910

Gofynnwch am / Ask for: Linda Hughes

E-bost / Email: linda.hughes@wales.nhs.uk

Dyddiad / Date: 14 May 2015

Dear Sarah

Re: A Place to Call Home – A Review into the Quality of Life and Care of Older People Living in Care Homes in Wales.

With reference to your letter dated 17 April 2015 providing the Health Board with formal feedback on the above review, Betsi Cadwaladr University Health Board welcomes the constructive feedback which has been used to inform the development of a clear implementation plan for all the required actions.

I am able to report that following on from the initial submission the Health Board has been progressing work on the key requirements and has made good progress. As an Appendix to this letter I enclose a briefing of work undertaken so far which could be considered as further evidence to achieving the required actions. To ensure an integrated North Wales approach, links have also been made with our Local Authority colleagues to commence joint working and communication to support this review.

With regards to the specific information requested from you please see our response below:-

Action 1.3 - Continence Services

I accept as a Health Board that the response is a partial category. However I would like to assure you that progress has already been made with regards to achieving this action. A lead responsible individual has been identified who is working up a clear implementation plan. Work is now underway to capture service user experience and monthly monitoring of access for people into the service.

Action 1.6 – Advocacy

Again I accept as a Health Board that this is a partial category, however I would like to provide the following update with regards this action. In partnership with the 6 Local Authorities across North Wales an integrated escalating concerns policy has recently been developed which includes the requirement of Advocacy. A scoping exercise led by the North Wales commissioning hub is also underway to assess accessibility of advocacy.



Action 2.2 - Multi Disciplinary Support

I accept that at the time of the submission, the response to the required actions (which outlined the lack of this provision) was unacceptable. However I would like to provide you with assurance that work has already commenced in order to strive to meet this action. A project plan is now in place with a nominated lead. A review of current access and service provision is underway and will be completed by the end of May 2015. The new service model to ensure equitable access to specialist services for those people residing in a care home will be implemented by November 2015.

Action 3.4 - Mental Health and Wellbeing Support

I acknowledge that the current support can only be a partial response to fully achieving this required action. I can however provide assurance that work is underway through the Leadership of our Executive Director of Primary Care, Community and Mental Health. Regular audits with the use of our Quality monitoring tool within our Nursing Home sector are already in place monitoring the use of pathways and adherence to guidelines. Training and development is provided dependent on the audit outcome. A scoping exercise is underway to assess the development of a similar model within residential homes.

Action 3.5 - Use of Antipsychotics Drugs

Once again I accept the lack of monitoring of the use of anti psychotics was unacceptable at the time of submission. Currently this information is not collected at a care home level however it is collected nationally from a GP perspective. The Health Board Pharmacy teams audits this information and targets those outlying GP Practices with higher prescribing of anti-psychotic medicines. All prescriptions within these Practices would then be audited and reviewed. It is acknowledged that this action requires information to be collected at a Care Home level and the outcomes recorded within the Annual Quality statement. We will need to review our Commissioning contracts with the Nursing Homes to ensure we can achieve the monitoring required and I would like to assure you we will aim to have established the monitoring process within the next six months. The Pharmacy teams have already commenced work with the Older People Mental Health Services to ensure appropriate future provision of pharmaceutical care.

Action 4.3 - Training, Advice and Information

Accepting the partial categorisation in order to meet this target, the Health Board will be undertaking a review of the existing resource available, with the aim to ensure a standard approach across all care homes in North Wales. There has already been a small pilot in the central region to provide training, education and advice to residential homes. There is a responsible individual charged with the implementation with key timescales set. We will review the resources required to support the wider application required.



Action 4.4 - Medication Reviews

The Health Board accepts that this response was unacceptable at the time of our submission. Care Homes are currently supported by GP's who have signed up to the enhanced service but this is not mandatory. Community Pharmacy teams provide support to General Practices that have signed up to the enhanced service as well as providing Care Home reviews where there is an absence of GP provision. The Primary Care Support Unit holds information on those Practices who have signed up to the enhanced service and these Practices submit claims to confirm that they have provided each element of the enhanced service. However we require further quality assurance regarding these medication reviews. Work needs to progress in relation to this and although a challenge for the Health Board we are committed to progressing through our Chief Pharmacist and Area teams.

Action 5.6 – National Improvement Service

The Health Board would welcome the development of a national improvement service to improve Care Homes that have identified significant or ongoing risk factors concerning the quality of care.

Action 6.8 – Annual Quality Statements (Annual Quality Statement)

The Health Board has reviewed the Commissioners helpful comments with regards to supporting published information on the Quality of Care provided in Care Homes. The improvements set out in this response will make it easier to gather outcomes and subsequently publish that data in the Annual Quality statement. The outcome will be more detailed information in the 15/16 AQS.

Action 7.3 - Nursing Career Pathway.

We as a Health Board acknowledge that this section has achieved a partial compliance. The Health Board is committed to undertaking workforce analysis within the care home sector which includes ascertaining the reasons why it may no longer be a career option of choice for nurses within North Wales. The Health Board has already progressed work with the universities to enable Student Nurses to have placements within Care Homes and has plans to develop both a competency and career framework for Care Home staff. An implementation plan is currently being developed with key timescales. A responsible individual has already been identified within the Health Board to deliver this target.



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Once again thank you for enabling us to provide further supporting evidence on the required actions from your review. As a Health Board we welcome the review as it has provided us with key areas in need of development to ensure all our patients have equitable access to quality health services within North Wales.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'T. Purt', written over a horizontal line.

Prof Trevor Purt
Chief Executive

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