

# Cardiff County Council

## Requirement for Action 1.6

### 1.6

City of Cardiff Council commissions an advocacy service for residents in care home settings through a contract with Age Connects Cardiff and Vale. In 2014/15, the service responded to 400+ issues, including 73 referrals for individual interventions of a more complex nature.

Issues arising through the service are shared on a case by case basis where appropriate. In addition the service is represented on the Council's Joint Quality Monitoring Forum, which offers an opportunity for all partners to raise issues and concerns relating to a care provider.

Case studies indicate positive outcomes for residents, both in terms of having issues addressed but also in terms of gaining confidence in being able to respond to matters in their own right.

These advocacy arrangements are reviewed on an annual basis and the plan is for future provision to be considered in the light of Welsh Government regulation and guidance relating to the social Services & Wellbeing (Wales) act.

The Council also commissions advocacy services for adults, including older people, who have a learning disability.

If case managers have concerns for individuals and feel that in their professional opinion or at the request of the individual or family there is a need for independent and/or non instructed advocacy, they would support both the individual and the family to access services from an appropriate third sector provider.

The City of Cardiff Council has a home closure policy which highlights the importance of independent advocacy and/or interpretation services being made available to individuals in these circumstances. It is particularly important that this is also addressed with enforced home closures through the Council's "Escalating Concerns Process" which stipulates the following:

"All service users should have access to independent advocacy services including the statutory Independent Mental Capacity Advocacy service, and other such services to support service users as appropriate. It is expected that the registered provider must support and enable approved advocacy services to meet with service users to identify their wishes and offer appropriate support."

### Next steps

- Contribute to the consultation on the Code of Practice on the exercise of

- social services functions in relation to part 10 of the Act on advocacy
- Review the current arrangements for advocacy in light of the Code of Practice

This work will be led by Stuart Young, Operational Manager in Health & Social Care.

## Requirement for Action 2.2

### 2.2

The Council works in partnership with the Cardiff & Vale UHB to ensure that individuals have access to specialist services and multi-disciplinary care. This happens at an operational level, with social care and nursing staff collaborating closely to ensure the necessary services are in place. The level of input is enhanced when an individual has been unwell.

Health care professionals have attended the Cardiff Residential & Nursing Home Forum to provide best practice advice and offer solutions to related issues within a home.

The Council has commissioned communication support from RNID/Action on Hearing Loss and funded basic BSL training for care home staff to improve the wellbeing and experience of older people with a sensory impairment.

A multi-disciplinary service is in place for older people with mental health problems and this team includes specialist care home liaison nurses who offer support with people with dementia. The service achieves positive outcomes, including interventions which secure placements by supporting homes to meet people's needs in the most appropriate manner.

The Council has adopted an approach with health partners to engender shared awareness and ownership of the reablement of individuals, through a joint training programme for **all** Community Resource Team staff (both LA and health) with an expected roll out date during Q3 2015. In addition, a dementia reablement training programme has been developed in conjunction with SSIA

### Next steps

- Work with UHB colleagues to ensure the Community Resource Teams, which provide reablement and rehabilitation work closely with the wider health team including GPs and district nurses in supporting people in care homes

Susan Schelewa, Operational Manager in Health & Social Care will lead on this work.

## Requirement for Action 3.2

### 3.2

City of Cardiff Council works closely with the Cardiff & Vale UHB and the Vale Council on the implementation of the Joint Dementia Plan 2014-17.

An annual training needs analysis is conducted with all care providers to identify the training needs for their staff. This informs the training programme for the year ahead. Basic dementia training is a standard course on the training programme and is an integral part of CQF level 2.

Staff training is scrutinised during contract monitoring visits to homes, to ensure that appropriate induction and refresher training is in place.

Feedback from reviews and from the MHSOP care home liaison nurses forms part of the Joint Quality Monitoring framework, where the performance of homes are considered.

City of Cardiff Council fully understands the importance of dementia training in achieving a high standard of care within care home settings and works with care providers to ensure that access to training opportunities is maximised.

Training has been commissioned by the City of Cardiff Council for care home managers around both the management of staff working in a dementia care setting and around person centred interventions. This training was well attended by all levels of staff including managers. A 5-module dementia care training course is about to be rolled out, designed to meet the training needs of all appropriate staff.

The council has recently developed a tool to further enhance the contract monitoring process. This will now be reviewed to ensure it captures the links between staff competency and service quality

## Requirement for Action 3.3

### 3.3

The council will continue to work with the care home providers to promote befriending opportunities and this workstream forms part of the ongoing work with 3<sup>rd</sup> sector organisations, to develop an appropriate range of services.

The Council is in the process of developing a Daytime Opportunities Strategy for Older People which will include the use of volunteers, community and faith based groups/ schemes to deliver support to individuals. This Strategy will be presented to Cabinet for agreement in October 2015, prior to full implementation.

While the Council's Health & Social Care Directorate has organised minority ethnic outreach surgeries at various community venues to create greater awareness of services available to support individuals in the community, it is acknowledged that there is still work to be done in identifying culturally sensitive/faith based support to people in care home settings.

Every effort will be made to ensure that ongoing case management and review processes enable individuals to have their needs met in the care home environment which will include access to faith based support and the retention of friendships prior to admission

This aspect will also be included in the research and planning currently in place in developing a day opportunities strategy for older people, where consideration will be given to a range of befriending models, which can be developed and promoted.

There are a small number of homes in Cardiff which have introduced technology to enhance the engagement of older people with family, friends and associates in the wider community, including where the nearest contacts are in foreign countries. This has been through the implementation of WIFI connections and the provision of personal computers to facilitate face to face or e-mail contact.

This is an innovative practice which the City of Cardiff Council very much would wish to see replicated across the entire care home sector and we will be working with homes to share this good practice and promote its wider implementation.

## **Requirement for Action 5.6**

### **5.6**

A National Improvement Service is established to improve care homes where Local Authorities, Health Boards and CSSIW have identified significant and/or on-going risk factors concerning the quality of life or care provided to residents and/or potential breaches of their human rights.

The national improvement team should utilise the skills of experienced Care Home Managers, as well as other practitioners, to provide intensive and transformational support to drive up the standards of quality of life and care for residents as well as to prevent and mitigate future safeguarding risks.

This service should also develop a range of resources and training materials to assist care homes that wish to improve in self-development and on-going improvement.

## Requirement for Action 6.2

### 6.2

The independent care home Advocacy Service commissioned from Age Connects Cardiff and Vale offers an essential source of feedback on the experiences of individual older people and groups of residents within a care setting.

As part of the contract monitoring process, staff from the contracting team will liaise with case managers to coordinate visits and engagement to ensure a more joined up perspective of residents' experiences.

A survey of older people in residential care was carried out in 2014, which is due to be replicated again shortly and further extended to nursing home residents.

Of the 400 questionnaires that were sent in total, 150 valid returns were received, representing an overall response rate of 38%.

The summary of the results were:

89% of respondents agreed that they were happy with the care and help that they receive.

91% of respondents agreed that staff treat them in a dignified, respectful, polite and helpful way.

95% of respondents agreed that overall they are satisfied with the care they receive.

Although the overall results of the survey were positive, 20 individual cases (13%) were referred back to case managers for issues to be addressed. Positive outcomes were achieved for most of these older people, through case management advocating for changes to improve the quality of life for those individuals.

## Requirement for Action 6.7

### 6.7

City of Cardiff Council will develop and publish AQS, drawing together all the information available from the wide spectrum of sources, including

- older people themselves and their families
- independent advocates and lay assessors
- liaison with partners organisations, including CSSIW and UHB colleagues and internal stakeholders such as contract monitoring and case management feedback

The principle will be to ensure that the broadest picture about the experience of older people within care homes and the nature and quality of services available is fully understood and is used to ensure that current residents, potential service users, relatives and the general public have access to comprehensive and accessible information with which to make informed choices about care home provision.