

Required Action	Outcome	Cardiff Response
<p>1.1 A national approach to care planning in care homes should be developed and implemented across Wales. This must support:</p> <ul style="list-style-type: none"> • The full involvement of the older person to ensure they have an effective voice, including advocacy support where necessary. This may include independent advocacy or advocacy under the Mental Capacity Act. • Ensuring the older person’s personal history, social and cultural interests, occupation, achievements, likes, dislikes and aspirations are understood and • reflected in their future life. This must include meeting the diverse needs of older people who are lesbian, gay, bisexual or trans, those who are Black, Asian or minority ethnic and those with or without religion or belief. • Transitional support once a decision has been made to move to a care home to ensure that the care planning process begins prior to moving into the care home. • Meeting the emotional needs of older people to ensure they feel safe, valued, respected, cared for and cared about. • Meeting the communication needs of people living with dementia and/or sensory loss. 	<p>Older people receive information, advice and practical and emotional support in order for them to settle into their new home beginning as soon as a decision to move into a care home is made (Action 1.1, 1.2).</p> <p>Older people’s physical, emotional and communication needs are fully understood, as are the issues that matter most to them, and these are reflected in the services, support and care that they receive.</p> <p>Older people have real control over and choice in their day-to-day lives and are able to do the things that matter to them, including staying in touch with friends and family and their local community</p>	<p>We will work with Welsh Government to facilitate the implementation of a national approach to care planning in care homes across Wales.</p> <p>The Council has implemented Integrated Assessment (IA) process and is rolling out outcome focused assessment ensuring full involvement of service users as part of the care planning purposes. The new IA process focuses on full involvement of the older person in the planning of their care, in order that they have choice and control of how they live their lives on a daily basis and are able to do the things that matter to them.</p> <p>The care planning process will ensure that all aspects of the older person’s life are taken into account such as social and cultural interests, sexual orientation, religion, future aspirations and personal likes and dislikes. This will include the needs of Welsh language speakers and people whose first language is not English and the specific communication needs of people living with dementia and/or sensory loss.</p>

<ul style="list-style-type: none">• The needs of Welsh language speakers and those for whom English is not their first language.• Entitlements to healthcare and assessment for and referral to healthcare services.• Individual rights versus risk management.• Multidisciplinary assessment (across Health Boards, Local Authorities and including specialist third sector organisations) and specialist clinical assessment. <p>This guidance should clearly align to the new National Outcomes Framework, which underpins the Social Services and Wellbeing (Wales) Act 2014.</p> <p>National reporting of the quality of care plans and care planning against the national guidance and against the intended outcomes of the national Outcomes Framework should be undertaken annually (see action 6.10).</p>		<p>The Council is currently using the Proactis system to procure residential and nursing home beds for older people in Cardiff. The individual needs of the person are identified in the requirement which is presented to providers so that they can decide whether or not they can meet the needs of the individual. The care homes are then able to undertake a full risk assessment prior to them being able to confirm that they are able to meet the full range of the individuals needs.</p> <p>The Council proactively works with advocacy services such as Age Connects to assist individuals and alongside the University Health Board (UHB) to ensure that their health needs are met at all times.</p> <p>The Council will consider the annual reports on the quality of care plans and care planning against the national guidance and the intended outcomes of the national Outcomes Framework when monitoring the performance of homes.</p>
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<p>1.2 All older people, or their advocates, receive a standard 'Welcome Pack' upon arrival in a care home that states how the care home manager and owner will ensure that their needs are met, their rights are upheld and they have the best possible quality of life. The Welcome Pack will make explicit reference to:</p> <ul style="list-style-type: none"> • How the care home manager will support the resident as they move into their new home. • Standard information about their human rights in line with the Welsh Declaration of the Rights of Older People.* • A Statement of Entitlement to health care support.* • Support to sustain and promote independence, continence, mobility and physical and emotional wellbeing. • Ensuring their communication needs are met, including people with sensory loss. • Maintaining friendship and social contact. • Support to help them maintain their independence and to continue to be able to do the things that matter to them. The development and maintenance of their care and support plan and what will be included in it.* • Ensuring a culture of dignity and respect and 	<p>Older people are aware of their rights and entitlements, and what to expect from the home.</p> <p>Older people are clear about how they can raise concerns and receive support to do so.</p>	<p>The Council will work with Welsh Government, CSSIW and Care Homes to facilitate the introduction of welcome packs for individuals to ensure that they are aware of their rights as an individual, their entitlements whilst in the home and the methods and support available for raising concerns.</p> <p>When undertaking reviews the council will monitor the service being received by the individual and the general performance of the home in delivering care. Monitoring will take account of the person's expressed outcomes and the objectives set out in the welcome pack. Consideration of the rights of the older person will also be paramount to this process</p>
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<p>choice and control over day-to-day life.</p> <ul style="list-style-type: none"> • The skills and training of staff. • Their right to independent advocacy and how to raise concerns. 		
<p>1.3 Specialist care home continence support should be available to all care homes to support best practice in continence care, underpinned by clear national guidelines for the use of continence aids and dignity.</p>	<p>Older people are supported to maintain their continence and independent use of the toilet and have their privacy, dignity and respect accorded to them at all times (Action 1.1,1.3, 1.5).</p>	<p>The Council work closely with our colleagues in the UHB to address any reported issues with health needs and corresponding equipment, including continence management.</p> <p>The care planning process promotes independence and dignity when supporting individuals with their personal and intimate care and will ensure that the provider support plans are appropriate and are reflective of the individual's needs.</p>
<p>1.4 National good practice guidance should be developed and implemented in relation to mealtimes and the dining experience, including for those living with dementia.</p>	<p>Mealtimes are a social and dignified experience with older people offered real choice and variety, both in respect of what they eat and when they eat (Action 1.1, 1.4).</p>	<p>The Council will work with Welsh Government to develop and implement national good practice in relation to meal times within care homes to ensure that individuals have a real choice of what they eat and when they eat it so that meal times are an enjoyable experience. This requirement will be built into our contract specifications when they are reviewed. Where appropriate, the Speech and Language Therapy Teams (SALT) will provide intervention for individuals.</p>

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<p>1.5 An explicit list of ‘never events’ should be developed and published that clearly outlines practice that must stop immediately. The list should include use of language, personal care and hygiene, and breaches of human rights.</p>	<p>Older people are treated with dignity and respect and language that dehumanises them is not used and is recognised as a form of abuse (Action 1.1, 1.3, 1.4, 1.5,4.6).</p>	<p>The Council will work with the Care and Social Services Inspectorate for Wales (CSSIW) to develop and implement a list of ‘Never Events’ within homes. This will be considered when social work reviews are undertaken with individuals and when the home’s performance is being monitored.</p>
<p>1.6 Older people are offered independent advocacy in the following circumstances:</p> <ul style="list-style-type: none"> • when an older person is at risk of, or experiencing, physical, emotional, financial or sexual abuse • when a care home is closing or an older person is moving because their care needs have changed. • when an older person needs support to help them leave hospital. <p>For those with fluctuating capacity or communication difficulties, this should be non-instructed advocacy.</p> <p>When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</p>	<p>Older people living in care homes that are closing, as well as older people that are at risk of or are experiencing physical, emotional, sexual or financial abuse, have access to independent or non-instructed advocacy</p>	<p>The Council is proactive in the introduction and utilisation of advocacy services for individuals, which includes Independent Medical Capacity Advocates (IMCA) and we will continue to work in partnership with advocacy agencies.</p>

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<p>2.1 A National Plan for physical health and mental wellbeing promotion and improvement in care homes is developed and implemented. This draws together wider health promotion priorities, as well as particular risk factors linked to care homes, such as loneliness and isolation, falls, depression, a loss of physical dexterity and mobility.</p>	<p>Older people benefit from a national and systematic approach to health promotion that enables them to sustain and improve their physical health and mental wellbeing.</p>	<p>The Council will work with Welsh Government to help facilitate the development and implementation of a National Plan for physical health and mental well being promotion and improvement in care homes.</p> <p>Ongoing case management and review will ensure that individuals have appropriate access to specialist health support such as Occupational Therapy and Dental care.</p>
<p>2.2 Older people in care homes have access to specialist services and, where appropriate, multidisciplinary care that is designed to support rehabilitation after a period of ill health</p>	<p>Older people receive full support, following a period of significant ill health, for example following a fall, or stroke, to enable them to maximise their independence and quality of life.</p>	<p>The Council will continue to work in partnership with the UHB to ensure that individuals have ongoing access to specialist services and multi-disciplinary care to enable individuals to be rehabilitated within care homes and to maximise their independence and quality of life. This will be monitored through review process and by encouraging service user and family carer feedback</p>

<p>2.3 A National Falls Prevention Programme for care homes is developed and implemented. This should include:</p> <ul style="list-style-type: none">• Enabling people to stay active in a safe way• Up-skilling all care home staff in understanding and minimising the risk factors associated with falls• The balance of risk management against the concept of quality of life and the human rights of older people, to ensure that risk-averse action taken by care staff does not lead to restrictive care. <p>National reporting on falls in care homes is undertaken on an annual basis (see action 6.8).</p>	<p>Older people's risk of falling is minimised, without their rights to choice and control over their own lives and their ability to do the things that matter to them being undermined.</p>	<p>The Council will work with Welsh Government to help facilitate the development and implementation of a National Falls Prevention Programme (NFPP) in order that through their own choice individuals can decide how they stay active in care homes and minimise the risks associated with falls.</p> <p>Through ongoing case management and review individuals independence and mobility will be promoted.</p> <p>The Council will continue to engage with care home providers through quarterly meetings with the Cardiff Nursing & Residential Home Association to facilitate the implementation of the NFPP.</p>
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<p>2.4 The development and publication of national best practice guidance about the care home environment and aids to daily living, such as hearing loops and noise management, with which all new homes and refurbishments should comply.</p> <p>This guidance should also include mandatory small changes that can be made to care homes and outdoor spaces to enable older people with sensory loss and/or dementia to maximise their independence and quality of life.</p>	<p>The environment of all care homes, internally and externally, is accessible and dementia and sensory loss supportive.</p>	<p>The Council will work with Welsh Government to help facilitate the development and publication of national best practice guidance regarding the care home environment to ensure older people have appropriate facilities to support communication for those with dementia/sensory loss. This will eradicate the isolation and withdrawal of individuals. Ongoing case management and review will ensure that individuals have their needs properly met in the care home environment which will ensure independence for individuals.</p>
<p>3.1. A national, standardised values and evidence based dementia training programme is developed that covers basic, intermediate and advanced levels of training, which draws on the physical and emotional realities of people living with dementia to enable care staff to better understand the needs of people with dementia.</p>	<p>All staff working in care homes understand the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made (Action 3.1,3.2).</p>	<p>The Council will work with Welsh Government to help facilitate the development of national standardised values and evidence based dementia training programme for care staff. The Council will use its Social Care Workforce Development Programme (SCWDP) section to provide support and assistance to help establish the baselines for basic, intermediate and advanced levels of training for dementia care. The Council will also liaise with providers through the Cardiff Nursing and Residential Home Association to assist with the baseline information.</p>

<p>3.2 All care home employees undertake basic dementia training as part of their induction and all care staff and Care Home Managers undertake further dementia training on an on-going basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.</p>		<p>The Council will scrutinise relevant staff training levels when undertaking performance monitoring at homes to ensure compliance with the new training levels through the induction and on going training process.</p>
<p>3.3 Active steps should be taken to encourage the use of befriending schemes within care homes, including intergenerational projects, and support residents to retain existing friendships. This must include ensuring continued access to faith based support and to specific cultural communities.</p>	<p>Older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home. Care homes are more open to interactions with the wider community.</p> <p>Older people are able to continue to practice their faith and maintain important cultural links and practices.</p>	<p>The Council will work with providers both through the Cardiff nursing and Residential Provider Association as well as with individual care homes to develop and implement befriending schemes within care homes.</p> <p>The Council is currently developing and expanding our commissioning arrangements with 3rd sector organisations and we will ensure that this work stream is taken forward in that work programme</p> <p>Through the ongoing case management and review processes the Council will ensure that individuals have their needs properly met in the care home environment which will include access to faith based support and the retention of friendships prior to admission.</p>

<p>3.4 In-reach, multidisciplinary specialist mental health and wellbeing support for older people in care homes is developed and made available, including:</p> <ul style="list-style-type: none"> • An assessment of the mental health and wellbeing of older people as part of their initial care and support plan development and their on-going care planning. • Advice and support to care staff about how to care effectively for older people with mental wellbeing and mental health needs, including dementia, and when to make referrals • Explicit referral pathways and criteria for referral. • All residents on anti-psychotics are monitored and assessed for potential withdrawal and reviews are conducted in line with NICE guidelines. 	<p>The mental health and wellbeing needs of older people are understood, identified and rejected in the care provided within care homes.</p> <p>Older people benefit from specialist support that enables them to maximise their quality of life.</p> <p>Older people are not prescribed antipsychotic drugs inappropriately or as an alternative to non-pharmaceutical methods of support and NICE best practice guidance is complied with (Action 3.4, 3.5).</p>	<p>The Council will work with the UHB to facilitate appropriate mental health and wellbeing support for older people in care homes. Care managers will work in partnership with care home staff to engage with specialist support teams and develop appropriate care and support plans for individuals.</p> <p>The Council will work with CSSIW and other professionals to monitor the compliance with prescribed medication in line with the National Institute of Clinical Excellence (NICE) guidance.</p>
<p>3.5 Information is published annually about the use of anti-psychotics in care homes, benchmarked against NICE guidelines and Welsh Government Intelligent Targets For Dementia.</p>		<p>The Council will ensure that information published annually by the UHB regarding the use of anti-psychotics in care homes are discussed through the Nursing and Residential Home Provider Forum to raise awareness of good practice.</p>

<p>3.6 The development of new safeguarding arrangements for older people in need of care and support in Wales should explicitly recognise emotional neglect as a form of abuse, with this rejected in guidance, practice and reporting under the new statutory arrangements.</p>	<p>Emotional neglect of older people is recognised as a form of abuse and appropriate action is taken to address this should it occur.</p>	<p>The Council will work in partnership with Welsh Government to assist in the development of new safeguarding arrangements for older people in need of care and support, with a specific emphasis on emotional neglect as a form of abuse.</p> <p>The matter of emotional neglect is already considered a form of abuse. Support will be provided to ensure that there is greater awareness-raising about emotional neglect from relevant sources within the Council such as care management staff and Protection of Vulnerable Adult (POVA) teams to inform the new arrangements.</p>
<p>4.1 A clear National Statement of Entitlement to primary and specialist healthcare for older people in care homes is developed and made available to older people, including:</p> <ul style="list-style-type: none"> • Access to regular eye health, sight and hearing checks • Dietetic advice and support • Access to podiatry and dentistry Services • Access to specialist nursing services • GP access and medicines support • Specialist mental health support 	<p>There is a consistent approach across Wales to the provision of accessible primary and specialist health care services to older people living in care homes and older people’s healthcare needs are met (Action 4.1, 4.2,4.5).</p> <p>Older people in nursing care homes have access to specialist nursing services, such as diabetic care, tissue viability, pain</p>	<p>The Council will assist Welsh Government and the UHB in the development and implementation of a clear National Statement of Entitlement to primary and specialist healthcare in care homes.</p> <p>Appropriate levels of care will be monitored through the care management process and liaison with health care professionals.</p>

<ul style="list-style-type: none"> • Health promotion and reablement Support. This must cover both residential and nursing care. <p>Care home providers ensure older people receive information about their healthcare entitlements as part of their ‘Welcome Pack’ (see action 1.2).</p>	<p>management and palliative care (Action 4.1, 4.2).</p> <p>Older people are supported to maintain their sight and hearing, through regular eye health, sight and hearing checks (Action 4.1, 4.2, 4.3).</p> <p>Older people are able to, or supported to, maintain their oral health and retain their teeth (Action 4.1, 4.2, 4.3).</p> <p>Older people have full access to dietetic support to prevent or eliminate malnourishment and to support the management of health conditions (Action 4.1, 4.2, 4.3).</p>	
<p>4.2 A formal agreement is developed and implemented between the care home and local primary care and specialist services based on the Statement of Entitlement. This should include:</p> <ul style="list-style-type: none"> • Referral pathways, including open access • Waiting times • Referral and discharge information • Advice and information to support the on-going care of the older person in the home • Access to specialist services for older people 		<p>The Council will work in partnership with the UHB, CSSIW and care home providers to assist in the implementation of specialist care services based on the Statement of Entitlement where appropriate.</p>

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<p>in nursing homes, in line with the Fundamentals of Care Guidance.</p>		
<p>4.3 Care staff are provided with information, advice and, where appropriate, training to ensure they understand and identify the health needs of older people as well as when and how to make a referral.</p>	<p>Care staff understand the health needs of older people, and when and how to access primary care and specialist services (Action 4.3, 5.4).</p>	<p>The Council will work in partnership with the UHB, CSSIW and care home providers to monitor the compliance of care providers with the appropriate level of staff training when monitoring care home performance. This will help to ensure that appropriate high quality levels of care are delivered to individuals within the home.</p>
<p>4.4 Upon arrival at a care home, older people receive medication reviews by a clinically qualified professional, with regular medicine reviews undertaken in line with published best practice.</p>	<p>Older people receive appropriate medication and the risks associated with polypharmacy are understood and managed.</p>	<p>The Council will work in partnership with the UHB, CSSIW and care home providers to ensure appropriate medication and polypharmacy reviews together with monitoring the compliance of care providers with the administration of medication in line with the agreed medication policy.</p>
<p>4.5 Community Health Councils implement a rolling programme of spot checks in residential and nursing care homes to report on compliance with the National Statement of Entitlement and Fundamentals of Care</p>	<p>Older people are able to challenge, or have challenged on their behalf, failures in meeting their entitlements.</p>	<p>The Council will look at the compliance with the National Statement of Entitlement and Fundamentals of care through the review process. Where there is evidence of non compliance the appropriate relevant parties will be informed and information shared with the Community Health Council.</p>

<p>5.1. A national recruitment and leadership programme is developed and implemented to recruit and train future Care Home Managers with the right skills and competencies. The programme should include accredited continuous professional development for current and future care home managers and should support them to be leaders of practice and champions of a positive care home culture.</p> <p>Annual national reporting on the availability of skilled and competent Care Home Managers in care homes across Wales, including the impact of vacancy levels upon older people's quality of life and care.</p>	<p>Care homes have permanent managers who are able to create an enabling and respectful care culture and support paid carers to enable older people to experience the best possible quality of life.</p>	<p>The Council will assist the Care Council for Wales in the development and implementation of a national recruitment and leadership programme for future care home managers funded through the SCWDP funding via the Council's training section, providing its expertise with specific training for care home managers..</p> <p>Information on the availability of skilled and competent care staff and importantly stable and permanent care home management recruitment will be used as a quality measure within the sector.</p>
<p>5.2 The development and implementation of a national standard acuity tool to include guidelines on staffing levels and skills required to meet both the physical and emotional needs of older people.</p>	<p>Older people are cared for by care staff and managers who are trained to understand and meet their physical and emotional needs, including the needs of people with dementia and sensory loss, and who have the competencies needed to provide dignified and compassionate care.</p>	<p>The Council will assist Welsh Government and care homes in the development and implementation of a national standard acuity tool which would include guidelines on staffing levels and skills required to meet the physical and emotional needs of older people to reduce the potential for emotional abuse. Our Training providers will provide relevant data and courses regarding appropriate training levels.</p>

<p>5.3 A standard set of mandatory skills and value based competencies are developed and implemented, on a national basis, for the recruitment of care staff in care homes.</p>	<p>Older people receive compassionate and dignified care that responds to them as an individual (Action 5.3, 5.4, 5.5).</p>	<p>The Council will assist the Care Council of Wales and care homes in the development and implementation of a standard set of mandatory skills and value based competencies for the recruitment of care staff. The Council can provide valuable input derived from its former in-house services and human resources expertise.</p>
<p>5.4 A national mandatory induction and on-going training programme for care staff is developed and implemented. This should be developed within a values framework and should include:</p> <ul style="list-style-type: none"> • The physical and emotional needs of older people, including older people living with dementia. • Adult safeguarding, emotional neglect and 'never events'. • How to raise concerns. • Good communication and alternative methods of communication for those living with dementia and/or sensory loss. • Supporting without disabling. • The rights and entitlements of older people. • Care, compassion, kindness, dignity and respect. 	<p>Older people receive compassionate and dignified care that responds to them as an individual (Action 5.3, 5.4, 5.5).</p>	<p>The Council will work in partnership with the Care Council for Wales and the care home sector to develop a national mandatory induction programme for care staff in line with the current Qualification Credit Framework (QCF) requirements.</p> <p>The Council will work with CSSIW and the UHB regarding the care homes compliance with the induction programme and this will be looked at when monitoring the provider's performance.</p>

<p>5.5 All care homes must have at least one member of staff who is a dementia champion.</p>		<p>The Council will assist in the promotion of dementia champions throughout the residential and nursing home sector by working with the Cardiff Nursing and Residential Home Association. The implementation and sustaining of a dementia champion in individual homes and the positive impact such a person has will be part of the performance monitoring of the homes.</p>
<p>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.</p> <p>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</p>	<p>Care homes that want and need to improve the quality of life and care of older people have access to specialist advice, resources and support that leads to improved care and reduced risk.</p>	<p>The Council will work in partnership with Welsh Government, the UHB, CSSIW and Care home providers to develop a National Improvement Service where all agencies have identified significant and/or ongoing risk factors concerning the quality of life and care provided to individuals. The Council will support progression and believes that WG funding for a National Improvement team is essential as this is an efficient way to share good policy and practice across Wales for the benefit of older people in care homes.</p> <p>The Council will ensure that existing systems to address poor performance through the Escalating Concerns process are streamlined to run within the new arrangements.</p>

<p>5.7 The Regulation and Inspection Bill should strengthen the regulatory framework for care staff to ensure that a robust regulation of the care home workforce is implemented for the protection of older people</p>	<p>Older people are safeguarded from those who should not work within the sector.</p>	<p>The Council will continue to work closely with CSSIW and other partners to share information and monitor the care workers quality service delivery within homes where issues have been identified through performance monitoring, complaints, POVA and the Escalating Concerns process.</p>
<p>5.8 A cost-benefit analysis is undertaken into the terms and conditions of care staff. This analysis should include the impact of the introduction of a living wage and/or standard employment benefits, such as holiday pay, contracted hours and enhancements.</p>	<p>The true value of delivering care is recognised and understood.</p>	<p>The Council will work in partnership with Welsh Government and UHB to assist in the undertaking of a cost benefit analysis of the terms and conditions of care staff. The council has much expertise regarding terms and conditions of workers and knowledge to offer regarding discussions around the introduction of a living wage.</p>

<p>6.1 A single outcomes framework of quality of life and care, and standard specification, is developed for use by all bodies involved in the regulation, provision and commissioning, and inspection of care homes and should flow through to become a defining standard within the future Regulation and Inspection Act. It must include references to the following*</p> <ol style="list-style-type: none"> 1. Independence and autonomy 2. Control over daily life 3. Rights, relationships and positive interactions 4. Ambitions (to fulfil, maintain, learn and improve skills) 5. Physical health and emotional wellbeing (to maintain and improve) 6. Safety and security (freedom from discrimination and harassment) 7. Dignity and respect 8. Protection from financial abuse 9. Receipt of high quality services 	<p>Quality of life sits consistently at the heart of the delivery, regulation, commissioning and inspection of residential and nursing care homes.</p>	<p>The Council would welcome the opportunity to work with Welsh Government to develop and implement a single outcome framework of quality of life and care and a standard service specification to be used across Wales.</p> <p>The Council recognises and fully supports the potential for consistent commissioning of care in the nursing and residential home sector. The performance monitoring of providers and the sustainable high quality delivery of care that can be expected whenever a placement is made in a care home.</p> <p>The Council would work in partnership with CSSIW, the UHB and care home providers to implement the new outcomes framework and service specification throughout the care sector.</p>
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<p>6.2 Care home providers, commissioners and CSSIW should develop informal and systematic ways in which to ensure they better understand the quality of life of older people, through listening to them directly (outside of formal complaints) and ensuring issues they raise are acted upon. Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement (see action 6.10)</p>	<p style="text-align: center; font-size: 48px; opacity: 0.2; transform: rotate(-45deg);">DRAFT</p>	<p>The Council will work in partnership with CSSIW, the UHB and care home providers to develop and implement informal and systematic ways to ensure a better understanding of the quality of life of older people in care homes. This will ensure that care homes have the opportunity to make small changes within the home that can quickly improve the quality of life of individuals making them feel listened to and empowered to make changes which affect their lives.</p> <p>Annual reporting of ongoing feedback would be used as part of performance monitoring by commissioning bodies and as part of the review process.</p>
<p>6.3 Lay assessors are used, on an on-going basis, as a formal and significant part of the inspection process.</p>	<p style="text-align: center; font-size: 48px; opacity: 0.2; transform: rotate(-45deg);">DRAFT</p>	<p>The Council will work in partnership with CSSIW lay assessors as part of the inspection and performance monitoring of care homes.</p>

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<p>6.4 An integrated system of health and social care inspection must be developed and implemented to provide effective scrutiny in respect of the quality of life and healthcare of older people in nursing homes.</p>	<p>The quality of life and healthcare of older people living in nursing homes is assessed in an effective way with clear and joined up annual reporting (Action 6.4,6.5,6.6).</p>	<p>The Council will work in partnership with Welsh Government, CSSIW and the UHB to develop and implement an integrated system of health and social care inspection. This will avoid duplication and promote improved sharing of information between commissioning and contracting parties to improve service quality</p>
<p>6.5 Annual integrated reports should be published between inspectorates that provide an assessment of quality of life and care of older people in individual nursing homes.</p>		<p>The Council will work in partnership with Welsh Government, CSSIW and UHB to develop/ implement annual integrated reporting mechanism in line with new single outcome frameworks (including a written assessment of quality of life and care of older people in nursing homes.</p>
<p>6.6 An annual report on the quality of clinical care of older people in nursing homes in Wales should be published, in line with Fundamentals of Care</p>		<p>The Council will work in partnership with Welsh Government and the UHB to assist to develop and publish an annual report on the quality of clinical care of older people in nursing homes in line with Fundamentals of Care.</p>

<p>6.7 Annual Quality Statements are published by the Director of Social Services in respect of the quality of life and care of older people living in commissioned and Local Authority run care homes. This should include:</p> <ul style="list-style-type: none"> • the availability of independent advocacy in care homes • quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss • how the human rights of older people are upheld in care homes across the Local Authority • the views of older people, advocates and lay assessors about the quality of life and care provided in care homes • geographic location of care homes <p>Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.</p>	<p>Older people have access to relevant and meaningful information about the quality of life and care provided by or within individual care homes and there is greater openness and transparency in respect of the quality of care homes across Wales and the care they provide (Action 6.7, 6.8, 6.9, 6.10).</p>	<p>The Council will develop and publish Annual Quality Statements (AQS) regarding the quality of care of older people living in commissioned care homes in Cardiff. Cardiff Council no longer has any in-house run care homes. The published AQS will include direct feedback from older people, advocates and lay assessors. This will ensure that service users, carers, relatives and the general public will have access to appropriate information regarding the quality of care delivered in each individual care home so they can make informed choices when deciding on a placement within a home.</p>
<p>6.8 Health Boards include the following information relating to the quality of life and care of older people in residential and nursing care homes in their existing Annual Quality Statements:</p>		<p>The Council will continue to work in partnership with the UHB and will provide any relevant data and share information on the care homes within its boundaries in order that the UHB can continue to publish its AQS.</p>

<ul style="list-style-type: none"> • the inappropriate use of anti-Psychotics • access to mental health and wellbeing support • number of falls • access to falls prevention • access to reablement services • support to maintain sight and hearing <p>Further areas for inclusion to be developed as part of the AQS guidance published annually.</p>		
<p>6.9 The Chief Inspector of Social Services publishes, as part of her Annual Report, information about the quality of life and care of older people in care homes, which includes the following:</p> <ul style="list-style-type: none"> • the quality of life of older people in care homes who are bed-bound • the quality of life of older people in care homes living with dementia • the quality of life of older people in care homes living with sensory loss • the implementation of care plans in older people’s care homes • the accuracy of external statements from independent providers • how the human rights of older people are 		<p>The Council will continue to work in partnership with CSSIW and will provide any relevant data and share information on the care homes within its boundaries in order that CSSIW can continue to publish its Annual Report which will include information about the quality of life and care of older people in care homes.</p>

<p>upheld in care homes across Wales</p>		
<p>6.10 Care home providers report annually on the delivery of quality of life and care for older people. This will include:</p> <ul style="list-style-type: none"> • Quality of life of older people against the Standard Quality Framework and Supporting Specification. • Levels and skills of staff including staff turnover, use of agency staff and investment in training • Number of POVA referrals, complaints and improvement notices, including full details on improvement action when a home is in escalating concerns. 		<p>The Council will work in partnership with care homes to assist them to develop annual reports regarding the delivery of quality of life and care for older people.</p> <p>The Council will engage both directly with providers and through the Cardiff Nursing and Residential Home Association to facilitate discussion regarding the content and format of the reports.</p>

<p>6.11 A national, competency based, training programme for commissioners is developed, to ensure that they understand and reflect in their commissioning the needs of older people living in care homes, including the needs of people living with dementia.</p>	<p>Older people are placed in care homes that can meet their needs by commissioners who understand the complexities of delivering care and are able to challenge providers about unacceptable care of older people.</p>	<p>The Council will work in partnership with the Care Council for Wales to assist in the development and implementation of a national competency based training programme for commissioners. This will help care managers and commissioners to have a better understanding of the complexities of delivering care to individuals in care homes including the needs of people with dementia and sensory loss, when making placements. Also, by having a greater understanding it will be easier to challenge care homes about unacceptable care of older people.</p> <p>In view of the demographic projections regarding the increase in demand for nursing and residential care for older people, it will be of paramount importance that older people can be placed in care homes that can meet their specific individual needs. This will be assisted by the consistent commissioning of appropriate care by care managers and commissioners.</p>
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<p>7.1 A national plan to ensure the future supply of high quality care homes is developed, which includes:</p> <ul style="list-style-type: none"> • a national demographic projection of need, including anticipated trends in and changes to the type of provision required as a result of increasing acuity and dependency. • a clear statement on the preferred type of provider base/ market in Wales. • a national analysis of barriers to market entry. • a clear statement on investment to grow social enterprise and co-operative social care sectors, particularly in areas with a low provider base. • a clear action plan to deliver the preferred provider base/market. 	<p>Forward planning ensures there are a sufficient number of care homes, of the right type and in the right places, for older people.</p>	<p>The Council will work closely with Welsh Government to assist them in developing a national plan to ensure the future supply of high quality care homes in Wales. There is a clear need to plan for the development and management of the care home market to ensure there is a sufficient and suitable number of care homes available so that people can be cared for in their own communities. This will improve the capability of individuals maintaining ties with the local communities, friends and faith based support networks. The Council will be able to provide data and information regarding the provision and procurement of care home placements in Cardiff.</p>
<p>7.2 NHS Workforce planning projections identify the current and future level of nursing required within the residential and nursing care sector; including care for older people living with mental health problems, cognitive decline and dementia.</p>	<p>Forward planning and incentivised recruitment and career support ensures that there are a sufficient number of specialist nurses, including mental health nurses, to deliver high quality nursing care and quality of life outcomes for older people in nursing homes across Wales (Action 7.2, 7.3).</p>	<p>The Council will work in partnership with Welsh Government and the UHB to assist them in producing NHS workforce planning projections to identify the future level of nursing care required within the nursing and residential care sector.</p> <p>The Council will be able to provide data and information regarding the provision and procurement of care home placements in Cardiff.</p>

7.3 The NHS works with the care home sector to develop it as a key part of the nursing career pathway, including providing full peer and professional development support to nurses working in care homes

The Council will work closely with the UHB to assist them where required in developing the care home sector to be part of the nursing career pathway. This will help the future provision of suitably qualified nursing staff to ensure a high standard of nursing care is delivered to older people in care homes in Cardiff.

The Council will help to facilitate this through its consultation and engagement process both directly with providers and through the Cardiff Nursing and Residential Home Association.

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