

## **Care Council for Wales' response to the requirements for action in the Older People Commissioner's Review: A Place to call Home?**

- 1.1 The Care Council for Wales (Care Council) welcomes the Older People Commissioner's review on the quality of life and care of older people in care homes in Wales. The review is a significant piece of work, highlighting the need to focus on the quality of life of older people in residential care in Wales as well as ensuring their physical care needs are met.
- 1.2 The role of the Care Council is to regulate the social care workforce in Wales to ensure that the workforce is safe to practice and has the right skills and qualifications to work to a high professional standard. To achieve this we maintain a Register of Social Care Workers, the aim of which is to make sure that all social workers and social care workers who are eligible for registration are suitable for work in social care.
- 1.3 Since October 2011, all care home managers have been required to register with the Care Council. This means that they must have achieved the required qualification for the role, be of good character and conduct, and sign up and adhere to the standards in the *Code of Practice for Social Care Workers* (the Code). They can be removed from the Register if they are found not to have upheld the standards in the Code.
- 1.4 In addition, *The Social Care Manager, Practice Guidance for Managers registered with the Care Council for Wales* builds on the Code and aims to:
  - Describe what is expected of Social Care Managers;
  - Provide a practical tool, aiding Social Care Managers in their practice;
  - Provide guidance which supports Social Care Managers to lead on the delivery of high quality, citizen centred services; and
  - Provide the basis on which more detailed practice guidance can be developed to support best practice.
- 1.5 Care home workers are not currently required to register with the Care Council. This means that we are not in a position to enforce adherence to the Code, nor mandate learning that is undertaken to develop the knowledge, understanding and skills that are needed to carry out their roles. However, the recently revised

Code will have a new Code 7 which will include a responsibility for those managing or leading staff to provide support to embed the Code in their practice. We anticipate that this will strengthen an understanding and use of the Code across the sector.

1.6 Our developmental and regulatory work with the social care workforce aims to include and reinforce the concept of the quality of life for older people, to ensure workers' knowledge and understanding of its importance. As well as the Code and the Practice Guidance for Managers, the Care Council has a range of resources available that have been developed to support practice in the sector that contributes to positive outcomes for people accessing services. These include:

- The Social Care Induction Framework; this sets out what a new worker should know and be able to do within their first 12 weeks of employment.
- Guidance for Managers on the Social Care Induction Framework; this provides information to develop an understanding of the contents of the framework and methods that can be used to support new workers and judge whether they have achieved the learning outcomes.
- National Occupational Standards; these set out the performance and knowledge for a wide range of functions for all aspects of health and social care at a range of levels. They are used to underpin qualifications that are required for practice and all development work.
- Health and Social Care Diploma Qualifications; these are available for both managers (mandatory requirement) and care workers. They include a set of mandatory units that cover safeguarding, person centred practice, communication, equality and diversity and health and safety plus a range of optional units including dementia care and sensory loss. Within the level 2 and 3 qualifications for Care Workers, since 2011 there has been a mandatory unit on understanding sensory loss.
- Smaller Continuing Professional Development (CPD) qualifications for specialisms such as dementia care and sensory loss.
- Toolkits and publications e.g. Continuing Professional Development Toolkit; Supervising and Appraising Well.

1.7 The social care sector is facing significant changes over the next few years as a result of the Social Services and Well-being (Wales) Act 2014 and the forthcoming Regulation and Inspection Bill. The Care Council believes that it already has in place a number of the tools and resources that could be used to support the sector to achieve the outcomes included in *A Place to Call Home?* within this new legislative framework. The challenge for the Care Council however

lies in ensuring that these are embedded within practice. This needs the support of other service regulators such as Care and Social Services Inspectorate Wales (CSSIW) and those who carry out contract monitoring for commissioned services.

1.8 Our response to the actions designated to us in the report is set out below.

Required Actions	By when	Response
<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.</p> <p>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>April 2016</p>	<p>The Care Council has registered care home managers since 2011. The Register is qualification based. The required qualification is set at level 5 and includes a combination of generic leadership and management responsibilities as well as elements specific to social care e.g. leading person centred practice, leading practice in dementia care etc.</p> <p>The Care Council is developing a framework for the professional development of social care managers. This includes a qualification that will prepare workers for the role of social care manager, post qualifying consolidation programmes and programmes for experienced managers on leading practice. The first phase of this work is the development of a qualification that will prepare workers for the role of a social care manager. It is anticipated that this will be completed by June 2015.</p> <p>The second phase will be the development of post qualifying consolidation programmes; we aim to have these in place for April 2016. The third phase will be the development of programmes for experienced managers; we aim to have these in place by April 2017.</p> <p>The Care Council does not at present, have the regulatory authority for the development, delivery and quality assurance of programmes for social care managers. This is needed if we are to ensure that the framework is fit for purpose and delivers high quality appropriate learning for the social care sector.</p> <p>Currently there is no funding ring-fenced for the training of social care managers. This needs to be addressed in order to take this work forward.</p>

Required Actions	By when	Response
		<p>The Care Council currently runs annual forums for registered managers. We will be exploring the possibility of supporting communities of practice for specific registered groups including adult care home managers as it is thought that these may provide a vehicle for reducing the feeling of isolation that managers report and a means of sharing and disseminating best practice.</p> <p>The Care Council publishes annual profiles for the care home manager registered workforce. These are used to inform our work and wider strategic discussions on this part of the social care workforce.</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>From Sept 2015</p>	<p>The Care Council has a set of skills and values based competencies that sit within the Code of Practice, the Social Care Induction Framework, National Occupational Standards and the diploma qualifications for health and social care. There is also an acuity tool that can be used by those who are thinking of joining the sector to measure whether they have the aptitude for the work.</p> <p>The Care Council is working with awarding organisations to develop an 'Award for the Social Care Induction in Wales'. This will be available from February 2015. A launch and a series of workshops will aim to raise the profile of this resource with the sector.</p> <p>The Care Council has no authority to mandate the use of these for care staff but would welcome the opportunity to work with those responsible for regulating, commissioning and contracting services to ensure that they are embedded into practice.</p>

Required Actions	By when	Response
<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"> <li>~ the physical and emotional needs of older people, including older people living with dementia;</li> <li>~ adult safeguarding, emotional neglect and ‘never events’;</li> <li>~ how to raise concerns;</li> <li>~ good communication and alternative methods of communication for those living with dementia and/or sensory loss.</li> <li>~ Supporting without disabling.</li> <li>~ The rights and entitlements of older people.</li> <li>~ Care, compassion, kindness, dignity and respect.</li> </ul>	<p>December 2015</p>	<p>The Social Care Induction Framework sets out what a new worker should know and be able to do within their first 12 weeks of employment. This includes sections on:</p> <ul style="list-style-type: none"> <li>• Principles and values of care;</li> <li>• Role of the social care worker;</li> <li>• Safety at work;</li> <li>• Communication;</li> <li>• Safeguarding;</li> <li>• Continuing professional development; and</li> <li>• Working with adults at risk.</li> </ul> <p>The Code of Practice also sets out the standards of professional conduct and practice required of those employed in the social care profession in Wales.</p> <p>The Care Council has no authority to mandate the use of these for care staff but would welcome the opportunity to work with those responsible for regulating, commissioning and contracting services to ensure that they are embedded into practice.</p>
<p>6.11 A national, competency based, training programme for commissioners is developed, to</p>	<p>December 2015</p>	<p>Commissioners currently access a range of qualifications. However, these tend to miss the social care and /or the Welsh context. It has been identified that any training needs to incorporate both the</p>

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<p>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>technicalities of commissioning, procurement and contracting and the context and responsibilities within which this is done in social care. Feedback has indicated that commissioners and decision makers need to understand the reality of service provision in a more experiential way.</p> <p>Work has taken place to map key tasks and work roles to functions and National Occupational Standards. Work is planned to map some of the key qualifications that commissioners are currently accessing to the National Occupational Standards to identify learning that is already covered and where there are gaps. The next step would be to develop learning that would fill identified gaps.</p> <p>This work needs to be carried out with the support of the Association of Directors of Social Services (ADSS) National Commissioning Board.</p> <p>There are some sector developed tools in existence to support commissioners to understand issues related to the individuals using particular services e.g. the Evaluation Matrix for Challenging Behaviour Services, development of assessment tools for other service areas may be a topic that could be explored with ADSS.</p> <p>It would be helpful for those involved in commissioning, contracting and procurement to have an understanding of the tools and resources available from the Care Council e.g. the Code of Practice, the Social Care Induction Framework, diploma qualifications etc. as a means of embedding them into practice.</p>