

CEREDIGION COUNTY COUNCIL : Response to Older People's Commissioner for Wales report : A Place to Call Home

Compliance and Evidence

Key Conclusion 1: Too many older people living in care homes quickly become institutionalised. Their personal identity and individuality rapidly diminishes and they have a lack of choice and control over their lives.

Link to Welsh Government policy and legislative areas: National Outcomes Framework for the Social Services and Wellbeing Act 2014, Declaration of the Rights of Older People in Wales, A Framework for Delivering Integrated Health and Social Care for Older People with Complex Needs, Integrated Assessment, Planning and Review Arrangements for Older People.

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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, 	<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</p>	<p>Ceredigion has a Unified Assessment Process which enables service users and family to give appropriate information confirming care needs, likes/dislikes. Residential Home Manager visits Service User to assess and confirm needs. Reassurances can be given at this time, and a visit to the 'Home' recommended. All Service User's are allocated a key worker. Pen portraits are undertaken by key workers to gain insight into all aspects of Service User, physical,</p>	<p>Welsh Government November 2015</p>

<p>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.</p> <ul style="list-style-type: none"> • 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. • The needs of Welsh language speakers and those for whom English is not their first language. • Entitlements to healthcare and 	<p>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>emotional, intellectual needs etc. Information regarding preferred routines, likes/dislikes/family history/interests etc. is also collected. It is essential that Service User's are involved in all aspects of their 'plan of care'. Visitors are welcome at any time assuming this is convenient to the Service User. The Day Centre promotes continued contact with local communities as well as providing activities such as arts/crafts/moving to music/choirs etc. Local Schools, Women's Institute, Merched y Wawr etc. also visit regularly.</p> <p>Religious services are held on a regular basis and local vicars /preachers visit regularly.</p> <p>Service User's are supported in accessing GP's/District Nurse's/chiroprapist and opticians. Hospital appointments can be problematic due to transport</p>	
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<p>assessment for and referral to healthcare services.</p> <ul style="list-style-type: none"> • 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>issues and providing a carer to accompany.</p> <p>More than Words – A strategy for promoting the welsh language in care exists and service providers are questioned yearly regarding the number of Welsh speaking staff they have available, we remain consistently high with 76% reporting availability of Welsh Speakers.</p>	
<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>	<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>Within Ceredigion run homes a Welcome Pack is issued on admission, in the language of choice</p> <p>Welcome Pack includes:</p> <p>Welcome letter</p> <p>Contact</p> <p>Complaints/Compliment</p>	<p>Welsh Government & Care Home Providers</p> <p>March 2016</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 		<p>Information</p> <p>Homes statement of Purpose</p> <p>Homes Information Booklet</p> <p>Statement of Wishes and Preferences Form</p> <p>Copy of latest Inspection Report</p> <p>Room folder includes:</p> <p>Room inventory</p> <p>Fire Evacuation Procedure</p> <p>Complaints/Compliments Pack</p> <p>Homes Statement of Purpose Information Booklet</p> <p>Service User rights are listed in the Welcome Pack and leaflets are left in bed rooms for reference.</p> <p>Complaints procedure in place, guidance on how to make complaints and contact information included in Welcome Pack.</p> <p>Optician visits every 12/18</p>	
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<p>support plan and what will be included in it.*</p> <ul style="list-style-type: none"> • Ensuring a culture of dignity and respect and choice and control over day-to-day life. • The skills and training of staff. • Their right to independent advocacy and how to raise concerns. * <p>(The areas marked with * should be standard in format to ensure consistency across Wales)</p>		<p>months. Service User's supported to attend audiology when required. Loop system in place.</p> <p>Open visiting times.</p> <p>Staff receive mandatory training and are encouraged to complete Continuous Professional Development.</p>	
<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>Ceredigion Council Care Home Staff have received 'Promoting continence training'. Continence Nurse visits/gives advice when required. Service Users needs assessed.</p>	<p>Welsh Government Guidance April 2015 Health Boards Implementation December 2015</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>Within Ceredigion Council run Homes, varied diet offered, choice of meals at each mealtime. Dietary needs met. Service Users choose whether to eat in their rooms or in communal dining room. May</p>	<p>Welsh Government April 2015</p>

		have lunch in Day Centre if they wish.	
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.	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).	All Ceredigion Council Care Home staff attend Protection of Vulnerable Adults training and are aware of what may constitute abuse. Staff have also received equality and diversity training.	CSSIW March 2015
1.6 Older people are offered independent advocacy in the following circumstances: <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. For those with fluctuating capacity or communication difficulties, this should	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.	We acknowledge that advocacy support needs to be improved within Ceredigion and we are currently working on a Policy in relation to availability of advocacy, specifically when looking at home reconfiguration. For POVA or Mental Health and Mental Capacity Assessment an Independent Mental Health Advocate/Independent Mental Capacity Advocate can assist/support in qualifying clients.	Local Authorities & Care Home Providers & Health Boards April 2015

<p>be non-instructed advocacy.</p> <p>When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</p>		<p>Advocacy Services can also be accessed from a range of 3rd Sector agencies, including: Age Cymru, Shelter, Citizens Advice Bureau, Alzheimer’s Society, MIND</p>	
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Key Conclusion 2: Too often, care homes are seen as places of irreversible decline and too many older people are unable to access specialist services and support that would help them sustain or regain their quality of life.

Link to Welsh Government policy and legislative areas: Social Services and Wellbeing (Wales) Act and National Outcomes Framework , Sustainable Social Services: A Framework for Action, Together for Health – Stroke Delivery Plan 2012-16

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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</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>Within Ceredigion, Health colleagues from various disciplines visit the ‘Home’ to give advice and guidance on a wide range of topics. Physio, reablement, OT’s also visit to give advice/treatment. Good working relationships also exist with local GP Services.</p>	<p>Lead Welsh Government March 2016</p>

and mobility.		A local falls program is also in place.	
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.	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.	As above, input is received from physio/OT/Targeted intervention service. Dietician, continence nurse as required. Within care homes staff have built good working relationships with the above staff groups, particularly in support of the joint care beds	Health Boards and Local Authorities in partnership July 2015
<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</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>Care Homes are represented on the multi professional Ceredigion falls strategy group.</p> <p>Falls are routinely recorded on IR1 forms. Medication reviews/physio/OT input sought where applicable. Equipment supplied and risk assessments in place. Environment safety major consideration i.e. slips/trips.</p>	Welsh Government November 2015

<p>is undertaken on an annual basis (see action 6.8).</p>			
<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>Within Ceredigion Council run homes there are ramps to external doorways. Signage where possible, however the building is not easy to negotiate if a SU has orientation issues. Some of the older style homes' corridors and door ways are not completely wheel chair' friendly'.</p> <p>A recent building and conditions survey highlighted this, the Council is currently entering in to consultation regarding the future provision of care and this will include options to develop and improve existing provision.</p>	<p>Welsh Government July 2015</p>

Key Conclusion 3: The emotional frailty and emotional needs of older people living in care homes are not fully understood or recognised by the system and emotional neglect is not recognised as a form of abuse.

Link to Welsh Government policy and legislative areas: Together for Mental Health - A Strategy for Mental Health and Wellbeing in Wales, National Outcomes Framework 2014, Mental Health (Wales) Measure 2010, National Dementia Vision for Wales 2011 and the Intelligent Targets for Dementia. NICE Dementia Quality Standard 2010. NICE Dementia Quality Standard (2010) and NICE Clinical Guideline 42. November 2006 (amended March 2011).

Required Action	Outcome	Compliance	By whom /By when
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.	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).	A National Standardised Program would be welcomed	Welsh Government November 2015
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.		Staff scheduled to undertake Dementia Awareness training during next financial year. It is hoped to appoint ‘Dementia Champions’ within Care Homes.	Local Authorities & Care Home Providers Begin January 2016
3.3 Active steps should be taken to encourage the use of befriending schemes within care homes, including	Older people are supported to retain their existing friendships and have meaningful social	Visitors are welcome at any time. Various clubs visit, as do the primary and secondary	Care Home Providers &

<p>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>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>school pupils. Very close links with local community – Service User always invited to contribute to local show arts/crafts classes.</p> <p>Families and friends invited to join in social occasions.</p> <p>Religious services are provided regularly in the Home. Vicars/preachers visit regularly to speak with Service Users.</p> <p>All faiths are taking in to consideration.</p> <p>A project is due to commence working with the drama students at the local University, developing a performance for the residents, in partnership with the Service users.</p>	<p>Local Authorities November 2015</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 	<p>The mental health and wellbeing needs of older people are understood, identified and reflected in the care provided within care homes. Older people benefit from specialist support that enables them to maximise</p>	<p>Community Psychiatric Nurse input provided as required, giving advice on supporting and providing practical assistance.</p>	<p>Health Boards November 2015</p>

<p>people as part of their initial care and support plan development and their on-going care planning.</p> <ul style="list-style-type: none"> • 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>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>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>Health Boards September 2015</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 reflected in guidance, practice and reporting under the new statutory</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>All Ceredigion Care Home staff are encouraged to develop close working relationships with Service Users which allows us to recognize, and learn, how best to provide emotional support to service</p>	<p>Welsh Government November 2015</p>

arrangements.		users. Key Worker systems helps to promote confidence and trust, allowing Service User to feel comfortable in voicing their concerns/feelings etc	
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Key Conclusion 4: Some of the most basic health care needs of older people living in care homes are not properly recognised or responded to.

Link to Welsh Government policy and legislative areas: Fundamentals of care, National Service Framework for Older People, Together for Health: a Five Year Vision for NHS Wales, Setting The Direction, Together for Health: Eye Health Care Delivery Plan for Wales 2013-2018, NHS Wales Delivery Framework 2013-14 and Future Plans, Rural Health Plan – Improving Integrated Service Delivery across Wales, Together for Health: A National Oral Health Plan for Wales 2013- 18, National Outcomes Framework for the Social Services and Wellbeing (Wales) Act 2014.

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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 	<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</p>	<p>Within Ceredigion Council Homes, Optician/chiroprapist/GP/DN/ OT/Physio/Targeted Intervention Service visit regularly, as required.</p> <p>Difficulty, in accessing hospital visits due to transport and staffing issues. Family members are supposed to</p>	<p>Lead Welsh Government</p> <p>March 2015</p>

<ul style="list-style-type: none"> • Access to podiatry and dentistry services • Access to specialist nursing services • GP access and medicines support • Specialist mental health support • Health promotion and reablement support <p>This must cover both residential and nursing care.</p> <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>homes have access to specialist nursing services, such as diabetic care, tissue viability, pain 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>support Service Users to access appointments but this is often not possible as Service Users may not be able to access a car, due to mobility issues.</p> <p>Regular medication reviews are undertaken in collaboration with pharmacist and local GPs</p> <p>Staff have received training in providing oral care. Charts are kept to ensure that prompting and assistance are given to Service Users who require it. Accessing dental surgeries is very problematic for non mobile Service Users. Dietician will visit/give advice as required.</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 		<p>Within Ceredigion, work has commenced identifying GP Cluster Networks, these Networks will be the ideal opportunity to introduce the statement of entitlement.</p>	<p>Health Boards & Care Home Providers April 2015</p>

<ul style="list-style-type: none"> • 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 in nursing homes, in line with the Fundamentals of Care Guidance. 			
<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>Care staff know SU's well and recognize need for early intervention. Staff will contact GP/DN/Out Of Hours GP, as required. Also, see above.</p>	<p>Health Boards November 2015</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>Pharmacy checks and Medication reviews are undertaken regularly.</p>	<p>Health Boards Begin April 2015</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>We would welcome this approach</p>	<p>Welsh Government November 2015</p>

Key Conclusion 5: The vital importance of the role and contribution of the care home workforce is not sufficiently recognised. There is insufficient investment in the sector and a lack of support for the care home workforce.

Link to Welsh Government policy and legislative areas: Social Care Workforce Development Programme, Sustainable Social Services for Wales: A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework, Integrated Assessment, Planning and Review Arrangements for Older People.

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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>Local development program in place for all LA Care Home Managers. Private Sector Care Homes regularly attend the Care Provider Forum, where information on National and Local training Programs is shared.</p>	<p>Care Council for Wales April 2016</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</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</p>	<p>Staff training data base recording all training attended, including mandatory training. High % of staff trained to NVQ/QCF Level 3; Manager</p>	<p>Welsh Government & Care Home</p>

<p>of older people.</p>	<p>needs of people with dementia and sensory loss, and who have the competencies needed to provide dignified and compassionate care.</p>	<p>and Assistant Manager Level 4/5. Other training opportunities include SCIF, Core Values, deaf, blind awareness etc. National Accuity Tool, would be welcomed.</p>	<p>Providers April 2016</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>QCF in level 2 in care as a minimum requirement (working towards this qualifications) We have identified the need to more robust competency assessment; we do link with Health practitioners to undertake specific competency requests as required.</p>	<p>Care Council for Wales & Care Home Providers From September 2015</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. 		<p>There is a standardized SCIF (Social Care Induction Framework) however we do recognise that Dementia training needs standardisation</p>	<p>Care Council for Wales December 2015</p>

<ul style="list-style-type: none"> • 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. <p>Care, compassion, kindness, dignity and respect.</p>			
<p>5.5 All care homes must have at least one member of staff who is a dementia champion.</p>		<p>Aim to try to have two 'Dementia Champions' over next 12/18 months if suitable training/support can be sourced.</p>	<p>Care Home Providers September 2015</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</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>We would welcome this approach, we currently work collaboratively with Health colleagues and share intelligence in terms of poor performance and create joint support teams, linked to Hywel Dda's Care Home Support Team to give specific advice to Providers when they are</p>	<p>Welsh Government Lead in partnership with Local Authorities, Health Boards, Care Home Providers September</p>

<p>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.</p> <p>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>failing.</p> <p>Peer support is encouraged through regular developmental workshops and reviewing of Policies and Procedures</p>	<p>2016</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>DBS checks are carried out on all staff and volunteers.</p>	<p>Welsh Government April 2018</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>This review would be welcomed, Care Providers regularly report the need for better pay recognition and challenges of recruiting.</p>	<p>Welsh Government January 2016</p>

Key Conclusion 6: Commissioning, inspection and regulation systems are inconsistent, lack integration, openness and transparency, and do not formally recognise the importance of quality of life

Link to Welsh Government policy and legislative areas: Sustainable Social Services for Wales: A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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 	<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 importance of ‘quality of life’ is at the heart and ethos of care in Ceredigion. Residents Newsletters and feed back ensure that we are aware of what is important to our SU’s and areas for improvement.</p> <p>NQA assists in maintaining appropriate records and ensuring that we can demonstrate and evidence the effectiveness of our ethos.</p> <p>A single outcomes framework would be welcomed</p>	<p>Welsh Government April 2015</p>

<p>9. Receipt of high quality services</p> <p>*Source: Flintshire Outcomes Framework</p>			
<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.</p> <p>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>Commissioners, providers and inspectors have a thorough understanding of the day-to-day quality of life of older people living in care homes (Action 6.2, 6.3).</p> <p>Older people's views about their care and quality of life are captured and shared on a regular basis and used to drive continuous improvement (Action 6.2, 6.3).</p>	<p>ASCOT and SOFI type inspections are being introduced.</p> <p>Providers share with contracts their annual satisfaction reports and examples of how SUs have given feedback about the care they receive.</p> <p>There is a NQA (ISO 9001:2008) framework in existence across all LA Homes and they are externally audited annually.</p>	<p>Care Home Providers & Local Authorities & Health Boards & CSSIW</p> <p>April 2015</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>CSSIW</p> <p>April 2015</p>
<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>There are some examples of good practice currently where POVA's and Provider Performance Issues are reviewed and addressed jointly with Hywel Dda's Care Home Support team</p>	<p>Welsh Government lead (Action 6.4, 6.5, 6.6)</p> <p>December 2015</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>These would be welcomed</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>These would be welcomed</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 	<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 existing ACRF includes an overview of the quality of Adult Social Care, but this will need to be strengthened to include the NQA Annual Reports for each Home, producing a new reporting framework.</p>	<p>Local Authorities - Outline AQS September 2015</p>

<ul style="list-style-type: none"> • 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>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> <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>Noted and we will work with colleagues to share intelligence/ information</p>	<p>Health Boards September 2015</p>
<p>6.9 The Chief Inspector of Social Services publishes, as part of her Annual Report, information about the</p>			<p>CSSIW Annual Report</p>

<p>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 upheld in care homes across Wales 			
<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 		<p>We will look to build this in to our contractual framework POVA information is collated under the Annual Report An annual data gathering exercise is also completed as</p>	<p>Care Home Providers December 2015</p>

<p>Framework and Supporting Specification.</p> <ul style="list-style-type: none"> • 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>part of the SCWDP re staff and skills etc.</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>This would be welcomed</p>	<p>Care Council for Wales December 2015</p>

Key Conclusion 7: A current lack of forward planning means that the needs of older people in care homes will not be met in the future.

Link to Welsh Government Policy and legislative areas: Sustainable Social Services for Wales: A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework.

Required Action	Outcome	Compliance/Evidence	By whom /By when
<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 	<p>Forward planning ensures there is a sufficient number of care homes, of the right type and in the right places, for older people.</p>	<p>Work around this is beginning in terms of the development of Market Position Statements.</p> <p>For LA Homes we have a Building Conditions Survey Report and have commissioned a detailed review report which we are currently consulting upon.</p>	<p>Welsh Government January 2016</p>

<p>provider base.</p> <ul style="list-style-type: none"> • a clear action plan to deliver the preferred provider base/market. 			
<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>Lack of qualified nursing is a concern, so this is welcomed.</p> <p>The Care Home Support Team does currently provide peer support, where areas for improvement are identified within performance monitoring.</p>	<p>Welsh Government</p> <p>March 2015</p>
<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.</p>			<p>Health Boards</p> <p>March 2016</p>