

## Local Authorities - 7 Required Actions – Conwy

A Place to Call Home - A Review into the Quality of Life and Care of Older People living in Care Homes in Wales

Required Action	When	Current Practice	Gaps and Solutions
<ul style="list-style-type: none"> <li>the availability of independent advocacy in care homes</li> <li>quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss</li> <li>how the human rights of older people are upheld in care homes across the Local Authority</li> <li>the views of older people, advocates and lay assessors about the quality of life and care provided in care homes</li> <li>geographic location of care homes</li> </ul> <p>Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.</p>		<p>for Older People Localities will work to understand the provision and the required improvements and drive forward change.</p> <p>Quality of care reports are prepared for our council run home, and we monitor quality through our monitoring team who produce an audit.</p>	<p>Work is needed on raising awareness of the human rights with care staff in particular the recently developed Older Peoples Human rights in Wales.</p> <p>The DSS will refer to this in her Annual Report 15-16.</p>

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<p>care provided to residents and/or potential breaches of their human rights. The national improvement team should utilise the skills of experienced care home managers, as well as other practitioners, to provide intensive and transformational support to drive up the standards of quality of life and care for residents as well as to prevent and mitigate future safeguarding risks.</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>partnership with Local Authorities, Health Boards, Care Home Providers)</p>	<p>and their carers are at the centre of involvement.</p>	<p>linking it more closely to the monitoring team, escalating concerns and advocacy.</p> <p>It may also be feasible to establish regional improvement arrangements through the newly established leadership and partnership forums in North Wales.</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.</p>	<p>April 15 (Care Home Providers, Health Boards.</p>	<p>The Conwy Involvement Network draws membership from any service user groups that wish to join and Older People are well represented. In addition Conwy supports the Age Connect Forums, the need to increase the involvement of residential service users has been recognised and the forums are being reviewed and reorganised.</p> <p>Social work teams are being organised on a very local basis and Section Managers for Older People Localities are being charged with developing a working relationship with home managers to improve communication and understanding.</p>	<p>Development of more opportunities to involve Older People.</p> <p>Development of Quality Standard framework.</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>	<p>Sept 15</p>	<p>As a result of the transformation programme in Conwy, we have had the opportunity to develop the role of the Section Manager -- for 3<sup>rd</sup> and Independent Sector, the post holder with the 3<sup>rd</sup> sector and the Section Managers</p>	<p>This information should be available to the director through the recorded client care plans, team leader's local knowledge, the work of the monitoring team and feedback from CSSIW reports as well as directly from residents</p>

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<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>Nov 15 (Care Home Providers)</p>	<p>Befriending schemes are available in Conwy. One of the main delivery groups is British Red Cross but there are a number of smaller voluntary groups supporting this work.</p>	<p>The regional collaborative have recently reviewed the feasibility of local, sub regional and regional arrangements for workforce development including commissioned providers of care. There will be a clearer focus on this as the SCDWP grant is reviewed in 15-16 by WG.</p> <p>Conwy is developing a whole sector Dementia Learning Plan which will be included in the 2015/16 SCWDP grant application.</p> <p>We will be working with home owners/managers to develop ways of delivery of training that is more accessible and reduces cost implication to the home.</p> <p>Monitoring uptake by older people in residential care is incomplete in part because we do not provide the service directly and not all befriending happens as a provided service.</p> <p>Identify and monitor through the assessment and reviewing process and evaluation of services.</p> <p>Make more use of third sector experience to develop joint training programme across a number of fields including 'What is Befriending'.</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</p>	<p>Sept 16 (Welsh Government Lead in</p>	<p>We look forward to hearing how the Welsh Government is going to proceed and we will work with them to deliver this service, ensuring the involvement of Older People</p>	<p>As part of the Conwy transformation and modernisation programme we are examining the 'review' process in order to make it a more useful and effective tool,</p>

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<p>1.6 Older people are offered independent advocacy in the following circumstances: when a care home is closing when a POVA referral has been made when moving directly from hospital to a care home or from another care home as a result of safeguarding issues.</p> <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>April 15 (Care Home Providers, Health Boards)</p>	<p>Currently Conwy has an agreement with the local Age Connect to provide advocacy services specifically for Older People the service includes non-instructed advocacy.</p> <p>It is available to full fee paying residents</p> <p>Staff have had training to understand mental capacity issues.</p>	<p>As part of the transformation and modernisation process the assessment recording procedure is undergoing change, we will ensure that details of the advocacy services offered are recorded in the care plan and any POVA documentation.</p> <p>Evaluate programmes such as Age Connect's 'Speak up' project with a view to the feasibility of introducing it in Conwy.</p> <p>It would be recommended that we monitor this action through the North Wales Adult Safeguarding Board.</p> <p>Consider including a specific clause in the contract with service providers</p> <p>Make use of The One Conwy Partnership Core Outcome Group for Older People to further support partnership working in this area.</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>July 2015 (In partnership with Health Boards)</p>	<p>Conwy has no specific policy – needs are identified in an individuals' Care Plan.</p> <p>Conwy operates a multi-disciplinary rehabilitation service which is available to all older people regardless of tenure.</p> <p>Conwy and BCUHB are partners in the delivery of the Continuum of Community based Services. The associated memorandum of understanding which covers the provision does not preclude older people in residential care.</p>	<p>Uptake of the training as a percentage of workforce numbers is not recorded.</p> <p>Consider developing a system of recording all staff who work within residential and nursing care settings. We could work in partnership with the care sector and CSSIW to monitor this.</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>Jan 16 (Care Home Providers)</p>	<p>Conwy makes available to the sector Induction training (Social Care Induction Framework) and Dementia Awareness courses.</p> <p>We are working within the Ageing Well in Wales national and regional partnership to develop 'Dementia Supportive Communities' which includes improving the understanding of all about Dementia</p>	<p>Uptake of the training as a percentage of workforce numbers is not recorded.</p> <p>Consider developing a system of recording all staff who work within residential and nursing care settings. We could work in partnership with the care sector and CSSIW to monitor this.</p>