

Isle of Anglesey County Council, Adult Services

Implementation of Recommendations of the Older People’s Commissioner Report “A Place to Call Home” May 2015

Actions, Processes and Timescale

Aim

- To implement the revised recommendations relating to “A Place to Call Home” as provided by the Wales Older People’s Commissioner in 2014.
- The implementation plan will be agreed and monitored by the Adults Management Team and **all** recommendations will be implemented by January 2016. Achievements dated prior to January 2016 will also be established in line with OP Commissioners Guidance.
- Bi Monthly review of actions to ensure comprehensive achievement and that objectives become part of business as usual.

Objectives

- Establish an agreed process and action plan (see below)
- Identify issues, and accompanying strategies to address these
- Identify responsibilities and deadlines

Process and Actions

- See Table Below for updated actions
- Appendix 1 provides information on some current levels of service, that have helped inform this Action Plan

In Addition:

- It was recognised that to ensure appropriate governance and timely implementation:
 - A project sponsor be established - This will be the Head of Adult Services
 - Bi-Monthly reports to the Adult Service Management Team and every 3 months to the Community Directorate Leadership Team
 - Action 2 relating to Access to Specialist Services is a shared action across the Local Authority and Health Board and will be overseen by the local Integrated Delivery Board on a quarterly basis
 - To ensure implementation a “task and finish” group will be established by the end of May for a period up to January 2016 in the first instance to assure implementation
 - Performance measures and targets for the actions will be developed for agreement by Adults Management Team in June/July meetings

OPC – Implementation of Recommendations May 2015

	Recommendation from OPC	Current Status/Issues	Action Required/Status	Who Responsible	By When Implemented
1	<p>Older people are offered independent advocacy in the following circumstances:</p> <ul style="list-style-type: none"> 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>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>Currently Advocacy for Older People is managed via a Spot Purchased Arrangement with NWAS</p> <p>Need to establish consistent service with continuity</p>	<ul style="list-style-type: none"> Agreement with NWAS Maintain Spot Purchase Arrangement Agree Service Spec and Contract Review Contract & Agree ongoing Provision Monitor provision on a yearly basis 	<p>HOSs</p> <p>SM</p> <p>SM/ CM</p> <p>SM & CM</p> <p>SM/CM</p>	<p>March 2015</p> <p>Apr- June 2015</p> <p>July 2015</p> <p>Feb 2016</p> <p>March 2016</p>
2	<p>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>MDT Care is currently provided in Môn through Enhanced Care</p>	<ul style="list-style-type: none"> Commission short piece of work to assess current possible demand/available capacity to meet this demand Develop action plan to addressing shortfalls and 	<p>HoS</p> <p>SM/Area Lead Nurse</p>	<p>End of May 2015</p> <p>1st July 2015</p>

			implement service provision		
3	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.	Comprehensive training is available locally provided by the LA and Bangor University	<ul style="list-style-type: none"> Assess current performance of care home sector against target level 	HOS	July 2015
			<ul style="list-style-type: none"> Report outcome of assessment to Adults Management Team and ISB with associated actions required to achieve compliance 	HOS	Sept 2015
			<ul style="list-style-type: none"> Implement Action Plan Reassess Performance 	SM SM	Dec 2015 April 2016
4	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.	Befriending Services exist on Anglesey primarily focussed on people in their own homes	<ul style="list-style-type: none"> Discuss current links care homes have to established Befriending Schemes/Scope current use 	OPSC/ at Provider Forum	June 15
			<ul style="list-style-type: none"> Share information regarding established referral routes and establish links 	OPSC	Aug 15

			<ul style="list-style-type: none"> • Discuss potential expansion of befriending schemes to care home 	OPSC	July 15
			<ul style="list-style-type: none"> • Highlight to all providers their commitment to develop links to befriending & maintain faith based relationship 	HoS	July 15
			<ul style="list-style-type: none"> • Draw care homes attention to authority Multi-Generational Strategy and encourage use. 	OPSC	July 15
			<ul style="list-style-type: none"> • Establish formal links to Children & Young Peoples Partnership 	OPSC	July 15
			<ul style="list-style-type: none"> • Provide information on steps to set up "Friends of Schemes" 	OPSC	July 2015

HoS – Head of Service, SM – Service Manager, CM – Contracts Manager, OPSC- Older People’s Strategy Co-ordinator

Appendix 1

Assessment of Current Provision in Anglesey

1. Advocacy Provision in Anglesey

Advocacy has been commissioned for specific consultations and issues over last 2 years. These including engagement in sale of Garreglwyd Residential Care Home and changes in Meals on Wheels provision.:

Advocacy is provided to Older People with a Learning Disability as part of Generic Contract with North Wales Advocacy Services

2. MDT Care and support to receive rehabilitation

At present Môn Enhanced Care and Reablement support approximately 70 individuals clients per month. In accordance with delivering on this project further assessment of available capacity is required.

3. Dementia Training

During 2014 and 2015:-

- 273 people attended Dementia awareness training.
- 30 care home workers attended Butterfly Training, with additional 30 attending in April 2015
- 105 attended communication training
- 30 learners achieved and award in Dementia with further 24 enrolled on the level 3 award.

Specific Feedback from Managers included:-

- *Robust feedback from employers on the quality of training received and clear feedback on how the knowledge and skills staff gained has helped develop staff confidence in supporting individuals with Dementia who are at different stages of their illness.*

- *Staff gained skills in responding to individual needs in a positive way as they have a better understanding of how the dementia is affecting the individual.*
- *Managers have also seen staff gain confidence in communicating and supporting families with their daily concerns, following attending training.*
- *Staff are now able to divert individuals who are anxious without further causing them anxiety through effective communication. This has benefited individuals as they are able to settle into the home environment with less distress and it has resulted in reduced referrals to other professional, and hospital admissions. This has been evident from staff gaining training around the more complex needs of individuals who have a form of Dementia.*

Following the dementia journey the Trainer then agreed to work alongside care staff and individuals, observing and monitoring practice in different care settings. We are awaiting a written audit in support of the good practice observed.

Oral feedback obtained during the sessions has enabled further staff development and reassurance for staff.

The manager also indicated the benefits of having the trainer visit the organisation, and how the less motivated staff were able to reflect on their own performances and practice and then developed ways through adapting communication and gaining support on the job, helped them develop in their role an understanding of why some individuals behave differently.

Topics covered through the Dementia journey training

- Dementia, the different types of Dementia and their effects on individuals
- Where do we start? Advanced Care Plan
- Cycle of grief following a diagnosis of Dementia
- Communication
- Behaviour as communication
- Communication of unmet needs expressed as aggressive behaviours
- Interventions
- Expression of need
- Kit wood's flower of needs in Dementia

- Equality and diversity
- Medication in Dementia
- End of life care
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4. Befriending Schemes on Anglesey

We have a number of befriending schemes on Anglesey, all run by 3rd sector organisations.

Age Cymru Gwynedd a Mon and RVS run a service primarily in people`s own homes. In some cases the schemes have supported people living in a care home. This is mainly in instances where a service has been provided to a person in their own home who is then subsequently admitted into a care home.

One of the scheme managers suggested that befriending services in care homes would mainly benefit people who are in the home on a short term basis or on respite.

There is not a specific commissioned services focussing on care homes in Anglesey at present.

The British Red Cross provide a sitting service to support carers, this is not technically a befriending service but may offer some of the benefits of befriending.

Care homes can establish Friends of the care home which can again provide the volunteer/befriending role.

We are also setting up a time banking project, initially in the Seiriol ward and hopefully see links between this project and care homes.