

<p><b>Key Conclusion 1:</b> 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.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> 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.</p>		<p><b>Newport City Council Response</b></p>		
<p><b>Required Action</b></p>	<p><b>When</b></p>	<p><b>How</b></p>	<p><b>By Whom</b></p>	<p><b>When</b></p>
<p>1.6 Older people are offered independent advocacy in the following circumstances:</p> <ul style="list-style-type: none"> <li>• when a care home is closing</li> <li>• when a POVA referral has been made</li> <li>• when moving directly from hospital to a care home or from another care home as a result of safeguarding issues</li> </ul>	<p>April 15</p> <p>(Care Home Providers, Health Boards)</p>	<p>Newport's policies &amp; procedures include the requirement to offer independent advocacy to Older People in the following circumstances::</p> <ul style="list-style-type: none"> <li>• <b>When a care home is closing.</b> This is a well documented robust procedure which is adhered to by the lead officer for any home closure.</li> <li>• <b>When a POVA referral has</b></li> </ul>	<p><b>Commissioning &amp; Adult Services.</b></p>	<p><b>Current</b></p>

		<p><b>been made.</b> <b>Maria to check that offering of advocacy is in the POVA referral procedures.</b></p> <ul style="list-style-type: none"><li>• <b>When moving directly from hospital to a care home or from another care home as a result of safeguarding issues.</b> In this instance the individual's social worker acts as the advocate for that individual. The individual is provided with information and is signposted to our independent advocacy provider Age Cymru (Gwent). This contract is monitored by</li></ul>		
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<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>Commissioning to insure quality and operation complies with the contract terms and conditions.</p> <p><b>Need to have Health input re: CHC / health placements</b></p> <p>Signposting and the provision of information through contact with Social Worker and providers are aware of the service to signpost service users, families etc.</p> <p>Robust procedures are in place and documented to insure that residents are signposted towards advocacy services – Age Cymru (Gwent)</p>		
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		when homes are entering escalating concerns. Responsibility for this is with the designated lead officer managing the process.		
<p><b>Key Conclusion 2:</b> 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 to have the best quality of life.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> 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.</p>				
<b>Required Action</b>	<b>When</b>	<b>How</b>	<b>By Whom</b>	<b>When</b>
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.	July 2015  (In partnership with Health Boards)	Care plans include outcomes that can be facilitated by health or jointly. Access to Falls service, reablement services, rapid response service, and COPD clinics already exists in Newport in partnership with ABUHB. An	<b>Adult Services in Partnership with ABUHB.</b>	Current

		individual does have access to specialist services, multi disciplinary care that supports rehabilitation after a period of ill health		
<p><b>Key Conclusion 3:</b> 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.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> 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).</p>				
<b>Required Action</b>	<b>When</b>	<b>How</b>	<b>By Whom</b>	<b>When</b>
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.	January 2016  (Care Home Providers)	The requirement to have appropriately trained staff in nursing and residential homes forms part of provider contracts. This is monitored via the contract compliance visits	<b>Commissioning via Provider Forum</b>  <b>Providers</b>	Current

		<p>undertaken by the Commissioning Unit.</p> <p>Free training is provided to all Newport Care settings via the Workforce Development Team. Dementia training has been provided and attended by care staff. In Newport we have recently commenced on the Butterfly Home project.</p> <p>Through the Provider Forum care staff training needs and availability is discussed, identified and signposted.</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>November 2015 (Care Home Providers)</p>	<p>Care Homes do link with other areas of the council e.g. schools with care homes within</p>	<p><b>Commissioning via Provider Forum, Adult Services</b></p>	<p>Current – Many services / signposting / relationships with the third</p>

		<p>there community's Reading services etc.</p> <p>Providers are signposted towards services provided outside of the council by the third sector via the provider forum and the Community Services Directory.</p> <p>Social Workers review care plans and the extent to which these are being met via the routine review of service users care plans and support services.</p>	<p><b>Providers</b></p>	<p>sector are already well established in Newport.</p> <p>The development of the Community Services Directory is ongoing.</p>
<p><b>Key Conclusion 5:</b> 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.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> Social Care Workforce Development Programme, Sustainable Social Services for Wales: A Framework for Action, Social</p>				

Services and Wellbeing Act, National Outcomes Framework, Integrated Assessment, Planning and Review Arrangements for Older People				
Required Action	When	How	By Whom	When
<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.</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>September 2016</p> <p>(Welsh Government Lead in Partnership with Health Boards, Care Home Providers)</p>	<p>NCC share current practice extensively with Welsh Government. NCC are represented on many National Boards, workstreams and projects e.g. Regulation &amp; Inspection, Nutrition, Carer's Strategy</p> <p>The contract support officers (CSO) within the commissioning unit, to a certain degree, provide support directly to Care Home providers in accessing training, advice etc. to improve the quality of life of older people</p>	<p><b>Commissioning</b></p> <p><b>Adult Services</b></p> <p><b>Providers</b></p> <p><b>CSSIW</b></p>	



		<p>before situations or environments deteriorate to the extent that formal procedures will need to be entered into.</p> <p>CSO's engage with residents, service users and their families to identify good practice that results in good quality and identify improvements through direct engagement.</p>		
<p><b>Key Conclusion 6:</b> Commissioning, inspection and regulation systems are inconsistent, lack integration, openness and transparency, and do not formally recognise the importance of quality of life</p> <p><b>Link to Welsh Government policy and legislative areas:</b> Sustainable Social Services for Wales: A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework.</p>				
<b>Required Action</b>	<b>When</b>	<b>How</b>	<b>By Whom</b>	<b>When</b>
<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 2015</p> <p>(Care Home Providers, Health Boards, CSSIW)</p>	<p>Quality information is captured and reported on via surveys and reviews from information from</p>	<p><b>Commissioning</b></p> <p><b>Adult Services</b></p>	<p>Current</p> <p>January - April 2015 – SIP's will be reviewed to insure that</p>

		<p>all older people, where a “voice” can struggle to be heard advocates and family members are engaged to ensure that all have a voice.</p> <p>Systematic and informal procedures, part of the work carried out by the commissioning unit is to sit and observe Commissioning currently use this information to inform Market Position Statements and Strategies.</p> <p>Newport have a good relationship with CSSIW and providers which mean that issues around quality can be addressed in a</p>		<p>quality and its improvement where appropriate is a focus for ongoing work</p>
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		<p>joined up way, joint unannounced visits by commissioning and CSSIW to establishments where concerns have been identified.</p> <p>Themes are developed and highlighted via the provider forums.</p> <p>Areas for improvement identified within operational Service Improvement Plans (SIP'S) these are monitored and reviewed on a monthly basis.</p> <p>The Chief Officers Annual Report to council reflects the findings of the quality information gathered and actions that have been taken.</p>		
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<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"> <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>September 2015</p>	<p>Chief Officer's Annual Report to Council will include information on:</p> <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</li> </ul>	<p>Chief Officer</p>	<p>September 2015</p>
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		provided in care homes <ul style="list-style-type: none"><li>• geographic location of care homes</li></ul>		
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