

A Place to call Home - OPC Care home review Rhondda Cynon Taf CBC – Current Position

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.

AP Ref:	Required action	Outcomes required in report	Current Position
1.6 LA, CH, HB	<p>Older people are offered independent advocacy in the following circumstances: when an older person is at risk of, or experiencing, physical, emotional, financial or sexual abuse.</p> <ul style="list-style-type: none"> • 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. <p>For those with fluctuating capacity or communication difficulties, this should be non-instructed advocacy. When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</p>	<p>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.</p>	<p>Current arrangements for advocacy include spot purchase and use of Third Sector service funded short term through Big Lottery to support 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 and those who need support to help them leave hospital</p> <p>Use of IMCA under safeguarding arrangements where appropriate.</p> <p>We include the role of family and friends as this is important as in many of the circumstances included in the OPC requirements, it would not be helpful to remove them from decisions that affect them and their loved ones.</p>

A Place to call Home - OPC Care home review Rhondda Cynon Taf CBC – Current Position

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 to have the best quality of life.

	Required Action	Outcomes required in report	Current Position
2.2 HB, LA	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, eg following a fall, or stroke, to enable them to maximise their independence and quality of life.	. Support following ill health Current provision is that following a period of ill-health referrals are made to the L.A. Reablement / short Term Intervention Team to undertake an assessment and provide a reablement service where appropriate

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.

	Required Action	Outcomes required in report	Current position
3.2 LA, CH	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 ongoing basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.	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).	Current provision - there is range of high quality dementia training available eg Dementia Care Matters, Creative Minds and the Butterfly project locally through LAs and SCWDP to all care home staff including different levels eg basic awareness, advanced for supervisors/managers. We promote awareness of the range of dementia training available through SCWDP who are also part of the Provider Forum.

A Place to call Home - OPC Care home review Rhondda Cynon Taf CBC – Current Position

	Required Action	Outcomes required in report	Current position
3.3 CH, LA	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.	Older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home. Care homes are more open to interactions with the wider community. Older people are able to continue to practice their faith and maintain important cultural links and practices.	14. Current provision - access is available to existing befriending services in homes (eg Red Cross, Communities First groups)

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.

	Required action	Outcomes required in report	Current position
5.6 WG, LA, HB, CH	<p>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</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>Current position- where dealing with contractual breaches, issues of professional responsibility and liability the commissioners will manage and support homes to make the required improvement through current escalation concerns procedures e.g. corrective and developmental action plans</p> <p>We continue to promote the role of SCWDP and training programme to assist care homes in making the required improvements</p>

A Place to call Home - OPC Care home review Rhondda Cynon Taf CBC – Current Position

	Required action	Outcomes required in report	Current position
	risks. 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.		

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.

	Required action	Outcomes required in report	Current position
6.2 CH, LA, HB, CSSIW	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. Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement (see action 6.10)	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). 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).	Current position - as part of the contract monitoring framework we audit all independent sector care homes to ensure residents staff and family meeting regarding the quality of care provided are held and any issues of concern raised are taken seriously and acted upon. We use the quarterly Provider Forum to share best practice and drive improvements identified from the above action
6.7 LA	Annual Quality Statements are published by the Director of Social Services in respect of the quality of life and care of older people	Older people have access to relevant and meaningful information about the quality	We will ensure that annual quality statements include reference to independent advocacy, dementia and sensory loss including upholding the human rights of older people possibly using the ACRF

A Place to call Home - OPC Care home review Rhondda Cynon Taf CBC – Current Position

	Required action	Outcomes required in report	Current position
	<p>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 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>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>report.</p>