



Follow-up to 'A Place to Call Home' Review
CSSIW Self-evaluation Pro Forma

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Chief Inspector

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Date: 31.03.2017

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Deadline for responses: 31 March 2017

Please email responses to: review.adolygiad@olderpeoplewales.com

Outcome

Commissioners, providers and inspectors have a thorough understanding of the day to day quality of life of older people living in care homes.

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 Required (Requirement for Action 6.2 & 6.9):

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 the issue 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.

To what extent do you comply with this Requirement for Action? (300 words)

Over 2016 we changed the way we inspect, introducing new inspection frameworks for care homes and our inspection of local authorities' social services functions. Our inspections focus more on wellbeing outcomes, people rights and their day to day experience of care.
<http://cssiw.org.uk/providingacareservice/our-inspections/how-we-inspect-adult-care-services/?lang=en>

Inspectors spend more time at care home services speaking to people, their families and carers about their care experiences; also to staff and others about the care provided.

We also changed the way inspection reports are written to make them more accessible, providing clearer conclusions about the quality of care people received and how it contributes to their wellbeing.

Our new inspection handbook sets out clear expectations on our rights based approach to care and wellbeing. It also provides clear information on our inspection methods, lines of enquiry, what good care looks like and how we will evaluate care.

	<p>http://cssiw.org.uk/docs/cssiw/general/161022handbooken.pdf</p> <p>We have strengthened our engagement with local authority elected members/officers and our role in local scrutiny. Our inspectors regularly attend Council and other scrutiny meetings to give evidence about the authority's performance, practice, trends and the view and experience of local people who use their services. We also feedback on regulated care (those commissioned by the authority and services operating in their area and those where we have receive high numbers of concerns form the public) to ensure consideration of the whole system - how care is delivered at a service and population level in their communities.</p> <p>Taken together with our new inspections focussed on wellbeing, it provides clear lines of sight on the local authority commissioners' care management and the impact this is having on the wellbeing of people and their carers.</p> <p>We have clear arrangements and early warning systems in place between CSSIW and commissioners for care homes where we have a concern or where there may be a risk to the quality of care or continuity of people's care.</p> <p>Collectively our new approach to inspection, focussed on right based care and how we assess and measure the impact of how care homes make a difference to people's quality of life will drive culture and practice change and strengthen commitment for continuous improvement and improved outcomes for people receiving care.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Our new approach to inspection and the framework has been developed in partnership with our stakeholders; commissioners; service providers; other regulators; educators and universities; our national advisory board and relational forums; the public including people who use services and their families.</p>

	<p>We spend more time at services talking to people about their care and observing the delivery of care.</p> <p>We improved our questionnaires and encourage people who use services, their families and staff to provide feedback.</p> <p>In partnership with Carers Wales we have started a national discussion with carers across Wales. Our area teams have been engaging directly with people who use services and their carers. Our area managers (trained by Participation Cymru) have attended carers meetings, held telephone interviews and met with carers and officers in each of the 22 local authority areas. We have provided feedback to each Council on the issues raised and will shortly publish a national report on their views.</p> <p>We continue to improve inspector practice, knowledge and skills in identifying and responding to good/poor care in care homes through</p> <ul style="list-style-type: none"> ➤ specialist training and education including: nutritional standards, dental health, pressure ulcer prevention and intervention services (P. U. P. I. S), workplace health, dementia care, Deprivation of Liberty Safeguards, fire and food safety, pharmacy and prescribing, sexual health in older care, HIW and AIDS in older people, Autism , Falls, Tissue viability, positive behaviour support for people with learning disability; mental health issues and understanding of Lesbian, Gay and Bisexual (LGB)issues ➤ new methods in inspection, gathering and triangulation of evidence and reporting on wellbeing outcomes; ➤ New laws and polices: RISCA, Fire Safety regulations, Welsh Language Act and standards.
<p>What impact has this had</p>	<p>We have seen steady progress in care homes making sustained improvements. 83% of care homes met with</p>

<p>on residents' quality of life and care?</p> <p>(850 words)</p>	<p>standards and the number of care homes we have worked with to make sustained improvements has significantly reduced over three years since 2014 (from 858 to 514).</p> <p>In 2015/16 we worked with 140 care homes for older people to improve care with a small number remaining a concern.</p> <p>We extended our reach to ensure people in care homes have a voice:</p> <ul style="list-style-type: none"> ➤ Over the year we visited 643 older people care homes and spoke to many people about their care; ➤ Ein Llais, our three new regional forums, provide a local perspective of people who use services. Collectively Ein Llais and our National Advisory Board bring challenge to the quality and focus of our work to ensure the voice of people about their care is at the forefront of priorities and systems; ➤ Through our concerns process more people are telling us about poor or indifferent care - last year we received 1385 concerns about older care homes and carried out an additional 39 inspections of older people care homes as a result. <p>We have monthly communications via our CSSIW newsletter with care homes and other providers to raise awareness of legislation, best practice, and performance data .</p> <p>We jointly developed, published and promoted resources (film, factsheets, presentations, FAQs) to support care homes and other regulated services understand how the changes under RISCA affect their service and staff and how it will benefit people who use their services.</p> <p>Our annual reports continue to offer transparent and frank analysis of the national care home market in Wales, key challenges and pressures in the system. The report provides rich information for commissioners, service</p>
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	<p>leaders, workforce planners, and national and local government and the impact of their contribution to improve people’s quality of care and wellbeing.</p> <p>http://cssiw.org.uk/our-reports/annual-reports/?lang=en</p> <p>We issued (in September 2016) an interim guidance note: <i>The use of care workers to support Registered Nurses in nursing homes.</i> The guidance clarifies CSSIW’s position in relation to the regulations and national minimum standards as they currently stand and their expectations of providers who use senior nursing care workers to undertake nursing tasks under the delegation and direction of a registered nurse.</p> <p>http://cssiw.org.uk/providingacareservice/already-registered-services/using-care-staff-to-support-registered-nurses-in-nursing-homes/?lang=en</p> <p>We are represented at and active contributors to key groups whose objective is to improve care for people in care homes. These include:</p> <ul style="list-style-type: none"> ➤ The Competition Market Authority study into care homes for the elderly, to review how well the market works and if people are treated fairly; ➤ National Commissioning Board for Care Homes; ➤ National Falls Prevention Group; ➤ Dementia Strategy Group.
<p>If further actions are needed to be compliant, please evidence what these will be and</p>	<p>The implementation of Regulation and Inspection of Social Care Wales Act 2016 will build on the good foundations set in our new approach to inspection and strengthen both the service and workforce regulation to drive improvement in the delivery, accountability and skills of leaders and staff working in care homes so that people can have a positive experience of quality care and wellbeing.</p>

<p>provide a timeline for compliance? (500 words)</p>	<p>We have used evidence from our work and our professional expertise/ experience to inform and shape sound policies and practice in the development of regulations and guidance for the new service regulation model that Welsh Government will consult on in spring 2017. We ensured the new system concentrates on people's wellbeing.</p> <p>With Social Care Wales and Qualifications Wales we are actively supporting the development of the new Health and Social Care Qualification Framework to ensure there is sufficient capacity of qualified, skilled people working in care homes and wider care services. We will also be working with employers in care services to ensure they support the continuous professional development of their staff. Early resources include First Three Years in Practice (for social workers) with other resources to be published later this year: Employers Codes, Responsible Individuals Handbook.</p> <p>Information from our SASS (Autumn 2016) provides rich data on care homes including occupancy rates and the diversity of accommodation stock in Wales including property location, size, age and facilities. This intelligence has helped influence the development of Welsh Government regulations and guidance under the new service model.</p> <p>This summer we will publish a report on the findings of SASS so that commissioners and the public are informed and can make clear choices about care homes in their area. The report will also be a catalyst to drive improvement in the modernisation and quality of care homes stock across Wales.</p>
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Sharing good practice and organisational achievements that have made an impactful difference to the quality of life and care of older people in care homes in Wales

Please use this space to describe any new, different and innovative approaches that CSSIW has invested in to improve the quality of life and care of older people in care homes in Wales, and the impact that this has achieved for older people. References to good practice may reflect any area relevant to the Commissioner's original Care Home Review.

Free text statement: 1,000 word limit.

As the Older People's Commissioner will be aware CSSIW has focussed its attention on homecare for older people in the past two years. We gave this priority because of the serious concerns about the quality of care being provided, the extreme fragility of the domiciliary care market and the immediate impact this was having upon vulnerable older people.

We can provide a separate update however our report "**Above and Beyond**" as a comprehensive research model has been very effective, especially in supporting the development of the strategy for Wales. It has been innovative in its engagement with older people and people using services, care workers, commissioners and providers and the use of inspection frameworks as a research tool. The ongoing workshops to change practice is a testament to CSSIW's determination to achieve improvement.

In relation to care homes we are now undertaking a **similar thematic**, initially in North Wales with HIW based upon A Place to Call Home. This will focus on healthcare outcomes for older people living in care homes and the interface with primary and secondary healthcare.

In the meantime these are some of the projects CSSIW has been pursuing:

Ratings: CSSIW has received Ministerial support for applying ratings to care services in future based on the framework it had developed and a pilot study of almost 50 inspections of care homes. The approach is innovative in that it is based on outcomes rather than standards and is tied to the use of observational frameworks. We have also set out what "good looks like" in our frameworks and have engaged with and explained these to the sector. We consider when ratings become operational they will be a key

driver for services to move beyond minimum standards.

Nurse delegation: During 2015/16 we were very concerned about the quality of care in nursing homes, because of the use of agency nurses; nurse availability and the closure of a number nursing homes. We determined to consider alternative solutions and worked with one major provider, our National Advisory Board and SCIE to review the evidence for a change in practice. Given the professional and organisational concerns regarding change we adopted a strong, carefully thought through and proactive position in relation to delegation of nursing in nursing homes and published a statement setting out our expectations in August 2016. This has been a catalyst for change and we are now running a series of workshops with NHS workforce development to embed this. It is too early to demonstrate the impact in Wales but the SCIE research in England and Scotland on similar schemes indicates much improved outcomes for people, primarily because of increased continuity of care.

Welsh Ambulance Service (WAST): In the past twelve months we have developed an information sharing protocol with WAST to share intelligence about ambulance call outs to care homes. Through careful analysis of their data we have identified which homes call out ambulances most often, why and whether people were admitted to hospital as a result. What has become apparent is that there are “hotspot” homes over dependent on ambulance callouts with the result that people were more likely to be admitted to hospital. This intelligence is now being used in inspections to understand whether the services are making best use of primary healthcare or have an effective falls pathway in place. We will be able to monitor the impact on call out rates over time.

Electronic Self Assessment of Service (SASS): We have put in place an important tool for reporting care home performance by individual home, region, provider, across Wales. The first use of this tool was in November 2016 and it was successfully used by over 90% of care home providers. This provided powerful data in relation to environmental standards and the use of Welsh language. The later versions of the SASS will include a number of elements identified in a Place to Call Home (e.g. people who have dementia, cared for in bed, sensory loss). The reason we focussed on environment was because it enabled us to understand the impact of setting new benchmarks in care homes, for example in relation to shared

rooms, size of rooms and en suite provision. Proposals in relation to shared rooms in particular will we believe will be positive for older people.