



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

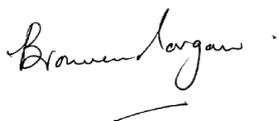
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Date	27th April 2017
Signed	

Chief Executive Officer

Name: Miss Bronwen Morgan

Date: 27.04.17

Signed:



Council Leader

Name: Councillor Ellen ap Gwynn

Date: 27.04.17

Signed:



Deadline for responses: 31 March 2017

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

<p>Outcome</p> <p>Older people receive full support, following a period of significant ill-health, for example, following a fall or stroke, to enable them to maximise their independence and quality of life.</p>	
<p>Action Required (Requirement for Action 2.2):</p> <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. (In partnership with Health Boards)</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>Hywel Dda University Health Board (HDUHB) and Ceredigion Local Authority are committed to an integrated model of care which places the person at the centre</p> <p>The Community Resource Team (CRT) approach is the model of specialist service provision for patients / citizens requiring a co-ordinated multi-disciplinary response to meet their needs.</p> <p>The services delivered are time limited (up to six weeks) with the service responsive to an immediate episode or crisis. This approach enables timely support, assessment and care planning.</p> <p>Assertive Discharge to Assess Models include:</p> <ul style="list-style-type: none"> • Community Hospital (Tregaron) Interim Care Beds • Community Enablement / Discharge to Assess Beds <p>The new model includes ‘Porth Gofal’ an integrated health and social care referral, triage and assessment function accessible via a Single Point of Access (SPA). All referrals to LA assessment beds are triaged through Porth Gofal with access to preventative services i.e. short term intensive intervention services.</p> <p>Porth Gofal is staffed with Prevention Support Workers, who will carry out the “what matters” conversation, undertaking a proportionate assessment, working alongside other professionals e.g. Social Care, Health, Police and other statutory agencies where appropriate. Where more intensive intervention is required this will be led by the appropriately identified professional who will</p>

	<p>access the required preventative or long term service.</p> <p>Ceredigion are also piloting a model with the third sector to provide collaborative and united early intervention, enabling the third sector to work together to improve wellbeing at a local level. This 'Ceredigion Prevention Wellbeing Alliance' aims to ensure that community services are joined up and look at all aspects of maintaining independence without needing to access more formal services through Porth Gofal.</p> <p>The development of the new Target operating model is part of the transformation agenda for the council and these services are available for current care home residents in addition to individuals in the community or in hospital.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>To date 12 Assessment beds have been opened within 5 of the LA care homes and more are planned during 2017. These beds benefit from the support of the CRT Multi-Professional Team to maximise personal independence and where possible enable return to the community or their existing care home. The service provides assessment and a period of re-ablement with a clear access pathway that prevents admission to hospital and enables faster discharge.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<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, prevent unnecessary hospital admission and enable them to remain in their care home for as long as possible, without the need to transfer to a more specialised care home.</p> <p>Their care and support plan is reviewed/reassessed at this time. Ceredigion uses the National Assessment & Eligibility Tool which promotes a 'person centred' approach with 'what matters to you' at the heart of each interaction. Adjustments to care and support plans are made in line with the individuals' desired outcomes and to promote their dignity and independence as much as is possible.</p>

<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance?</p> <p>(500 words)</p>	<p>In addition to the intensive service provided by the assessment beds we will in the next year endeavour to ensure that all existing care home residents (including private sector) benefit from the support of the CRT Multi-Professional Team. This will ensure that all specialist services are consistently available and that people can remain in their residential home setting rather than transferring to an assessment bed or hospital admission.</p>
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N.B. The Commissioner's expectation is that specialist services are made available to all residents, where appropriate, including self-funders evidence submitted in this section should therefore reflect this.

<p>Outcome</p> <p>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.</p>	
<p>Action Required (Requirement for Action 3.2):</p> <p>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>The Commissioner’s expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that all staff working in care homes understand the physical and emotional needs of people living with dementia.</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>In addition to the formal Dementia Training delivered to staff through Ceredigion Local Authority Training Unit; Ceredigion Local Authority Residential Care Homes, Day Services for Older People and Community Support Bases ensure all Managers and care staff complete the Alzheimer’s Society Accredited “Dementia Friends” training. This includes all new starters.</p> <p>Local Authority Direct Services for Older People and Community Support Bases ensure all settings maintain a minimum of 1 Dementia Champion.</p> <p>In addition to courses off site, Managers are expected to utilise existing DVD/online resources and to access SCIE resources for Dignity in Care case studies.</p> <p>Mental Capacity Act sessions have been attend by Residential Care Home staff, highlight basic MC awareness to ensure choice is maximised</p> <p>Training analysis is provided annually and the Supervision and Appraisal process in each Home identifies individual training needs.</p>

	<p>A Joint Agency Dementia Steering Group has been established by the West Wales Health, Social Care and Wellbeing Partnership since September 2016. This supports a shared approach to dementia knowledge and skills, including planning regarding the implementation of the framework.</p> <p>All County Council commissioning contracts require the organisation to employ or provide training to ensure the individuals delivering services have sufficient knowledge to carry out their duties.</p> <p>Monthly Regional Quality Assurance meetings are taking place to specifically look at Quality Assurance practices and information collated throughout the three counties in partnership with Hywel Dda Health Trust – the aim is to provide a consistent approach to measuring outcomes for service Users, as well as a consistent approach to quality monitoring and service improvement requirements.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Links with the Hywel Dda Ceredigion Dementia Coordinator have been reinforced by individual Home Managers to enhance access to specialist knowledge.</p> <p>The numbers of staff who have attended Dementia training is very encouraging and it is evident through Staff supervisions, appraisals and staff meetings and visits to the Authorities Direct Services provision that the culture and understanding of Staff is changing to reflect the training that has taken place.</p> <p>In 16/17 32 people were dementia champion trained including 5 independent sector home staff but this needs to be built on in 17/18</p> <p>The Social Services cabinet member is dementia champion trained as is the Director and Service Managers for in house provision.</p> <p>All new staff upon their appointment are Dementia awareness trained within 6 months of start date. The Social Care Induction Framework Training is operational</p>

	<p>on a monthly basis with staff attending 3.5 day block with work based competency monitored by the Managers. Basic Dementia Awareness training is one of a suite of mandatory training for all care staff of all LA Care Homes.</p> <p>There are 3 dementia champions at Bryntirion who have in turn completed dementia friends training with staff and one member of staff in particular visited several local clubs such as Merched y Wawr and local luncheon clubs to 'role out' the awareness training – this was to ensure and support the town of Tregaron to become a dementia friendly community.</p> <p>The local School - Ysgol Henry Richard's year 10 Health and Social Care group continues to visit the home every week, and the six pupils have received dementia friends training and they continue to work with the service users. This promotes intergenerational working and is proving to be very successful; it is envisaged that this work will continue into the new academic year starting in September 2017.</p> <p>An <i>i pad</i> was purchased for the use within Bryntirion to help with reminiscence sessions with Service Users to compile pen portraits, arising from discussions between pupils, Service Users and key workers as they search for the Services Users places of interest .</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>Through the positive commitment to Dementia training and dementia champions there is evidence to suggest that Staff are more aware of the diverse needs of Service Users with dementia.</p> <p>Staff are engaging in reminiscence work on a daily basis with the use of prompts such as the Daily Sparkle, variety of freshly cooked foods associated with a particular event such as themed days, music, pictures and also through the use of period prams, shop weighing</p>

	<p>scales etc.</p> <p>Through dementia awareness staff have ensured practical steps to support and encourage service users with dementia to lead independent lives by ensuring for example, the use of coloured crockery during meal times, serving finger foods when a Service User isn't eating and rooms of importance within the homes such as toilet doors etc. and bedroom doors being painted a particular colour for easy recognition.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)</p>	<p>As an Authority we are working regionally to review our current practices. Nick Andrews, Swansea University and are planning a range of training sessions in conjunction with the 'My Home Life' - homes improvement initiative programme.</p> <p>Basic Dementia Awareness training is one of a suite of mandatory training for all care staff of all Ceredigion County Council Care Homes. With staffing ratios under pressure, releasing staff to attend the programmes as they occur is an ongoing challenge for Managers however we are undertaking a staffing review in the next 12months which will consider this issue.</p> <p>We hold quarterly Provider Forums, where topics of note are discussed and areas of good practice are shared. Within this forum we will be promoting dementia training and dementia champions to ensure that commissioned services as well as our in house provision work towards 100% training achievement amongst their staff.</p> <p>The training approach as per our own care home provision will continue to be offered to private sector colleagues as a rolling programme and QA systems embedded within direct provision built upon.</p> <p>We will be ensuring through contract monitoring that all care providers are able to demonstrate that their staff have participated in Basic Dementia Awareness training.</p>

<p>Outcome</p> <p>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.</p> <p>Older people are able to continue to practice their faith and maintain important cultural links and practices.</p>	
<p>Action Required (Requirement for Action 3.3):</p> <p>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>The Commissioner’s expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home.</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>Ceredigion Care homes are firmly rooted within their local community, and as a consequence have over the years built up relationships with their e.g. local schools, Merched y Wawr, W.I.’s, and Religious connections who offer services. An example of this can be seen at Hafan Deg Residential Care Home in Lampeter, where residents have the opportunity to attend a service on a weekly basis, delivered by different denomination.</p> <p>It is acknowledge that there is much more work to be done on this element and plans are afoot to progress with this work. Befriending is a key piece of work that we are currently exploring a range of options in conjunction with CAVO and the 16+ Curriculum Officer to explore the Welsh Baccalaureate etc. ensuring that Integration is explored as much as possible.</p> <p>A ‘What matters’ conference was held on the 28th of</p>

	<p>November, 2016 with John Bolton and Nick Andrews providing the service with a key messages regarding the importance of the prevention model in-line with the promotion of independence across for service users.</p> <p>At a regional level we are working together to develop the 'Magic Moments' and Index for Inclusion training and implementation across all care homes in the region. This will feed into a framework for dialogue between service users, carers and staff, and provide an opportunity to have a meaningful change of service delivery through dialogue.</p> <p>The 'Magic Moments' approach draws on evidence-based approaches to learning and improvement such as Appreciative Inquiry and Community of Enquiry.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>This evidence had been made on the current position within our residential care homes.</p> <p>Pressures around staffing and the complexity of needs within our care homes make it difficult on occasions to explore social opportunities. We currently don't have a post that is specifically focusing on Activities however we are reviewing staffing arrangements during the next year and hope to secure dedicated activities staff. Potentially this could be a post shared with Lifestyle and education services to maximise the potential for using existing council and community resources for the benefit of residences.</p> <p>With a new Management structure in Adult Social Care, there is a new focus and a change programme being implemented.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>In terms of impact we are currently in progress of reviewing satisfaction questionnaires. This is a piece of work we are aligning to the SSWA requirement. Therefore we will be better covering wellbeing needs, including choice of food, activities, clothes, shopping etc.</p> <p>Currently the home carries out the survey, but as we</p>

	<p>progress with the new format we will explore options to ensure the independence of this using external staff or volunteers in preparation for the role out in September 2017.</p> <p>The findings will then feed into the development of the 12 month action plan.</p> <p>Complaint levels are very low across our home, with this being monitored monthly.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)</p>	<p>As mentioned above we are working regionally to review current practices. We are in close contact with Nick Andrews, Swansea University and are planning a range of training sessions in conjunction with the 'My Home Life' - homes improvement initiative programme.</p> <p>One project that will be piloted over the summer months is the Beach Day Project. This will be a 3 month project working across Residential Care Homes and Learning Disability and Day Care provision.</p> <div data-bbox="518 1137 587 1205" data-label="Image"> </div> <p>BEACH DAY PLANNING 2017.docx (Not to be shared as currently still awaiting feedback)</p> <p>From this pilot we are hoping to develop a 12 month programme of social activities. The key from this project is ensuring that the resident/service user has a voice in the development of the plan, and that each home has a plan that meets the specific needs of that specific home.</p> <p>We are also working on a befriending project with Ceredigion Association for Voluntary Organisations. This will be explored further in the autumn.</p>

<p>Outcome</p> <p>Commissioners, providers and inspectors have a thorough understanding of the day to day quality of life of older people living in care homes.</p> <p>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.</p>	
<p>Action Required (Requirement for Action 6.2 & 6.7):</p> <p>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.</p> <p>Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement.</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>All Care Homes individually produce an Annual Satisfaction Report .These reports are examined and shared with the contracts team who review the information and feedback any concerns to the Multi agency Quality Assurance group. This new group has been introduced to identify and consider any concerns or trends with commissioned services. A range of information sources is being collated including safeguarding alerts and referrals, complaints, service concerns, visit reports, CSSIW inspections and regulation 38 reports. In addition the intention is to incorporate intelligence from other agencies including environmental health and the ambulance service.</p> <p>The aim of the QA group is to take a proactive rather than a reactive approach and target preventative remedial actions with a view to reducing the need to escalate to more formal processes. The group also aims to identify and share areas of good practice and service improvement as well as monitor progress of active provider performance issues.</p> <p> Terms of Reference Quality Ass...</p>

Visitors to care homes from professional agencies are encouraged to provide feedback on their views of the service using the visit questionnaire.



Service Provider
Questionnaire v2.doc

This allows visiting professionals to feedback their views on the environment, meals and staff interactions. The aim is to prompt them to consider the service as a whole rather than that just that provided to the person they are visiting. Care managers and other professionals are frequent visitors to care homes and do so in a different role than inspectors and monitoring officers. As such they are more likely to experience normal day to day operations and identify any issues.

In addition a concerns form is used to report issues that perhaps do not meet the criteria for a safeguarding referral or formal complaint and would possibly otherwise go unreported or recorded.



CONCERNS WITH
PROVIDER FORM - M

It includes a section that asks what action the person reporting took at the time to ensure where appropriate that issues are identified and addressed. The information provided is reported and considered by the Commissioning Service and further action taken where needed. This information is also collated and reported to the Multi agency Quality Assurance group as part of their role in identifying potential themes and coordinating an appropriate response. This may be through either the Provider Performance and Escalating Concerns pathways or via more routine monitoring and support.

Within LA homes the Head of Service as the Responsible Individual (RI) undertakes SOFI type visits to all establishments annually. Service User feedback is obtained through Questionnaires and quarterly Residents Meetings also attended by Families. This feedback is reflected in the annual quality assurance report reported in the ACRF.

A Peer Review SOFI programme was piloted last year

	<p>with LA care home managers and this will be further developed to include Independent sector homes during the next year.</p> <p>Ceredigion has been working regionally with Carmarthenshire, Pembrokeshire and Hywel Dda UHB to develop a regional Quality Assurance protocol to ensure a consistent approach in measuring quality and managing potential concerns before they arise. The work will produce a regional toolkit of resources and consistent templates to be used in monitoring and assessing performance of providers. A primary focus of this is on how the service user voice can be heard and used to drive service improvement and identify issues.</p> <p>At a regional level we are working together to develop more meaningful evidence based approaches to better capture the service user and family's voice. This includes working with the Swansea University "DEEP" (Developing Evidence Enriched Practice project team) to introduce the 'Magic Moments' approach within homes and potentially develop an 'Index for Inclusion' framework for dialogue between service users, carers and staff.</p> <div style="text-align: center;">  <p>The Index for Inclusion.docx</p> </div>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Templates of provider visit and service concerns have been embedded above as well as Terms of reference for the QA group and index for inclusion summary.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>The intention of the Quality Assurance process is to ensure that emerging issues are identified prior to escalating into larger concerns that affect the wellbeing and safety of service users. In addition the process allows a coordinated response from the multi agency group. This group helps to ensure that support and assistance can be provided and progress monitored.</p>

<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)</p>	<p>We intend further developing the intelligence gathered and reported to the Quality Assurance group to better gather the views and experience from older people and their families. We are exploring the potential to develop lay inspectors utilising the League of friends groups. These could potentially be coordinated alongside the planned Peer Review SOFI programme piloted last year with LA care home managers.</p> <p>In addition we plan to expand the use of service concern and service visit reporting to the wider community by making them available within all homes and including prepaid envelopes to return independently to the contracts team as an alternative to the 'comments box' approach.</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 the Local Authority 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 previously mentioned we are currently in the midst of a change programme across Social Services in Ceredigion. Including a new Management Team that is working towards the Strategic Director’s for Care, Protection and Lifestyles vision;



The New Landscape

There are some definitive changes to the work of the directorate that are here to stay, namely legislation, finance and regionalisation. Legislation includes the Social Services & Wellbeing (Wales) Act, Wellbeing of Future Generations (Wales) Act, White Paper – Reforming Local Government: Resilience and Renewed, Welfare Reforms, Housing (Wales) Act, and Renting Homes Act. Common themes aligning all legislative changes are those of early intervention, prevention, co-production with communities, families and individuals, and closer working with 3rd and private sector.

Attached to these changes are savings of £3,802,440 for Social Care and £330,000 for Lifestyle over the next three years.

The Way Forward

We have to be brave and capitalise on the opportunities these changes present. The directorate transformation will:

- Meet collective legislative requirements.
- Share one vision, one direction, one system.
- Build resilience through working together to manage change.
- Optimise opportunities to work corporately, locally and regionally and ensure economies of scale.

The transformation programme is key in preparing the way, for the implementation of through aged services across Ceredigion.

The focus of the change programme is that people can;

- Live as independently as possible
- Be involved in decisions about the support they receive
- Have the appropriate care & support at the right time in the right place
- Have consistent equitable streamlined access to services where they are treated with dignity and respect
- Know where to go to get the advice / support they need whatever their circumstances

Capturing the service users story and voice is another element of the transformation programme that we are developing. This will not only allow us to learn from what works and what doesn't but provide us with resources to share across the Independent, third sector and wider.

We also have strategically important projects Cylch Caron in Tregaron; Awel Deg; a mental health and dementia project in Llandysul and Bodlondeb; the outsourcing of a residential care home to the private sector to develop EMI Nursing provision which is a gap in Ceredigion.

It is important to note that throughout the implementation of the transformation programme the safety, wellbeing and needs of our services users are at the heart of the day to day operational (as is) and any future planning that is required.

