




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

<b>Organisation</b>	Bridgend County Borough Council
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<b>Date</b>	23 March 2017
<b>Signed</b>	

**Chief Executive Officer**

Name: Darren Mepham

Date: 23 March 2017

Signed:



**Council Leader**

Name: Cllr Huw David

Date: 23 March 2017

Signed:



**Deadline for responses: 31 March 2017**

**Please email responses to: [review.adolygiad@olderpeoplewales.com](mailto:review.adolygiad@olderpeoplewales.com)**

<p><b>Outcome</b></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><b>Action Required (Requirement for Action 2.2):</b></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>Bridgend County Borough Council in partnership with ABMUHB fully complies with this requirement for action. We have an extensive integrated multidisciplinary community resource team which includes an acute clinical team that focuses on preventing avoidable hospital admission; there are enabling, reablement and rehabilitative services, for individuals at home as well as for those needing additional support at a residential reablement unit. This multi-disciplinary support is proportionate to individuals' needs, including in care home settings.</p> <p>In addition to supporting rehabilitation after a period of ill-health, we actively promote and undertake preventative action to reconnect people to their communities and enable older people to live healthy and independent lives for as long as possible.</p> <p>It has been recognised that in order to deliver high quality services in the most effective way, improved communication and co-operation between Health, Social Care and communities is required. In order to achieve this, a number of initiatives have been actioned as described in the section below.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>We have an established integrated Community Resource Team (CRT); this service is part of a section 33 pooled fund arrangement to maximise resources to deliver proportionate care around individuals, their family and carers. The Community Resource Team comprises of multi-disciplinary teams of professional staff, such as occupational therapists, physiotherapists, nurses, community physicians, care co-ordinators, dieticians and speech and language therapists, as well as support staff who are trained in enabling and rehabilitative approaches to promoting independence.</p> <p>Following a period of ill-health, older adults whether in the community or in hospital are assessed by the multi-disciplinary team and a co-produced plan of intervention, enablement and reablement is developed with the individual to maximise their ability and well-being, focusing on what matters to the individual and promoting their independence.</p>

People can self-refer into the services but usually are referred by other professionals, such as hospital staff, GPs or concerned family members.

All newly referred people who need care and support at home participate in an assessment process which continues for up to 6 weeks; in excess of 60% of all older people going through this process become fully independent. At any point in time there are over 100 older people receiving enabling and re-enabling services within the County Borough.

In addition to care at home, we have a six bed reablement unit based within Bryn y Cae Residential Care Home, Brackla, Bridgend. This unit enables people who need higher levels of support, including support at night to commence their reablement programmes in a more supported environment, before returning to their homes to continue regaining their independence at home.

Examples of other preventative services provided by the integrated health and social care services for people in residential care settings are as follows:

Dietetics support residential and nursing homes to provide first line advice to all and have completed a Community Nutritional Care Pathway to ensure those most at need access specialist dietetic service. Accessibility to specialist services such as Speech and Language has been expanded and improved through the introduction of a domiciliary service, where a speech and language therapist attends care homes across Bridgend to assess and manage swallowing and communication difficulties. Prior to this, residents of care homes either travelled via ambulance to an outpatients' clinic within core services, or received a service via primary care without an assessment.

Speech and Language Therapy intervention for swallowing difficulties reduces the risk of malnutrition, aspiration (and therefore chest infections/pneumonia) and/or choking. Intervention for communication difficulties can improve a resident's ability to communicate their needs/what matters to them and improve quality of life.

Advice around falls risk assessment and prevention and the use of assistive technology such as Telecare is made available in care homes.

The CRT has initiated the development of Mobility Aid Clinics in Care Homes where the condition of mobility aids is checked and parts such as ferrules replaced. Each home then identified a Champion from their staff teams who undertook training and received a small stock of parts to continue the monitoring of mobility aids following CRT Mobility Aid clinic. The objective of

	<p>this is to reduce the number of falls in Homes due to worn out/defective mobility aids.</p> <p>As ill-health can often be attributed to poor oral care, a number of nursing and residential homes in Bridgend County Borough have been provided with oral care training, which includes monthly oral care risk assessments. Each assessment generates a plan to improve oral health and prevent tooth decay/aspiration of bacteria from the mouth. Expectations around good dental practice are further reinforced by the local authority's Contract monitoring officers when carrying out their annual quality checks.</p> <p>In terms of improved communication and co-operation, a Welsh Government-funded Care Home Interface Nurse supports Care Home staff through the provision of information and education to promote collaborative working and maintain high standards of clinical care. The key areas of care focused on at present include Syringe Driver management, PEG management, 'Beat Flu' management, catheter care and management and aspects of Palliative Care and End of Life Care. Plans are also underway to extend this to include dysphagia (swallowing difficulties) training.</p> <p>The Lead Nurse from the CRT team is also a member of Bridgend's Care Home Provider Forum attended by care home managers and officers from the local authority and ABMUHB.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>The feedback questionnaires used to monitor the CRT Reablement service per se are anonymised and so it has not been possible to determine which of them relate to older people living in care homes.</p> <p>However, separate outcome measures for the Speech and Language Therapy service for period September 2016 to February 2017 indicate an improvement in a person's ability to communicate or swallow; an improvement in eating and drinking a more normal texture and an improvement in carers' wellbeing, which demonstrates a reduction in worry/anxiety when assisting a resident to eat. Where outcome measures indicated minimal change, this reflected clinical diagnosis rather than wellbeing (i.e the resident was unaware of a presenting issue due to cognitive difficulties).</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>Bridgend County Borough Council is compliant in this area; however in order to drive quality forward, it is recognised that improvements are needed to feedback questionnaires to better capture outcomes and the impact that rehabilitative services have on people's lives. A redesign of the questionnaires used is therefore being taken forward at a Western Bay level by Cordis Bright consultancy.</p>

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><b>Outcome</b></p> <p>All staff working in care homes to understand the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made.</p>	
<p><b>Action Required (Requirement for Action 3.2):</b></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>Bridgend County Borough Council is fully compliant with all regulations and statutory guidance in this area.</p> <p>Led by Social Care Wales, we are also preparing for the introduction of registration for all care workers from 2018, which will further ensure a better qualified and valued workforce.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Delivery of training to providers in priority areas identified by the Older People's Commissioner Wales residential care review 'A Place to Call Home' has taken place; for example <i>health needs of older people, dignity, oral health and dementia care</i>. Bridgend County Borough Council has also worked in partnership with Macmillan and ABMUHB to co-ordinate the delivery of Palliative Care/End of Life training for the whole sector.</p> <p>Residential and domiciliary care staff are also encouraged to access an award winning, eleven module programme of dementia care training provided by Bridgend County Borough Council in partnership with ABMUHB's Dementia Care Training Team. In addition, staff working with individuals who have dementia have access to bespoke positive behaviour management training.</p> <p>Contractual requirements of care home providers are that they should exceed minimum standards in their delivery of care to older people. This includes a specific requirement for all carers to have undertaken dementia training during their induction period.</p>

	<p>Quality of care has been further developed through the introduction of a Regional Quality Framework for Care Homes (RQF). Commissioned by Western Bay, the RQF shapes service delivery by setting out a series of indicators against which the quality of care provided can be determined. The overarching aim of the RQF is to ensure that older people living in a care home environment experience a good quality of life and one that we would all wish to aspire to.</p> <p>Actioned by local authority Contract monitoring officers in their annual quality review of care homes, providers are ‘scored’ against the RQF in terms of how well they meet a given set of criteria. For example, in terms of dementia awareness, one of the quality checks made by officers is as follows:</p> <p><i>‘The Home has systems to ensure the quality of life of older people is understood and ensures that issues raised are acted upon e.g the Home has at least one dementia champion.’</i></p> <p>In terms of evidencing the extent to which care providers understand and respond to the physical and emotional needs of people with dementia, please refer to the following hyperlink, which clearly demonstrates the type of person-centred and innovative practice delivered in Bridgend:</p> <p><a href="https://youtu.be/FHUYEYVqPNA">https://youtu.be/FHUYEYVqPNA</a></p> <p>As shown in the above clip, care staff had identified that a number of older people in their care with dementia were tending to revert back to speaking childhood Welsh. In order to better meet people’s needs funding was identified for staff to learn Welsh in the workplace. Use of conversational Welsh is now embedded in practice at that particular care home, with staff engaging with residents in Welsh on a daily basis. People’s Welsh heritage is also celebrated and Welsh greetings, phrases and songs are used regularly during organised activities undertaken at the home.</p>
<p>What impact has this had on residents’ quality of life and care? (850 words)</p>	<p>Bridgend County Borough Council collates data on quality of care using a range of methods as follows: at annual reviews undertaken by Care Co-ordinators with residents and relatives, through an annual quality review undertaken by Contract monitoring officers at all care homes and by Members during scheduled visits to care homes.</p> <p>Verbal feedback from our Contract monitoring officers (who are in the process of finalising their written reports) is that care staff understand the physical and emotional needs of older people living with dementia and that homes in Bridgend deliver a good service overall in terms of dementia care. This feedback arose from observations of interaction between care staff and residents; file checks, including training undertaken by staff, completion of</p>

	questionnaires by families and care staff and feedback from Care Co-ordinators annual reviews.
If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)	

<p><b>Outcome</b></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><b>Action Required (Requirement for Action 3.3):</b></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>Bridgend County Borough Council is fully compliant in encouraging the use of befriending schemes and intergenerational projects within care homes and ensures that older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home.</p> <p>With specific reference to befriending, Bridgend County Borough Council has actively engaged with Western Bay partners and the voluntary sector to identify and map what befriending schemes are available across each local authority area and it is recognised that although informal befriending does take place regularly in care homes, the extent, use and availability of formal befriending schemes are influenced by a number of external factors, including funding and the availability of voluntary staff.</p> <p>Access to faith-based support/pastoral care is made available at all care homes in Bridgend and is a contractual expectation of providers.</p>

<p>On what evidence has this assessment been made? (850 words)</p>	<p><a href="https://www.youtube.com/watch?v=AzKfAjWNq8U">https://www.youtube.com/watch?v=AzKfAjWNq8U</a></p> <p>The above link shows video footage of Bridgend's Olympage Games which culminated from a development programme with day services, care settings and community groups. This annual event involves teams of older people from across Bridgend, including those from care homes taking on the identity of countries that compete in the Olympics and engaging in events such as chain relay; bounce ball; target throw; kurling; basketball; boccia and a tactical challenge. Supported by people from across all age groups, such as students from the local college, leisure centre and care home staff, local people and residents' families and friends, this popular event evidences Bridgend County Borough Council's commitment and innovation in enabling older people to have meaningful social contact.</p> <p>In addition to providing mainstream, regular (and fun) opportunities for people who are 50+ to be active within their communities, officers from Bridgend's Prevention and Wellbeing services have developed a training programme for care home staff to deliver a range of interactive activities in care home settings across Bridgend. As well as supporting residents to be active and have meaningful social contact, these activities provide an opportunity for reminiscence work and for people to engage in conversational welsh.</p> <p>Bridgend County Borough Council's contractual requirements are such that care home providers are expected to exceed minimum standards in their delivery of care to older people. Additionally, quality of care has been further developed with the introduction of a Regional Quality Framework (RQF). Commissioned by Western Bay, the RQF shapes service delivery by setting out a series of indicators against which the quality of care provided can be determined. This helps to ensure that older people living in a care home environment experience a good quality of life and one that we would all wish to aspire to.</p> <p>Actioned by local authority Contract monitoring officers in their annual review of care homes, quality checks determined by the RQF focus specifically on enabling friendships and meaningful social contact, where providers are 'scored' in terms of how well they meet a given set of criteria. In order to achieve a good, all round view of care provision, officers also obtain information from: self-assessments by care homes; file checks; observation of the interaction that takes place between staff and residents; conversations with residents and family members in the care home setting, as well as questionnaires completed by family and staff on the quality of care. Information from annual care co-ordinator reviews and visits to care homes by our elected members is also taken into account.</p>
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	<p>Findings from this years' quality review confirmed that care home providers in Bridgend do support residents to retain existing friendships and have meaningful social contact, in and outside the care home. Providers who 'scored' higher in this area tended to be those that were particularly engaging, vibrant and innovative in their approach.</p> <p>In Bridgend, providers who consistently evidence good service provision across all areas of the RQF will receive an annual Care Fees Quality premium payment, in addition to the standard payment rate and we are pleased to note that over the years there has been a definitive upward trend overall to the quality of care in Bridgend's care homes, with 100% of our providers receiving this uplift.</p> <p>In addition to the above annual quality monitoring exercise, Bridgend County Borough's relationship with providers is a very positive one and our drive to ensure quality of life for older people is promoted in a number of ways as follows: discussion and the sharing of Best Practice at provider forums and by our Contract monitoring officers who are each allocated a named care home; regular reviews of care plans undertaken by care co-ordinators, with feedback and quality expectations discussed with providers.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>In terms of the impact on residents' quality of life and care, Bridgend County Borough Council's Contract monitoring officers are currently in the process of finalising their findings and recommendations for the period 2016-17, at which point a detailed report (and where required an action plan) will be made available. Pending finalisation of these reports, verbal feedback from officers is that the response from families on their loved ones' quality of life has been positive.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance?</p>	<p>Although Bridgend County Borough Council is fully compliant in this area, in order to drive quality forward we have agreed the following actions to further improve our position:</p> <ul style="list-style-type: none"> <li>- To standardise the content of the RQF questionnaires used across Western Bay</li> <li>- To consider how best to ensure equality of opportunity for those residents who are less able/unable to express themselves</li> <li>- To consider how best to collate impact on quality of life for those residents who are less able/unable to express themselves</li> </ul>

<p><b>Outcome</b></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><b>Action Required (Requirement for Action 6.2 &amp; 6.7):</b></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>Care home providers are fully compliant with this requirement for action, as it is a contractual requirement that they have informal and systematic ways for understanding the quality of life of older people, outside of formal complaints and that any issues raised are acted upon.</p> <p>As commissioner, Bridgend County Borough Council drives the above requirement. We have also developed our own range of internal methods for gathering and sharing information on the quality of life for older people and act on any issues raised, as described in the following section.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>As well as being a contractual requirement of care home providers, the need to evidence informal and systematic ways for understanding the quality of life for older people is further supported by implementation of the Regional Quality Framework for Care Homes (RQF), the purpose and scope of which was outlined in earlier sections.</p> <p>For example, during their annual quality review our Contract monitoring officers look for evidence that the following are met, allocating points depending on performance against each indicator:</p> <p><i>'The Home has systems to ensure the quality of life of older people is understood and ensures that issues raised are acted upon e.g the Home has at least one dementia champion.'</i></p> <p><i>'Mechanisms are in place to collect ideas from staff, residents and their families e.g suggestion box, meetings discussions etc.'</i></p> <p><i>'There is evidence of management response to improvement suggestions. Those that are workable are followed through on and</i></p>

	<p><i>feedback is given to those giving suggestions.'</i></p> <p><i>'The Home produces an annual report on the delivery of quality of life and care for older people (to include levels and skills of staff; staff turnover; use of agency staff; investment in training; no. of POVA referrals; complaints; compliments; improvement notices and details of action taken when a home is in escalating concerns).'</i></p> <p>Elected Members conduct scheduled visits to care homes where they observe the environment and meet and speak to residents, reporting findings back to officers. During annual reviews, care co-ordinators also ask residents and their families for their views on the care received at care homes. Qualitative and quantitative data from these scheduled visits/reviews is then collated by our contract monitoring officers and included in the RQF report for each care home.</p> <p>With a view to driving continuous improvement, Bridgend County Borough Council applies an annual Care Fees Premium as well as standard fees, payment of which is determined by the council's Care Fees Panel. The Panel consists of senior managers who meet to consider the findings, recommendations and scores arising from the RQF exercise.</p> <p>Furthermore, as part of the Annual Council Reporting Framework (ACRF), a specific report on quality assurance and contract monitoring is presented to elected members, ensuring that the quality of life for older people in care homes in Bridgend is understood across the board.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p>Bridgend County Borough Council does not currently assess the impact this has had on residents' quality of life. However, in view of the range of mechanisms in place and feedback from families, we are confident that the care delivered by care homes in Bridgend is of a good quality and that people are listened to and their views acted upon.</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>	

**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.

Bridgend County Borough Council has developed a series of 'Later Life' activity programmes in order to provide mainstream, regular opportunities for people who are 50+ and those with disabilities to be active within their communities.

Culminating from a development programme with local community groups, is Bridgend's Olympage Games, which sees teams from day centres, communities and care homes taking on the identity of countries that compete in the Olympics. Please refer to the following hyperlink: <https://www.youtube.com/watch?v=AzKfAjWNq8U>

Workshops and awareness-raising activities took place across Western Bay to mark National Safeguarding Week (14<sup>th</sup> to 18<sup>th</sup> November), including a 'Safeguarding Matters' conference in Swansea held on 25<sup>th</sup> November. The conference attracted around 300 delegates and featured a packed agenda of informative presentations, case studies and a Q&A session led by a panel of professionals in the field.

Grant funding was achieved by one of our care providers for staff to learn Welsh in the workplace and for use of the Welsh language to be embedded in activities undertaken at the care home. This has proved to be particularly beneficial for residents with dementia, who staff found tended to revert back to use of their childhood Welsh, as shown in the following clip: <https://youtu.be/FHUyEYVqPNA>

Investment in and implementation of the Regional Quality Framework for Care Homes (RQF) has helped to ensure that residents of care homes experience a good quality of life, as care homes are 'scored' in accordance with how well they meet a given set of indicators, with indicators reflecting Best Practice and personalised care.

A planned improvement project is scheduled to be piloted at one of Bridgend's nursing homes to analyse compliance with Speech and Language Therapy recommendations for texture modification.