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Adam Cairns
Chief Executive

03 February 2015

Ms Sarah Rochira
Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Dear Sarah

Re. Care Home Review

Thank you for your letter of 12 December, 2015.

The attached action plan has been developed by UHB colleagues in response to your recommendations. We are working closely with Local Authority partners in Cardiff and the Vale of Glamorgan who have also undertaken this process and their action plans will be sent by separate cover. Our next step is to bring together our separate plans for joint delivery and performance monitoring via our Local Commissioning Group.

I do hope that this plan meets with approval and look forward to ensuring that the plans are attained.

Yours sincerely

Adam Cairns
Chief Executive

Older People's Commissioner for Wales "A Place to Call Home"
A review into the quality of life and care of Older People living in Care Homes

Key recommendations for Health Boards

<p>1.3 Specialist care home continence support should be available to all care homes to support best practice in continence care, underpinned by clear national guidelines for the use of continence aids and dignity.</p>	<p>Dec 15 (Welsh Government)</p> <p>The UHB has a specialist continence service which supports the residents of Cardiff and Vale.</p> <p>The UHB is contributing to National Work to consider working with the independent sector to be part of the All Wales Continence Contract to promote value for money procurement and standardisation of assessment and products across the system.</p>
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1.6 Older people are offered independent advocacy in the following circumstances:

- when a care home is closing
- when a POVA referral has been made
- when moving directly from hospital to a care home or from another care home as a result of safeguarding issues.

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.

April 15
(Local Authorities, Care Home Providers)

The UHB is proactive in the introduction and utilisation of advocacy services for individuals including Independent Mental Capacity Advocates where appropriate. The UHB works and commissions services from third sector partners such as Age Connect to advise and support individuals who reside or are being placed in independent sector care homes from hospital.

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 15

(In partnership with Local Authorities)

Individuals in care homes have access to specialist and multi-disciplinary support via specialist community services and our Locality based Community Resource Services. Investment has been made in training and provision of resources for staff working in care homes in areas such as nutrition and speech and language therapy. The UHB supports a Nutrition nurse post through which training and advice to care homes on individuals who are fed enterally is provided.

3.4 In-reach, multidisciplinary specialist mental health and wellbeing support for older people in care homes is developed and made available, including:

- An assessment of the mental health and wellbeing of older people as part of their initial care and support plan development and their on-going care planning.
- Advice and support to care staff about how to care effectively for older people with mental wellbeing and mental health needs, including dementia, and when to make referrals.
- Explicit referral pathways and criteria for referral.
- All residents on anti-psychotics are monitored and assessed for potential withdrawal and reviews are conducted in line with NICE guidelines.

Nov 15

The UHB has a primary care liaison service within its Mental Health for Older People Service which provides specialist support and advice to care homes in supporting and managing individuals with cognitive and mental health needs.

There is a pilot project being undertaken with the independent sector, GP practices and the Liaison team to review and assess the use of antipsychotic medication in independent sector care home. The work has been piloted in two care homes in Cardiff and following evaluation it is hoped to roll this out across all Localities

3.5 Information is published annually about the use of anti-psychotics in care homes, benchmarked against NICE guidelines and Welsh Government Intelligent Targets For Dementia

Sept 15

There is a programme of work in place across the UHB to reduce the use of anti-psychotics in care homes, using NICE guidance and based upon the Intelligent Targets for Dementia. The UHB supports being open and transparent and will be able to commence publication of information from September 15.

4.2 A formal agreement is developed and implemented between the care home and local primary care and specialist services based on the Statement of Entitlement. This should include:

- Referral pathways, including open access
- Waiting times
- Referral and discharge information
- Advice and information to support the on-going care of the older person in the home
- Access to specialist services for older people in nursing homes, in line with the Fundamentals of Care Guidance.

April 15
(Care home providers)

The UHB will work in partnership with the Local Authority CSSIW and care home providers to assist in the development of a formal agreement based on the National Statement of Entitlement where appropriate.

4.3 Care staff are provided with information, advice and, where appropriate, training to ensure they understand and identify the health needs of older people as well as when and how to make a referral.

Nov 15

The UHB will work in partnership with the Local Authority, CSSIW and care home providers to monitor the compliance of care providers with the appropriate level of staff training when monitoring care home performance. This will help to ensure that appropriate high quality levels of care are delivered to individuals within the home. In house training is and will continue to be offered to the sector to support and improve the education and skills of the care sector workforce

4.4 Upon arrival at a care home, older people receive medication reviews by a clinically qualified professional, with regular medicine reviews undertaken in line with published best practice

Begin April

The UHB monitors the compliance of care providers with the administration of medication in line with the agreed medication policy.

Enhanced services are commissioned and provided via GMS to individuals in care homes across the UHB which include a focus on medication reviews in line with best practice. The enhanced services are being reviewed to look at achieving better equitable access across the Health Board area

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 breeches of their human rights.

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.

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.

Sept 16

(Welsh Government Lead in partnership with Local Authorities, Care Home Providers)

The UHB will work in partnership with Welsh Government, the LA's, CSSIW and Care home providers to develop a National Improvement Service where all agencies have identified significant and/or ongoing risk factors concerning the quality of life and care provided to individuals.

The UHB supports the idea of a National Improvement team to share and develop good policy and practice across Wales for the benefit of older people in care homes.

The UHB will work with the LA's to ensure that existing systems to address poor performance through the Escalating Concerns process are streamlined to run within the new arrangements.

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. Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement.

April 15
(Care Home Providers, Local Authorities, CSSIW)

The UHB will work in partnership with CSSIW, Local Authorities and care home providers to develop and implement informal and systematic ways to ensure a better understanding of the quality of life of older people in care homes. (Again unlikely to be done by April!!)

The Community Health Council now has a remit within residential homes and there is a mechanism for them to feed back to the UHB views and concerns. (Do they is there?)

The UHB also receives direct feedback from third sector advocacy services who support individuals in care homes where there are issues raised.

The UHB is working to commission a framework contract with nursing homes with the intention to utilise a contract and quality outcome monitoring tool based on fundamentals of care and including elements of resident feedback.

6.8 Health Boards include the following information relating to the quality of life and care of older people in residential and nursing care homes in their existing Annual Quality Statements:

- the inappropriate use of anti-psychotics
- access to mental health and wellbeing support
- access to falls prevention
- access to rehabilitation services
- support to maintain sight and hearing

Further areas for inclusion to be developed as part of the AQS guidance published annually.

Sept 15

7.3 The NHS works with the care home sector to develop it as a key part of the nursing career pathway, including providing full peer and professional development support to nurses working in care homes

March 16

The UHB will work in partnership with the care and further education sector to integrate them into the nursing education and career pathway.

Nurse Assessor Teams already support independent sector nursing homes in terms of professional advice and peer support and the UHB will work to develop more formal professional links going forward.

The UHB has recently commissioned a bespoke palliative care module in partnership with Cardiff University and the care home sector.