

Requirement	Cardiff and Vale UHB Self Assessment	R A G	Required Action	Accountable Lead
<p><b>Action 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.</b></p>	<p>In March, 2015 the UHB implemented a Specialist Continence Service to support residents throughout the Cardiff and Vale community, including all nursing and residential homes. We are proud to be one of the first Health Boards in the United Kingdom to have developed this groundbreaking initiative which focuses the skills for continence assessment and promotion within a team of dedicated individuals. <a href="http://www.cardiffandvaleuhb.wales.nhs.uk/integrated-continence-service">http://www.cardiffandvaleuhb.wales.nhs.uk/integrated-continence-service</a></p> <p>The team is led by a Director of Continence Services who oversees a Clinical Nurse Specialist and a team consisting of 2 band 5 (37.5 &amp; 30 hours) and 2 band 3 (37.5 and 24.5hrs).</p> <p>The remit of the continence team is to provide :</p> <ul style="list-style-type: none"> <li>- training and information for UHB staff and third sector and independent sector providers;</li> <li>- specialist continence assessment following referral from a generalist;</li> <li>- a contribution to local and national research activity;</li> <li>- continuous improvement of continence care through evidence-based review of policies and guidance;</li> <li>- continuous audit of patient outcomes as part of their working practice.</li> </ul> <p>Quality of life questionnaires are undertaken as part of their holistic assessment process for the individual and patient experience tools are used for feedback from clinic activities and home visits. Initial patient feedback has been very positive with 11 formal responses from service users as an overall quality indicator of the service.</p> <p>The Director of Continence Services contributed to the development of the national guidelines and we continue to mirror the best practice indicated within those guidelines. The Director is now contributing to national plans to consider working with the independent sector as part of an All Wales Continence Contract to promote value for money procurement and standardisation of assessment and products across the system.</p>	Green	<p>An evaluation of the new service will be undertaken after the first 6 months to monitor its effectiveness. This will include a review of the patient feedback and also the quality of support to care home residents as advised by the national guidelines.</p>	<p>Director of Continence Services reporting to the Locality Lead Nurse.</p>

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<p><b>Action 1.6 Older people are offered independent advocacy in the following circumstances:</b></p> <ul style="list-style-type: none"> <li>• <b>when an older person is at risk of, or experiencing, physical, emotional, financial or sexual abuse.</b></li> <li>• <b>when a care home is closing or an older person is moving because their care needs have changed.</b></li> <li>• <b>when an older person needs support to help them leave hospital.</b></li> </ul> <p><b>For those with fluctuating capacity or communication difficulties, this should be non-instructed advocacy.</b></p> <p><b>When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</b></p>	<p>The UHB works closely with Local Authority colleagues who provide advocacy as follows:</p> <ul style="list-style-type: none"> <li>• Advocacy services for individuals are commissioned in care homes through Age Connect. Any issues that arise through this process are shared with partners where appropriate;</li> <li>• The Councils commission advocacy services for adults with a learning disability, some of whom are older people. This ensures access to independent support and advice.</li> <li>• The Vale of Glamorgan Council operate a Discharge Liaison Service that provides independent support and advice to individuals, their families and carers to enable them to plan their discharge from hospital;</li> <li>• The UHB is trialling a similar service within Stroke Care and initial findings have been positive. Similarly, a sensory impairment loss service is now available to assist inpatients with hearing and sight loss, providing translation services and information to staff to help in the care of these patients.</li> <li>• Cardiff have a Joint Quality Monitoring Forum on which the advocacy service is represented and gives an opportunity for all partners to raise issues and concerns relating to a care provider.</li> </ul>	Amber	<p>Advocacy arrangements are reviewed on an annual basis and the next review (to begin in late Summer, 2015) will include a requirement to provide support to individuals where a care home is experiencing difficulties, so that residents receive timely information and appropriate support.</p> <p>The Councils will be reviewing all the independent advocacy services provided against Welsh Government regulations and standards arising from the Social Services and Well-being (Wales) Act 2014. Partners are contributing to the consultation on the Code of Practice currently in relation to part 10 of the Act on advocacy.</p> <p>The UHB and Local Authorities have already set in place joint partnership arrangements to monitor compliance with requirements of the Act and would intend to monitor advocacy arrangements through this process on an ongoing basis.</p> <p>On completion, the UHB hopes to expand upon the Stroke Care pilot model by introducing additional co-ordinator roles in key areas throughout the UHB using Carers Measure monies from late July, 2015.</p>	<p>Cardiff and Vale of Glamorgan Commissioning Group via the Vale of Glamorgan Quality Assurance Nursing Home Group and the Joint Quality Monitoring Forum for Cardiff</p>

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<p><b>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.</b></p>	<p><b>Cardiff:</b> Medical support to care homes is provided via a Locally Enhanced Service and monitored by the primary care team.</p> <p><b>Vale of Glamorgan:</b> In addition to the LES, an Integrated Care Team comprising nurses and a General Practitioner provide a specific service to Nursing Homes.</p> <p>In addition, there is ongoing dialogue with the care home sector regarding the need for specialist support and the adequacy of provision. A series of meetings has recently been convened with the Health Board Chair to support this ongoing dialogue.</p>	Amber	<p>From July, 2015 onwards there will be a programme of work in place to assure the UHB of equity of service from primary care/general practice to all care homes.</p> <p>Recent work between the UHB and Care Home Providers to analyse the reasons for individual decline and hospital admission from care homes has identified that swallowing and nutrition are key in improving people’s quality of life and well being. Proposals to enhance Speech and Language and Dietetic resources have been prepared for submission to Welsh Government that would provide comprehensive training and support to the care home sector via the Community Resource Teams in Cardiff and the Vale of Glamorgan.</p> <p>Similarly, proposals to enhance the provision of multi-disciplinary Community Resource Team support to Care Homes have been included as part of the Primary Care Funding bid.</p>	<p>Locality Managers and Vale and Cardiff Localities, Primary, Community and Integrated Care.</p>

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<p><b>3.4 In-reach, multidisciplinary specialist mental health and wellbeing support for older people in care homes is developed and made available, including:</b></p> <ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• <b>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.</b></li> <li>• <b>Explicit referral pathways and criteria for referral.</b></li> </ul> <p><b>All residents on anti-psychotics are monitored and assessed for potential withdrawal and reviews are conducted in line with NICE guidelines.</b></p>	<p>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. The team has been augmented recently with the appointment of a Dementia Care Advisor providing education and advice to care home staff.</p> <p>A pilot project is 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 homes as per NICE guidelines for their use in Behavioural and psychological symptoms of Dementia. The work has been piloted in two care homes in Cardiff and following evaluation it is hoped to roll this out across all Localities.</p> <p>This work will be further strengthened with the appointment of a consultant Psychiatrist within the Care Home Liaison Team in August, 2015.</p>	Amber	<p>This work will be further strengthened with the appointment of a consultant Psychiatrist within the Care Home Liaison Team in August, 2015, whereupon timescales for ongoing review and roll out of the pilot will be agreed.</p> <p>Discussion will take place within the revised joint structure for the Quality Assurance Nursing Home Group as to how best to incorporate oversight of the ongoing assessment work as part of ongoing scrutiny.</p> <p>A draft operational policy including referral criteria is in place and will be aligned with the findings of an ongoing Community Review before being ratified. It is hoped that on completion, the work will provide a single point of access and consolidation of the team within one single base which will help to streamline support for all patients.</p>	<p>Clinical Director for Mental Health Services for Older People / Consultant in Old Age Psychiatry.</p>

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<p><b>3.5 Information is publishes annually about the use of anti-psychotics in care homes benchmarked against NICE guidelines and Welsh Government Targets for Dementia.</b></p>	<p>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 Intelligent Targets for Dementia. The UHB supports being open and transparent and will be able to commence publication of information from September, 2015.</p>	Amber	<p>Ongoing implementation of action plan.</p>	<p>Clinical Director for Mental Health Services for Older People.</p>
<p><b>4.2 A formal agreement between the care home and local primary care and specialist services based on the Statement of Entitlement. This should include:</b></p> <ul style="list-style-type: none"> <li>• <b>Referral pathways including open access;</b></li> <li>• <b>Waiting times;</b></li> <li>• <b>Referral and discharge information;</b></li> <li>• <b>Advice and information to support the ongoing care of the older person in the home;</b></li> <li>• <b>Access to specialist services for older people in nursing homes in line with the Fundamentals of Care Guidance</b></li> </ul>	<p>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.</p>	Green	<p>Onward management of this requirement will be led via the Joint Commissioning Group.</p> <p>As a first step in this process, we will look to understand the performance requirements of other agencies in respect of care homes, so that we dovetail with the performance data that is already gathered.</p>	<p>Board Nurse, Primary Community and Intermediate Care.</p>

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<p><b>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.</b></p>	<p>Every individual in nursing care in Cardiff and Vale of Glamorgan has an initial assessment of healthcare needs and then their needs are reviewed at least annually by the UHB through the team of Nurse Assessors. This complements the ongoing assessment that is the responsibility of the registered nurse within the care home and provides assurance that care plans are structured to meet needs.</p> <p>Performance in relation to assessments and reviews is monitored on a monthly basis by the Senior Team within the Primary, Community and Intermediate Care Clinical Board. Referrals to other health care services are either made directly by the care home staff, or by the Nurse Assessor or General Practice.</p> <p>A specific programme of development has been implemented from January 2015 whereby an individual in each nursing home in Cardiff is supported to undertake the palliative care model at the University of Cardiff. Support from the UHB is financial to cover the course fees but also supervisory in relation to developing the skills.</p> <p>Other development programmes for nursing homes include general awareness training in falls prevention and continence issues. All Care Home staff have open access to the UHB’s own training and development portfolio.</p>	Amber	<p>The UHB continues to monitor training and development needs as part of its ongoing assessment and evaluation of care home admissions. For example, training on nutrition and swallow assessments will now be rolled out within nursing homes subject to the availability of new primary care funding streams.</p> <p>Training programmes are based upon evidence based practice wherever possible. Discussions will take place to consider how ongoing training assurance within nursing homes might be provided as part of the development of joint commissioning practices over the coming year.</p>	<p>Locality Lead Nurses, Primary, Community and Intermediate Care Clinical Board</p>

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<p><b>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.</b></p>	<p><b>Cardiff:</b> there is a Locally Enhanced Service for care homes however not all GP practices have opted to take up the LES leaving some care homes with standard GMS provision.</p> <p><b>Vale of Glamorgan:</b> there is an Integrated Care Team which includes a GP who undertakes the medication reviews within the care home settings.</p>	Amber	<p>From July 2015 onward, we hope to use funding from the Primary Care fund to review the Locally Enhanced Service and provide equity of service across the care home sector in Cardiff by 2016. This is being supported through proposed development of the Community Resource Teams in 2015-16 and includes the provision of pharmacists as part of the multi-disciplinary team who will provide further input into care homes.</p>	<p>Locality Managers for Vale and North West Cardiff</p>

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<p><b><i>5.6 A National Improvement Service is established to improve care homes where Local Authorities, Health Boards and CSSIW have identified significant and / or ongoing risk factors concerning the quality of life or care provided to residents and / or potential breaches of their human rights.</i></b></p> <p><b><i>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.</i></b></p> <p><b><i>This service should also develop a range of resources and training materials to assist care homes that wish to improve in self development and ongoing improvement.</i></b></p>	<p>The UHB will work in partnership with Welsh Government, the Local Authorities, 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.</p> <p>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.</p> <p>The UHB will work with the Local Authorities to ensure that existing systems to address poor performance through the Escalating Concerns process are streamlined to run within the new arrangements.</p>	Green	<p>Onward management of this requirement will be led via the Joint Commissioning Group.</p>	<p>Board Nurse, Primary Community and Intermediate Care.</p>

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<p><b><i>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.</i></b></p> <p><b><i>Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement (see action 6.10).</i></b></p>	<p>In addition to the Advocacy services outlined above, the UHB makes use of an extensive range of stakeholder links to facilitate ongoing debate and dialogue with Older People in general. Examples include the 50+ Forum in the Vale of Glamorgan and Cardiff, Commission. Care Forum Wales is a member of our Stakeholder Reference Group - indeed the representative acts as Chair of the SRG. All these groups have been involved in a recent workshop to re-model gerontology services.</p> <p>The UHB also receives feedback from both Local Authorities on their routine consultation exercises with Care Home residents.</p>	Amber	<p>Work is currently being undertaken to consider how this initial work might be built upon across the UHB footprint, again as part of discussions to align the commissioning and performance management of care home services where it is effective to do so.</p>	<p>Ass’t Director of Nursing, Patient Experience to act as UHB point of reference for the Partnership-wide Commissioning Group.</p>

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<p><b>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 the existing Annual Quality Statements:</b></p> <ul style="list-style-type: none"> <li>• <b>The inappropriate use of anti-psychotics;</b></li> <li>• <b>Access to mental health and wellbeing support;</b></li> <li>• <b>Access to falls prevention;</b></li> <li>• <b>Access to re-ablement services;</b></li> <li>• <b>Support to maintain sight and hearing.</b></li> </ul> <p><b>Further areas for inclusion to be developed as part of the AQS guidance published annually.</b></p>	<p>This recommendation was not included in national guidance for the completion of Annual Quality Statements for 2014-15.</p> <p>The UHB’s current AQS makes reference to older people and we will endeavour to ensure that the new AQS for 2015-16 is updated to include reference to these nursing and residential home issues.</p>	Amber	<p>Additional work will be undertaken to ensure appropriate monitoring of each area to ensure compliance, preferably as part of a wider monitoring approach with partners.</p>	<p>Assistant Director for Patient Safety.</p>
<p><b>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.</b></p>	<p>In addition to the training outlined in 4.3 above, strong peer support relationships have been developed at a local level through arrangements such as the Matrons’ Forum and Joint Workshops on specific issues.</p> <p>It is anticipated that new requirements from Welsh Government re. the need for re-validation of Nursing Home staff will act as a further incentive for ongoing development as well as a measureable indicator of professional practice.</p>	Amber	<p>The UHB will seek to include assurance of re-validation as part of partner-wide commissioning arrangements when the Welsh Government requirements come into force.</p>	<p>Board Nurse, Primary, Community and Intermediate Care.</p>