

RESPONSE TO THE OLDER PEOPLE'S COMMISSIONER'S REVIEW OF RESIDENTIAL CARE.

1. Too many older people living in care homes quickly become institutionalised. Their personal identity and individuality rapidly diminishes and they have a lack of choice and control over their lives.

Required action	Outcome	Carmarthenshire position
<p>1.2. All older people, or their advocates receive a standard welcome pack on arrival in the care home.</p>	<p>Older people are aware of their rights and entitlements and what to expect from the home. They are clear about how they can raise concerns and receive support to do this.</p>	<p>CCC Local Authority Care Homes provide an up to date Statement of Purpose, available to all residents and their families, which sets out the scope of the service and advises on how to raise a concern internally or via the CSSIW. Each resident is provided with a copy of the Service User Guide which explains what to expect from the service and also advises on how to raise a concern. A copy of the Complaints Booklet is also provided to individuals, notices on how to raise a concern are posted throughout the home. There are further opportunities available to raise concerns through the key worker system. Each individual will have a residency contract outlining what they can expect from the placement. Reviews undertaken by social workers, resident meetings and annual quality assurance surveys.</p>
<p>1.6 Older people are offered independent advocacy in the following circumstances-when an older people is at risk of or</p>	<p>People have access to independent advocacy.</p>	<p>The Alzheimers Society provides an independent advocacy service for people who have dementia.</p>

<p>experiencing physical, emotional, financial or sexual abuse. When a care home is closing or an older person is moving because their care needs have changed. When an older person needs support to help them leave hospital.</p>		<p>The IMCA service for people subject to DOLS is commissioned from Mental Health Matters Wales.</p> <p>CCC ensure that independent advocates are available for residents: Age Cymru Sir Gar offers advocate service which is confidential and based around the individual to assist people taking action to say what they want, secure their rights, represent their interests. The advocate will come to the care home and will discuss the issue and help solve it.</p> <p>Independent advocacy are always offered to resident as part of the care home closure protocol.</p>
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2. Too often care homes are seen as places of irreversible decline and too many older people are unable to access specialist services and support that would help them to have the best quality of life.

Required action	Outcome	Carmarthenshire position
<p>2.2 Older people in care homes have access to specialist services and, where appropriate multi disciplinary care that is designed to support rehabilitation after a period of ill health</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>Carmarthenshire has two residential units with 20 beds in total providing opportunities for older people to recover after illness or trauma and receive therapeutic support to regain their independence and return home.</p>

		<p>Flexi beds are also available throughout the County which also offer opportunity for rehabilitation.</p> <p>Residents placed on a long term basis have equal access to multi disciplinary care and support. The philosophy of care provided to all residents of care homes is with a view to maintaining and maximising the individuals independence</p>
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3. The emotional frailty and emotional needs of older people living in care homes are not fully understood or recognised by the system and emotional neglect is not recognised as a form of abuse.

<p>3.2 All care home employees undertake basic dementia training as part of their induction and all care home staff and Care Home Managers undertake further dementia training on an ongoing basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.</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>Dementia awareness training is a one day course delivered to 173 people in the last financial year by a member of the department. It is open to people working for the Local Authority, the Independent Sector and the Third Sector. 38% of the people participating in training on dementia were employed in the Independent sector.</p> <p>Specialist training has been commissioned from the Alzheimers Society for those providing direct care. 31 people attended training on end of life care and 34 on managing medication which is increasingly important as people are supported to remain out of hospital.</p> <p>Dementia training is also provided as one</p>
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		<p>element of the QCF qualifications required by social care staff.</p> <p>Health Board Dementia leads have been established to provide training and support to all Care Homes</p> <p>Four local authority care homes are taking part in a national programme to promote quality of life and dignity for older residents. Y Bwthyn Llanelli, Awel Tywi Llandeilo, Dolyfelin St Clares and Measllewellyn Newcastle Emlyn have been awarded funding by the Burdett Trust for Nursing and Age Cymru Grant Programme. The care homes will use the award to run and develop a dignity programme for its residents, particularly those who have a dementia The project will ;</p> <ul style="list-style-type: none">➤ Work together to achieve a consistent approach to transforming the culture and ethos of the specialist units and the general home.➤ Provide inspiration, enthusiasm, motivation and practical demonstrations and support for care staff in how to move to providing person centred care.➤ Employ sessional workers to undertake activities with residents.➤ Develop a range of expertise and confidence with the staff team to continue these activities themselves
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		<p>and the confidence and self esteem to develop others which meet the needs of the residents.</p> <ul style="list-style-type: none"> ➤ Establish “dementia champions” within each care home to promote the dementia care and practice. ➤ Further promote the links between the care home and residents families ➤ Establish a dementia group of care home staff, resident and their family together with health and 3rd sector colleagues. ➤ Develop transitional support mechanisms for residents and their families. <p>This project has multifaceted benefits for all involved with the care home. Care staff learn more about their residents to help them understand their life experiences and therefore deliver appropriate support.</p>
<p>3.3 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>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. Older people are able to continue to practice their faith and maintain important cultural links.</p>	<p>There are no specific befriending schemes for people who live in residential homes. It is possible to access general befriending schemes and some homes have volunteers who befriend residents. CCC local authority care homes provide and encourage a range of activities to promote the wellbeing of the residents from within the care home and in the wider community, this includes faith and social</p>

		based support. Supporting friendship groups is recognised and supported within the Care home Closure Protocol for LA care homes .
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4. Some of the most basic care needs of older people living in care homes are not properly recognised or responded to.

4.1 Care home providers ensure older people receive information about their healthcare entitlements as part of their Welcome pack.	Older people are supported to maintain their health.	This can be added to Local Authority information for residents.
4.2 A formal agreement is developed and implemented between the care home and local primary care and specialist services based on a Statement of Entitlement. This should include- referral pathways, including open access, waiting times, referral and discharge, advice and information to support the on-going care of the older person in the home.	Older people are supported to maintain their health.	Currently residents in care homes chose their general practitioner and receive the same service as they did before entering the care home. GPs, district nurses and other health staff visit care homes frequently. Specialist nurses support care staff to care for people who have conditions such as diabetes and COPD. The dieticians and continence nurses also provide support. Residents access medical services as required using pathways developed for specific conditions. E.g. Memory Clinic.

5. The vital importance of the role and contribution of the care home workforce is not sufficiently recognised. There is insufficient investment in the sector and a lack of support for the care home workforce.

5.2 The development and implementation of a national standard acuity tool to include guidelines on staffing levels and skills required to meet both the physical and emotional needs of older people	Older people are cared for by care staff and managers who are trained to understand and meet their physical and emotional needs, including the needs of people with dementia and sensory loss,	The development of a standard tool would be very welcome. Currently each care home managers has to make a judgement based on a range of factors and a standard tool would guide and validate
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	and who have the competencies needed to provide dignified and compassionate care.	those judgements.
5.3 A standard set of mandatory skills and value based competencies are developed and implemented, on a national basis, for the recruitment of care staff in homes.	Older people receive compassionate and dignified care that responds to them as an individual.	<p>We would support a National Mandatory Induction programme for Care Staff. We already endorse “The Care Council for Wales” Induction programme which is robust and “fit for purpose” but not always put in place.</p> <p>We wish to note, very strongly, that if these are to be “expectations”/”mandatory”, providers must be fully informed, well briefed and prepared for what is expected of them. This is the only way we can secure their engagement and achieve the success of this Action Plan.</p>
5.5. All care homes must have at least one member of staff who is a dementia champion.		<p>Not currently in place but this can be raised at the Carmarthenshire Provider Forum.</p> <p>As part of the Burdette Grant the Local Authority Care homes will be identifying a Dementia Champions</p>
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	Care homes that want and need to improve the quality of life and care of older people have access to specialist advice, resources and support that leads to improved care and reduced risk.	In Carmarthenshire we have developed excellent joint working arrangements with a range of partner agencies including CSSIW, Community Nurses, Care Home Support and Nurse Assessors, CPN’s, Police etc along with our internal teams,

potential breaches of their human rights.		to ensure a coordinated and swift response to areas of concern, actually reducing the numbers entering into “Escalating Concern” or facing a suspension of placements.
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6. Commissioning, inspection and regulation systems are inconsistent, lack integration, openness and transparency and so do not formally recognise the importance of quality of life.

<p>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.</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>‘My Home Life’ is being used as a tool to improve the quality of life in care homes. This has underpinned learning events with both the local authority care home staff and those from the independent sector.</p> <p>Individual Care Planning within CCC LA care homes takes into account the individual preferences of the resident, is continually reviewed and is used for continuous improvement of the service</p>
<p>6.7 Annual quality statements are published by the Director of Social Services in respect of the quality of life and care of older people living in commissioned and Local Authority run care homes. This should include- the availability of independent advocacy in care homes, quality of life and care of older people, including specific reference to people living with dementia and/or sensory loss. How the human rights of</p>	<p>Older people have access to relevant and meaningful information about the quality of life and care provided by or within individual care homes and there is a greater openness and transparency in respect of the quality of care homes across Wales and the care they provide.</p>	<p>Directors of Social Services report annually on the services provided by their Departments. A joint approach with the CSSIW will be required to avoid duplication and confusion. Reporting strategies will be have to be developed for those care homes that are not visited by the Contacting and Commissioning team as no Carmarthenshire residents reside there.</p>

<p>older people are upheld in care homes across the Local Authority, the views of older people advocates and lay assessors about the quality of life and care provided in care homes. The geographic location of care homes.</p> <p>Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.</p>		
<p>6.10 Care home providers report annually on the delivery of quality of life and care for older people. This will include – quality of life against the Standard Quality Reporting Framework.</p>		<p>Carmarthenshire will comply with regulation in Local Authority care homes and work with the Independent sector to provide any support required.</p> <p>Local Authority Care Homes undertake annual quality assurance exercise with staff residents and their carers</p>

7. A current lack of forward planning means the needs of older people in care homes will not be met in the future.

<p>No specific actions for local authorities.</p>		<p>Carmarthenshire is developing a 10 year strategy to ensure that services are developed that meet the future needs of the older population.</p> <p>Carmarthenshire has been working jointly with the Job Centre, Un Sir Gar, Care Providers and Coleg Sir Gar to promote careers in care.</p>
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