

**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

Requirement for Action	OPC Response	Appropriate Actions Further Response	Timeline	Accountable Individuals	Health Joint Working
<p>1.6 Initial Conclusion Partial Older people are offered independent advocacy in the following circumstances: -when an older person is at risk of, or 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>For those with fluctuating capacity or communication difficulties, this should be non-instructed advocacy.</p> <p>When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</p>	<p>The Local Authority's response to this requirement appears to demonstrate an understanding of the types of available advocacy services, referring to IMCAs and IMHAs as well as support for residents during a POVA. However, there is little detail explaining current use against the Requirements for Action.</p> <p>The response also acknowledges the support available in the 3rd Sector and refers to a number of organisations such as Age Cymru, CAB, Alzheimer's Society, MIND and Shelter.</p> <p>The Local Authority acknowledges that advocacy support needs to be improved and is currently working on a policy in relation to availability of services specific to care home reconfiguration. Whilst this is welcome, a brief summary about how improvement and alignment to comply with Requirement for Action will be met as well as a clear timeline with named accountable individuals to provide assurance</p>	<p>We have commissioned Carmarthenshire and Pembrokeshire People First in partnership with Eiriol (local 3rd Sector providers of Advocacy) to undertake consultation with service users to help define the type of advocacy service preferred. The final report is awaited, but events with individuals have proved popular and a lot of constructive feedback given.</p> <p>We are also working with Red Cross, Age Cymru and Crossroads locally to understand better how they can meet the need for advocacy.</p> <p>Individual requests for support are delivered via spot purchase arrangements.</p> <p>Most recently we have consulted on the re-development of Residential care and Eiriol provided specific advocacy support to allow residents and families to provide feedback on the proposed changes and way forward.</p> <p>A key Action is to link with Health colleagues locally to agree a specification for Advocacy and to agree a joint tender for more permanent support in the County.</p> <p>The Advocacy specification being developed will specifically refer to the requirements for action, the criteria will reflect who can access advocacy and how. More detailed information will be included in terms of differing circumstances, such as those with fluctuating capacity, communication difficulties</p>	<p>Advocacy development meeting to be held in June 2015 with all key local stakeholders and Health Board.</p> <p>Develop Advocacy specification by September 2015.</p> <p>Tender for service October/November 2015.</p> <p>New Service operational by January 2016.</p>	<p>Service Manager Partnerships, Strategy & Commissioning</p>	<p>General Manager – Community and Primary Care</p>

**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

	<p>that the Requirement for Action will be achieved.</p>	<p>and will be non-instructed. We already have examples where homes in escalation of concerns, have had access to non-instructed advocacy and working with our third sector agencies as well as advocacy providers will be critical.</p> <p>We will link closely with the safeguarding team to ensure that independent advocacy is available when an older person is identified at risk.</p> <p>To support the above we will be developing clear guidelines for staff, based on the requirements for action and develop relevant Policy, for dissemination, both within our own and commissioned services.</p>			
<p>2.2 Initial Conclusion - Partial 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.</p>	<p>The Local Authority's response to this requirement appears to demonstrate an understanding of the range of specialist services available such as dieticians, continence nurses, pharmacists and cardiac nurses as required. The Local Authority also indicates that OTs and physiotherapists visit care homes in the county; however, the frequency is not stated. The response does not identify shortfalls or gaps in provision. This needs to be made clear and the Local Authority should provide a summary of appropriate</p>	<p>Our health partners have contributed the update to this section.</p> <p>There is a mixed approach to rehabilitation services across the Health Board.</p> <p>Shared responsibility regarding identification of patients – patient needs to be identified prior to admission to residential/ nursing home. On-going needs analysis by commissioned Care Home.</p> <p>DN Audit has been undertaken throughout Wales on the provision of this service. In relation to HDUHB an action plan has been developed based on the findings of the review – The action plan is being monitored through the Audit Committee on a bi-monthly basis.</p> <p>A review of the re-ablement service across Ceredigion is currently underway- review will identify any shortfall in</p>	<p>OPC July 2015</p> <p>Health inform that Delivery timescales are on-going.</p>	<p>Head of Adult Services Service/ Statutory Director</p> <p>Service Manager Partnerships, Strategy & Commissioning</p>	<p>General Manager – Community and Primary Care</p> <p>Directorate Lead Kath Davies</p>

**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

	<p>actions, a timeline, with accountable individuals, and information on any joint work being carried out with the Health Board.</p>	<p>service, review assessment/ intervention and identify service gap.</p> <p>Review to form basis of commitment to look at operational framework across the 3cs – in terms of equity of access to services for older people within their own homes and care homes.</p> <p>Analysis of gaps in services to be developed further through established forums and groups – e.g. Falls Group / falls assessment process on a shared basis with LA colleagues. Community datasets being developed as part of the DN review. Detail on access to services to be captured through developed datasets.</p> <p>O.T / Physiotherapy training review being undertaken</p> <p>Review and action plan to be developed within this timescale.</p> <p>Further work requires around understanding experiences of service users.</p> <p>PPE to assist with developing processes/ forums of capturing experiences in a meaningful way.</p> <p>Timescales are linked to the modernisation programme for adult services and the establishment on integrated community resource teams, which will be 'cluster' based and ensure strong community links, aligned to primary care. The model is being finalised and a date set of the 25th September for implementation to commence. This is overseen by the Joint Management Team, for Health and Social Care in</p>	<p>September 2015</p>		<p>Directorate Lead Kath Davies</p>
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

of supervision and performance assessment.	<p>hoped that Dementia Champions will be appointed in care homes. It would be helpful if the Local Authority could provide more detail with regard to their understanding of dementia champions. The response does not provide any further detail and does not identify any gaps and shortfalls in provision or specific timelines with regard to planned training.</p>	<p>Dignity in Care case studies.</p> <p>The Social Care Induction Framework Training is operational on a monthly basis with staff attending 3.5 day block with work based competency monitored by the Managers.</p> <p>Managers are required to maintain records of all training undertaken by their workforce, and to identify all training due within the Training NQA ISO 9001 database. This enables Managers, NQA Auditor and the Training Unit to identify numbers of staff requiring updates per year across all LA Homes. Training analysis is provided annually and the Supervision and Appraisal process in each Home identifies individual training needs. Supervision and Appraisals record keeping are verified and audited under the NQA ISO9001 framework.</p> <p>In 2014/15, the 2 day courses via Alzheimer's Society programme proved hugely successful. Access to this training as a rolling programme for 2015/16 is dependent on the availability of courses being delivered sufficiently frequently to achieve the whole LA care home workforce to receive update 2 day training in 2015/16. Additional courses are being sourced to supplement the scheduled 2 day courses for 2015/16.</p> <p>Links with the Hywel Dda Ceredigion Dementia Coordinator have been reinforced by individual Home Managers to enhance access to specialist knowledge. This will continue through the coming year.</p>	<p>April 2015- March 2016</p> <p>April 2015- March 2016</p> <p>April 2015- March 2016</p> <p>April 2015- March 2016</p>	<p>Residential Care Home Managers</p> <p>Training Manager</p> <p>Residential Care Home Managers</p> <p>Training Manager</p>	<p>General Manager – Community and Primary</p>
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

		<p>Alzheimer's Society in Ceredigion has been approached to train all Home Managers and Deputies as "Dementia Friends" in July 2015.</p> <p>Additional opportunities to enhance the relationship with the Alzheimer's Society are to be explored at the Managers Development Day in July 2015.</p> <p>All Home Managers will seek to achieve a minimum of 50% of their staff as "Dementia Friends during 2015/16 working with the Alzheimers Society</p> <p>Once a Home has sufficient staff who have also undertaken the 2 day Alzheimer's Society training, Managers will seek to identify from within their staff a "Dementia Champion" whose skills will be used to be effective and active in taking forward a wide range of changes and improvements within their own service area, influencing staff attitudes and practices towards people with dementia; improving the environment, delivery of person-centred care and the involvement of care staff, supported by the "Dementia Friends" from within the staff of the Home.</p> <p>We hold a quarterly Provider Forum, where topics of note are discussed and areas of good practice are shared. The approach proposed within our own care home provision, will be offered to private sector as a rolling programme and QA systems embedded within direct provision built upon.</p> <p>We will be ensuring all care providers are able to demonstrate that their staff</p>	<p>July 2015</p> <p>July 2015</p> <p>April 2015- March 2016</p> <p>April 2016</p>	<p>Service Managers Direct Services North & South</p> <p>Service Managers Direct Services North & South</p> <p>Residential Care Home Managers</p> <p>Residential Care Home Managers</p>	Care
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

		<p>have participated in Basic Dementia Awareness training and the use of existing DVD resources will be offered more widely.</p> <p>We will be working with the Alzheimers Society to extend their dementia friends programme and will be asking private providers to make us aware who their appointed dementia champions are.</p> <p>We will also be embedding ASCOT as a quality of life evaluation as a core part of our monitoring of care home provision. All monitoring staff will also receive ASCOT training scheduled for 13/14th July this year.</p> <p>Our Council's Healthier Communities Scrutiny Committee is taking a keen interest in the quality of life and care in our services and Officers attend to Provide Reports in relation to safeguarding, contract monitoring and contracting frequently.</p> <p>In September the commissioning and contracts function will sit within Adult Services and this will provide an ideal opportunity to ensure a consistent approach across both commissioned and direct service delivery.</p>			
<p>3.3 Initial Conclusion – Partial Active steps should be taken to encourage the use of befriending schemes within care homes, including intergenerational projects, and support residents to</p>	<p>The Local Authority's response to this requirement appears to demonstrate a lack of understanding of what befriending is, stating that "visitors are welcome at any time." This response provides a narrow perspective on the quality of life that befriending and</p>	<p>The OPC requirement indicates an expectation of a formal volunteering initiative for "befriending" for Care Homes.</p> <p>Volunteering /Community Visitors/Activities Champions was an area of work the authority had begun to discuss with the Older Peoples Strategy Coordinator in 2014/15 to look at options for attracting and managing a volunteer base from within local</p>	<p>OPC November 2016</p>		

**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

<p>retain existing friendships. This must include ensuring continued access to faith based support and to specific cultural communities</p>	<p>intergenerational work can bring. However, the response also provides evidence that various clubs and school children visit homes in Ceredigion. This is more encouraging with regard to the range of ways that quality of life can be improved; however, there is no specific detail provided about initiatives to prevent loneliness and isolation and improve quality of life.</p> <p>The Local Authority response also states that homes have very close links with local communities with residents invited to contribute to local arts and crafts shows. In addition, family and friends are invited to join in social occasions. The response also considers spiritual and religious needs, stating that services are held regularly and vicars/preachers visit regularly to speak to residents and that all faiths are accounted for. The Local Authority also indicates that a project is due to commence for which drama students from a local university will develop performances with care home residents. Whilst these initiatives are welcomed, they are not specifically</p>	<p>community groups to enhance activities and involvement with the individual Homes and a pilot was to be developed in the Aberystwyth area. However this was not progressed as the Older Peoples Strategy Coordinator had to prioritise other activity and then left the authority to work within the OPC office re Ageing Well.</p> <p>There are 5 operational League of Friends for the current 6 Homes. There are plans once the Review of the Care Homes Consultation period is completed this summer to meet with these groups thereafter to discuss how the various volunteering links they currently provide could be further developed per Home.</p> <p>There are discussions taking place with CAVO, Ceredigion Association for Voluntary Organisations Volunteer Bureau to look at funding and partnership opportunities to extend the current volunteer base for a Care Homes volunteer visitor project. Also discussions are taking place with the LA Carers Unit and commissioned Carers Service to look at opportunities for former Carers to develop as volunteers to provide visiting/befriending support to current Carers and those with families at a distance. This is an area of development after the Review of the Care Homes is completed.</p> <p>The LA Social Care Business Plan 2015/16 has Activities development as an objective. All Homes are being encouraged within current capacity and resources to extend the range of community</p>	<p>September 2015- September 2016</p> <p>September 2015- September 2016</p> <p>April 2015- March 2016</p>	<p>Service Managers Direct Services North and South</p> <p>Service Managers Direct Services North and South</p> <p>Service Manager Partnerships, Strategy & Commissioning</p>	
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

	<p>linked to befriending. A brief summary of how this will impact the quality of life of residents would be useful in each case.</p>	<p>activities that can be encouraged to participate in the Homes activities programmes. This will enhance the engagement of residents and sense of belonging and achievement. Home Managers are being encouraged to expand on reporting outcomes from community relationships such as local events, drama workshops.</p> <p>Each Care Home produces a Quality Review Report annually. Managers are encouraged to reflect upon the range of community links they have developed and to give a summary of the feedback from residents. The Quality Review Report includes the feedback from the annual questionnaire for residents and families. The format has been in use for a number of years. It has been expanded for the 2014/15 report and will be peer reviewed to develop good practice further for 2015/16. These reports will be made available for residents and families, commissioners and county councillors.</p> <p>The residents and families questionnaire format is being redesigned in light of the OPC Actions and the inclusion of ASCOT as a quality of life evaluation for the 2015/16 Quality Report framework.</p> <p>The ASCOT Care Homes Tool which is to be developed for the LA Care Homes will provide a framework for the evaluation of Quality of Life impacts by which to measure the success of the expansion of community links and any befriending initiatives during 2015/16.</p>	<p>May 2015- July 2015</p> <p>September 2015- March 2016</p> <p>July 2015- March 2016</p>	<p>Service Managers Direct Services North and South</p> <p>Service Managers Direct Services North and South</p> <p>Service Managers Direct Services North and South</p>	
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

<p>Action 6.2 Initial Conclusion – Partial 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 (see action 6.10).</p>	<p>The Local Authority's response to this requirement appears to demonstrate a good understanding of the importance of listening to the voices of residents and using this as a basis for improvement. The response indicates that in order to address quality of life issues in care homes, both ASCOT and SOFI type observation tools are to be introduced. The response could be improved through a timeline and named accountable individual and clarification on the scope of this work. The response states that providers share Annual Satisfaction Reports with Contracts Team which include residents' views of service provision. It does not state how this information is currently used. The response states that there is an NQA framework in existence across all Local Authority homes and these are externally audited annually.</p>	<p>All LA Care Homes individually produce an Annual Quality Review Report. These reports are examined at CSSIW inspection and verified by the NQA internal and external audits. The reports are provided to the Commissioners and Adult Services Head of Service. The summary information can be utilised by the Head of Service in the annual Head of Service Report and by the Statutory Directors Annual Report. Quarterly, the Managers submit a written Service Performance Matrix self-evaluation of their service and the quality monitoring informs that assessment. These matrices are submitted to the Portfolio Holder of the council Cabinet under the quarterly performance monitoring framework. The Annual Quality Reports are provided to Residents and Families.</p> <p>All Homes undertake an annual questionnaire with residents and families as a requirement of the NQA ISO9001 standards. The results of these are incorporated into the Annual Quality review Report each home produces. The Managers also report on actions they have or will take in response to the annual questionnaire analysis, from the regular residents meetings held, and in response to individual feedback</p> <p>ASCOT Care Homes Toolkit training has been commissioned for July 2015. Thereafter the toolkit will be incrementally implemented to run in parallel with the NQA ISO 9001 Process Quality Assurance Framework.</p>	<p>OPC April 2015</p> <p>April 2015-June 2015</p> <p>April 2015-March 2016</p> <p>April 2015-March 2016</p> <p>July 2015 – March 2016</p>	<p>Residential Care Home Managers</p> <p>Service Managers Direct Services North and South</p> <p>Head of Service/Director</p> <p>Service Managers Direct Services North and South</p> <p>Residential Care Home Managers</p> <p>Service Managers Direct Services North and South</p>
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**DRAFT Older People's Commissioner for Wales: A Place to Call Home?
Requirements for Action: Additional Information Ceredigion County Council**

		<p>A successful growth bid for 2015/16 will enable the appointment of a coordination post to assist in taking the project forward.</p> <p>The Head of Service undertakes as the Responsible Individual SOFI type visits to all establishments annually with formal reports and actions for improvement, these are monitored through the NQA Framework.</p> <p>In autumn 2015 the Home Managers will develop and pilot a Peer Review SOFI programme informed by the ASCOT Care Homes toolkit. The peer review will also include case file samples for Service Delivery Care Plans looking at the range of information gathered under the headings of social, intellectual, emotional and spiritual needs and share good practice and areas for development</p>	<p>May 2015-May 2016</p> <p>May 2015</p> <p>September 2015- March 2016</p>	<p>Service Managers Direct Services North and South</p> <p>Head of Service</p> <p>Service Managers Direct Services North and South</p> <p>Residential Care Home Managers</p> <p>Service Managers Direct Services North and South</p>	
<p>6.7 Initial Conclusion – Partial 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,</p>	<p>The Local Authority's response to this requirement does not specifically commit to the Commissioner's requirement. Whilst the Local Authority indicates that existing reporting practice includes an overview of the quality of adult social care, the response acknowledges that this will need to be strengthened to include the NQA Annual Reports for each home, producing a new reporting framework. The response could be improved through a</p>	<p>The Local Authority will comply with the requirement for action and inclusion of the required areas.</p> <p>The actions to be taken to support the AQS will be:</p> <p>Implement report improvements with an extended Quality Review Reports format for 2014/15 per Home</p> <p>Peer Review of the Home Reports for 2015/16 at the Managers Development Days</p> <p>Overview Report from the combined reports by the Service Managers with an evaluation and any recommendations regarding the specified areas of the OPC requirements for</p>	<p>OPC Outline AQS September 2015</p> <p>April 2015-July 2015</p> <p>July 2015</p> <p>July 2015-August 2015</p>	<p>Director of Social Services</p> <p>Service Managers Direct Services North and South</p> <p>Service Managers Direct Services North and South</p> <p>Service Managers Direct Services North and</p>	

