

Local Authorities - 7 Required Actions – Conwy

A Place to Call Home - A Review into the Quality of Life and Care of Older People living in Care Homes in Wales

Required Action	When	Current Practice	Action to be undertaken
<p>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.</p> <p>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.</p> <p>Partial</p>	<p>April 15 (Care Home Providers, Health Boards)</p>	<p>Currently Conwy has an agreement with the local Age Connect to provide advocacy services specifically for Older People the service includes non-instructed advocacy. This is available to all residents.</p> <p>Staff have had training to understand mental capacity issues.</p> <p>In addition we have an advocacy contract with Dewis CIL providing advocacy to people with a diagnosis of a disability who use services commissioned by CCBC.</p> <p>Both contracts are used to provide advocacy to residents in care home settings and are utilised as part of the safeguarding work of the LA.</p> <p>We have specific examples where advocacy has been used to support the work of escalating concerns where there has either been a home closure or a risk of closure.</p> <p>The new regional specification for care homes providing support to people with Dementia identifies the need for robust advocacy intervention to support decisions where there is concern in respect of capacity and communication.</p>	<p>By June 2015 we will have evaluated Denbigshire's Age Connect's 'Speak up' project and we will then develop and commission (via an improved service specification) a specific new provision to support older people living in care homes. The Service Manager for Older People will be responsible for this by August 2015</p> <p>As part of the transformation and modernisation process the assessment recording procedure is undergoing change, we will ensure that details of the advocacy services offered are recorded in the care plan and any POVA documentation immediately and the responsibility will lie with Section Managers within Older People's Services. May 2015</p> <p>We will undertake an audit of the POVA processes in respect of the use of Advocacy during 2015/16. The Section Manager for Quality and Audit will be responsible for this.</p> <p>We recommended that the monitoring of advocacy support during safeguarding processes be overseen by the North Wales Adult Safeguarding Board – The Director of Social Services to take to the next board on the 28th of May 2015.</p> <p>We will ensure the use of Advocacy is a regular theme in our quarterly liaison meetings with the Care Sector. The Section Manager for Independent and</p>

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			<p>Third Sector Services will be responsible for introducing this by July 2015.</p>
<p>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.</p> <p>Partial</p>	<p>July 2015 (In partnership with Health Boards)</p>	<p>Conwy has an integrated pathway for older people regardless of tenure. The pathway aims to promote independence where ever possible.</p> <p>We have 4 collocated teams delivering a coordinated care and support via a memorandum of understanding. We are negotiating the expansion of responses into care homes utilising the Intermediate Care Funding.</p> <p>We have invested resources into the 6 steps to success programme which aims at improving the care delivered in care settings.</p> <p>We have funded the roll out of the falls prevention pathway with is accessible to all regardless of tenure.</p> <p>Our approach with BCUHB integrates Social Care and Health to ensure a robust joined up care plan, identifying the most appropriate support.</p> <p>We have developed a programme of Wellbeing in the county to prevent people’s health deteriorating. Incorporating the concepts of 5 ways to wellbeing.</p> <p>We have been working with the other 5 LA’s and BCUHB in the development of</p>	<p>We will make use of The One Conwy Partnership Priority Outcome Group for Older People to further support partnership working in this area. The Service Manager for Older People will ensure this is a priority for the June meeting.</p> <p>We will discuss introducing the roll out of enablement training to the sector at our quarterly liaison meetings. The Workforce Development Manager and Section Manager for Independent and Third Sector will be responsible for this by July 2015.</p> <p>We are working to expand the roll out of the Wellbeing programme and discuss with the care sector how this and all other prevention services can be accessed by residents. The Section Manager for Independent and Third Sector will ensure this is discussed in the July liaison meeting.</p> <p>We will roll out the Integrated Care and support plan as a pilot in 2 of the collocated teams in June 2015 and evaluate its success by September 2015 with a view to rolling it out across the county by December 2105. The Section Mangers for Older People will be responsible for this.</p>

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<p>3.2 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>Unacceptable</p>	<p>Jan 16 (Care Home Providers)</p>	<p>an integrated care and support plan.</p> <p>We have been working to develop the new Regional Service Specification for Care homes which will require all new staff to undertake an induction demonstrating they have received basic dementia training and provide evidence of ongoing development for all employees.</p> <p>Conwy currently makes available to the Sector Induction training (Social Care Induction Framework) and Dementia Awareness courses. This will be a mandatory requirement on introduction of the new specification and will be monitored as part of the contract monitoring arrangements.</p> <p>We have evaluated the uptake of the available dementia training and plan to discuss with the sector required improvements. In doing so work with home owners/managers to develop ways of delivery of training that is more accessible.</p> <p>The regional collaborative have recently reviewed the feasibility of local, sub regional and regional arrangements for workforce development including commissioned providers of care. There will be a clearer focus on this as the SCDWP grant is reviewed in 15-16 by WG.</p> <p>We are working within the Ageing Well in</p>	<p>We will introduce the new Dementia specification as part of the liaison meeting with the care sector in July 2015. The Section Manager for the Independent and Third Sector is responsible for this.</p> <p>We will introduce to the sector Dementia Learning Plan focusing on compulsory training at level 2 and 3 training which was included in the 2015/16 SCWDP grant application. The Workforce Manager will facilitate this through the liaison meeting in July.</p> <p>We will provide Dementia awareness training to all contract monitoring staff during 2015/ 16 and review the monitoring techniques currently utilised to take account of the learning from the Dementia matters work. The Workforce Manager and Section Manager for Quality and Audit will develop this by December 2015.</p> <p>We will showcase the work undertaken at LLys Elian to Providers as part of ongoing promotion of improved ways of practice. The Section manager for LLys Elian will do this in the July Liaison meeting.</p>

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		<p>Wales national and regional partnership to develop 'Dementia Supportive Communities' which includes improving the understanding of all about Dementia.</p> <p>We have transformed Llys Elian which is a local authority owned home and been awarded butterfly status by Dementia Matters. We wish to adopt this approach with other homes in the County.</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>Partial</p>	<p>Nov 15 (Care Home Providers)</p>	<p>Befriending schemes are available in Conwy. One of the main delivery groups is British Red Cross but there are a number of smaller voluntary groups supporting this work. Monitoring uptake by older people in residential care is incomplete.</p> <p>We were involved in an intergenerational project in 2014 and we intend to utilise the findings of this project and that of a national project SOVCO to further understand and enhance the opportunities for volunteering and befriending.</p> <p>We have introduced the role of the Community Wellbeing Officers as a result of the Intermediate Care Funding. They are utilising the concepts of 5 ways to wellbeing to prevent people's health deteriorating. Incorporating the concepts of 5 ways to wellbeing ensures that people are active, connecting to people their communities, giving, keep learning and taking notice.</p>	<p>We will ensure through the third sector liaison committee that we have obtain a bench mark of the befriending and volunteering that occurs. The Service Manager for Community Wellbeing will be responsible for this by November 2015.</p> <p>The community wellbeing officer posts will develop a strategy (taking account of the principles of wellbeing and the Findings of the monitoring and project outcomes) to ensure the befriending role is robust in care homes. The officers took up appointment in February and this will be a priority for the remainder of the year. The Section Manager for Independent and Third Sector will ensure this is discussed in the July liaison meeting.</p> <p>We will make more use of third sector experience to develop joint training programme across a number of fields including 'What is Befriending'. The workforce manager will lead on this by September 2015</p>

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<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 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.</p> <p>Acceptable</p>	<p>Sept 16 (Welsh Government Lead in partnership with Local Authorities, Health Boards, Care Home Providers)</p>	<p>We look forward to hearing how the Welsh Government is going to proceed and we will work with them to deliver this service, ensuring the involvement of Older People and their carers are at the centre of involvement.</p>	<p>As part of the Conwy transformation and modernisation programme we are examining the 'review' process in order to make it a more useful and effective tool, linking it more closely to the monitoring team, escalating concerns and advocacy.</p> <p>It may also be feasible to establish regional improvement arrangements through the newly established leadership and partnership forums in North Wales.</p> <p>This will be discussed further between the Director of Social Services and Heads of Adult Services across the region as programme develops.</p>
<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>Unacceptable</p>	<p>April 15 (Care Home Providers, Health Boards,</p>	<p>The Conwy Involvement Network (CIN) draws membership from all service user groups that wish to join and Older People have strong representation. In addition Conwy supports the Age Connect Forums.</p> <p>Social work teams are being organised on a very local basis and Section Managers for Older People Localities are being charged with developing a working relationship with Care home managers to improve communication and understanding. We are introducing quarterly liaison meetings with the sector in 2015.</p>	<p>The forward programme for CIN includes an action to identify the increased participation of residents from a variety of care settings. This will be implemented by our participation officer by September 2105.</p> <p>We will refocus the role of the reviews undertaken by our monitoring and reviewing officers to ensure a focus on the voice of the service user, outcomes and a clear listening policy. Further training on this issue will be delivered in September 2015 and led by the Workforce Manager.</p> <p>We will introduce Quality of life Services</p>

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		<p>We have a robust monitoring programme in place for care homes however focus is primarily on the mechanics of care not quality of life which is captured in the service user's annual review. We have quality of life surveys in our extra care provision and it is our intention to role this out to the residential and nursing home sector in 2015 and ensure this is undertaken independently from us as commissioners and the care provider.</p>	<p>for all residents of care settings in 2015. This will form part of a revised specification of the Age Connects Speak up project that Conwy will commission. The Service Manager for Older People and Section Manger for Independent and Third Sector will develop this by September 2105.</p> <p>The Director of Social Services will ensure the outcome of this work will be referenced in the annual report. This will be a feature in the 15/16 report.</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:</p> <ul style="list-style-type: none"> • the availability of independent advocacy in care homes • quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss • how the human rights of 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 • geographic location of care homes <p>Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.</p>	<p>Sept 15</p>	<p>As a result of the transformation programme in Conwy, we have had the opportunity to develop the role of the of Section Manager – for 3rd and Independent Sector, the post holder with the 3rd sector and the Section Managers for Older People Localities will work to understand the provision and the required improvements and drive forward change.</p> <p>Quality of care reports are prepared for our council run home, and we monitor quality through our monitoring team who produce an annual report on the provision in Conwy.</p> <p>We have been instrumental in the development of a robust regional approach to escalating concerns policy and procedure to address concerns in respect of quality of care. This process sees a greater improvement in the</p>	<p>We will introduce the programme of work as highlighted in the above actions, and the results will be drawn into an annual quality report This will be the responsibility of the Head of Adult and Integrated Services and the Director of Social Services by September 2015.</p>

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Unacceptable		<p>dialogue between partners to ensure increased timeliness of responses and greater sharing of information that affects the quality of life for residents. Officers have developed a training programme for the range of professionals involved in visiting establishments to underpin their knowledge of the new processes.</p> <p>To date we have only produced reports for internal and scrutiny purposes, directing citizens to CSIW reports however as we will be collating the evidence of issues and actions taken to address these on an annual basis we can make these finding known.</p>	