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17 April 2015

Dear Mr Westley

Formal written notice issued under the Commissioner for Older People (Wales) Act 2006: Additional Information Required

I would like to take this opportunity to thank you again for providing a timely response to my Requirements for Action, which were published alongside the findings of my Care Home Review.

I have now had an opportunity to review all of the responses from the bodies subject to my Review and I enclose my evaluation of your response.

If you raised specific questions with me about my Requirements for Action, please find attached my response to these.

In analysing the responses received, I was looking for assurance, through the information provided and action in hand or planned, that my Requirements for Action will be implemented and the intended outcome will be delivered.

As you will see from my analysis, I have clearly set out whether each element of your response is 'acceptable', 'partial' (further information needed) or 'unacceptable'. Acceptable means that my assurance levels based in the information provided are sufficient, partial and unacceptable means that I require further information to be assured that the

Requirement for Action will be implemented and its intended outcome delivered.

Where I have concluded that an element of your response is either partial or unacceptable, I require further information or a revised approach in order to be satisfied that your organisation is already complying with the Requirement for Action or is committed to taking the action necessary to deliver the required change. This information should be provided to me by **Friday 15 May 2015**, in line with the timescales specified in the Commissioner for Older People (Wales) Act 2006. If you are unclear about any aspect of your response, in particular what would provide the level of assurance that I am looking for, or have any detailed questions regarding the Requirements for Action, you are welcome to contact me.

I am obliged by the Commissioner for Older People (Wales) Act 2006 to keep a register of responses to my Requirements for Action and therefore all of the responses from the bodies subject to my Review will be published on my website together with the analysis of each response. I will also be publishing an overall commentary on whether I consider, based on the further information I receive, that the change I expect to see on behalf of older people will be delivered. In addition to this information being published on my website, I will also be making a formal public statement, both in respect of an overview of action underway and action intended by individual bodies subject to the Review.

If you require any further information, please contact my Director of Wellbeing and Empowerment, Daisy Cole, on 08442 640670.

Yours sincerely



Sarah Rochira
Older People's Commissioner for Wales

Pembrokeshire County Council

Requirement for Action 1.6

Initial Conclusion - Partial

1.6 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.

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.

The Local Authority's response to this requirement appears to demonstrate good awareness of the range and role of advocacy. However, information is required with regard to the Commissioner's Requirements for Action and on whether current advocacy provision delivers in the 3 instances referred to in the Requirements; namely, care home closures, POVAs, when moving directly from a hospital.

The Local Authority provides the outline of a basic action plan, referring to actions set as part of the Contracts Management process – but more detail is needed here. The response would benefit from an analysis of current provision and of action plans aimed at addressing gaps and shortfalls, which includes clear timelines, and accountable named officers.

Requirement for Action 2.2

Initial Conclusion - Partial

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.

The Local Authority's response to this requirement appears to demonstrate a lack of awareness regarding the range of specialist services that should be available and offered to residents, such as specialist stroke nurses etc.

The Local Authority response does not provide any details on what specialist services are currently going into care homes to support rehabilitation.

The Local Authority states in its response that their in-house re-ablement service has recently been re-tendered and the Human Support Group now delivers this contract; however, no indication is given as to what this re-ablement service provides.

Whilst a basic action plan is provided, the response would benefit from a brief analysis of current provision and of any action plans aimed at addressing gaps and shortfalls, which includes clear timelines, and accountable named officers.

Requirement for Action 3.2

Initial Conclusion - Partial

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.

The Local Authority's response to this requirement appears to demonstrate an awareness and understanding of the importance of

dementia training. The Local Authority states that it offers person-centred dementia awareness training; although it does not state whether it meets the Requirements for Action that all care staff undertake this as part of their induction. The response states it will be a priority for their Social Care Workforce Development Partnership training Plan.

The response states that high level and target dementia training is being commissioned but it does not state whether all care home managers will have to attend this and whether they will receive on-going development around dementia.

There is evidence of good practice in the response with reference to working with Pembrokeshire College to deliver dementia accredited units in the future.

It is unclear whether all staff receive training as part of induction and whether higher level training is delivered to all Care Home Managers.

The response also does not identify gaps in provision and does not identify an action plan to address any shortfalls in provision. The response could be improved through an analysis of current provision and of any action plans aimed at addressing gaps and shortfalls, which includes clear timelines, and accountable named officers.

Requirement for Action 3.3

Initial Conclusion – Partial

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.

The Local Authority's response to this requirement appears to demonstrate some understanding of the importance of befriending, stating that befriending schemes are available through Age Cymru, RVS and RSVP. The Local Authority response also lists more informal

activities/visits that are provided within care homes, these consist of visits to local pubs, schools, theatres etc. providing access to befriending in a less formal sense. The response explains how transport is arranged to enable people to attend religious services and religious leaders are encouraged to attend care homes.

Whilst this is welcome, the response describes befriending in an activities-based context and does not talk about the vital role of relationships in befriending.

This may be included in the Action Plan and the Local Authority states its commitment to work with the voluntary sector to consider future services, but without evidence of this it is difficult to judge.

The response would benefit from an analysis of current provision and of any action plans aimed at addressing gaps and shortfalls, which includes clear timelines, and accountable named officers.

Requirement for Action 5.6

Initial Conclusion – Acceptable

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 breaches 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.

The Local Authority response demonstrates a willingness to comply with the requirement, providing additional points indicating a willingness to go above and beyond simply signing up to a National Improvement Service.

Requirement for Action 6.2

Initial Conclusion – Partial

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 (see action 6.10).

The Local Authority's response to this requirement appears to demonstrate an understanding of the importance of listening to the voices of older people and ensuring that the issues raised are acted upon. However, the response provides a very broad overview and does not address the specifics of the Commissioner's requirements; namely, a lack of focus on quality of life and service users voices.

The response would benefit from an analysis of current provision and of any action plans aimed at addressing gaps and shortfalls, which includes clear timelines, and accountable named officers. This will provide assurance that the Local Authority will achieve the Requirement for Action in reality.

Requirement for Action 6.7

Initial Conclusion – Partial

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 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

Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.

The response states its compliance but does not refer to the new specified areas required as part of the AQS.

If the Local Authority is currently producing annual quality statements, then more detail is needed on what these contain and whether they address the Commissioner's specific requirements.

The Local Authority states that quality monitoring officers have started to visit care homes and that carers and family views are captured as part of this process. However, it is uncertain as to whether the Local Authority will implement the requirement or not.