

Introduction to Government Response to “A Place to Call Home”

1. There is already a substantial programme of work underway as Welsh Government takes forward the implementation of the Social Services and Well-being (Wales) Act 2014 and the development of the Regulation and Inspection of Social Care (Wales) Bill.
2. The detailed response to the recommendations is in the attached excel spreadsheet.
3. The Social Services and Well-being (Wales) Act will transform the way social services are delivered to improve the well-being of people and to focus on outcomes which are important to them.
4. The Regulation and Inspection of Social Care (Wales) Bill will:
 - Introduce a new model of service regulation, under which providers will have to register to deliver in a particular service area, such as residential or domiciliary care, rather than as individual establishments or agencies, as now.
 - Include statutory standards that will apply to residential care. The Care and Social Services Inspectorate for Wales will be given the power to rate services after inspections and will require providers to produce an annual report on their performance.
 - Establish the framework within which care homes must operate.
5. The Care Home Steering Group was established in July 2014 and is chaired by the Director of Social Services and Integration Directorate. Membership includes key policy leads from Welsh Government covering health, social services, nursing and workforce as well as the Care and Social Services Inspectorate Wales. There is also representation from Health Boards, Local Authorities, the Welsh Local Government Association, Care Council for Wales, Care Forum Wales. The Older People’s Commissioner for Wales also has a representative on this group.

6. The group has been discussing and dealing with current live issues, as well as providing strategic leadership and direction for a longer term programme of work. The work programme has been structured for delivery through the following work streams:

- Vision and New Models – focusing on creating a vision for care homes in Wales, as well as model terms and conditions which will inform the development of regulations and design a whole-system approach to quality assurance.
- Market Analysis – led by the National Commissioning Board (NCB), the group are charged with designing a methodology to undertake a detailed market analysis of the sector which can be regularly updated and that can report at local authority, regional/local health board and at an all-Wales level.
- Integrated Planning and Commissioning – led by the NCB, this will encompass the planning and commissioning of long term placements in nursing homes and residential care homes, transition or interim placements to facilitate hospital discharge and choice of accommodation.
- Fee Setting – will look to establish methodologies and mechanisms in relation to fees.
- Workforce – will look at the actions required in relation to recruitment, retention, training and qualifications. It should also be used to inform workforce planning.
- Best Practice and Quality –will seek to identify and share good practice guidance. It will also look at how we can raise awareness and improve information to the public.

7. Safeguarding is included within the Social Services and Well-being (Wales) Act. Section 197 defines neglect as “a failure to meet a person’s basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person’s well-being” (for example, an impairment of the person’s health). The draft statutory guidance, currently out for consultation explicitly includes emotional neglect as a form of neglect
8. The Primary Care Plan reinforces that care and support must be planned around identifying and meeting the individual health and wellbeing needs of each person, including those who live in care homes who need access to more specialist services. Additional funding has been announced for primary care services. There is a national directed enhanced service specification designed to support this. GPs will seek access for an individual for more specialist services where needed.
9. The proposed changes to the GP contract for 2015/16 include a review of the quality of care for people living in care homes. The review will specifically consider the points raised in the report in relation to access to specialists services.
10. In February 2015, Welsh Government launched Oral Health in Care Homes. This places a requirement on health boards to work with partners to deliver a programme of effective mouth care for older people living in care homes across Wales. The Community Dental Service (CDS) will play an integral role in the delivery, strengthening existing good practice and introducing new procedures where appropriate.
11. The discharge medicines review process undertaken by community pharmacists is being introduced into residential homes. Whilst these will happen when a person is moving between places of care and residence, professionals looking after residents/patients can also ask for a discharge medicines review to take place.