

**OLDER PEOPLE'S COMMISSIONER FOR WALES**

**A PLACE TO CALL HOME**

**LOCAL AUTHORITY ACTIONS**

**Wrexham County Borough Council Response**

**February 2015**

**Key Conclusion 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.

**Links to Welsh Government policy and legislative areas:** national Outcomes Framework for the Social Services and Wellbeing Act 2014, Declaration of the Rights of Older People in Wales, A Framework for Delivering Integrated Health and Social Care for Older People with Complex Needs, Integrated Assessment, Planning and Review Arrangements for Older People.

Required Action	Outcome	Impact of not doing	By whom/By when
<p><b>1.6</b> Older people are offered independent advocacy in the following circumstances:</p> <ul style="list-style-type: none"> <li>▪ when an older person is at risk of, or experiencing, physical, emotional, financial or sexual abuse.</li> <li>▪ when a care home is closing or an older person is moving because their care needs have changed.</li> <li>▪ when an older person needs support to help them leave hospital.</li> </ul> <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>Older people living in care homes that are closing, as well as older people that are at risk of or are experiencing physical, emotional, sexual or financial abuse, have access to independent or non-instructed advocacy.</p>	<p>Older people are unable to secure their rights or have their concerns addressed, which places them at increased risk of harm.</p> <p>An increased risk of adult practice reviews and civil litigation.</p>	<p>Local Authorities &amp; Care Home Providers &amp; Health Boards.</p> <p>April 2015</p>

Wrexham County Borough Council Current Position:	Action required:		
<p>WCBC has two advocacy contracts in place. A contract with Dewis CIL to provide independent advocacy for people who use services commissioned by WCBC to support people to express their views, empowering them to lead more independent lives and ensure they are able to secure their rights and make informed choices. The Council also has a contract with Advocacy Works which provides a single issue Advocacy Service for people with mental health issues. This may include people who require specialist communication tools for example people who have a sensory or other neurological impairment, and are unable to communicate verbally. Both contracts are used fully and provide advocacy services for residents in care home settings. Advocacy is used regularly to support service users as part of the safeguarding process and has been used to support residents through two care home closures in the past year.</p> <p>The new Regional service specification for Care homes providing care for people living with Dementia requires: <i>Decision making agreements are used to ensure that service users living with dementia with capacity or communication issues are supported to record their decisions. Access to independent advocacy is enabled.</i></p> <p>Advocacy services are available to all care home residents regardless of how the placement is funded whether Local Authority Funded, privately funded (self funders) or Continuing Health Care funded.</p>	<p>Whilst these contracts deliver advocacy services to people resident in care homes neither contract mentions specifically delivering advocacy services in care home settings – this will be rectified as the contracts come up for renewal by <b>April 2016</b>. To monitor and evaluate the use of advocacy services by service users in care home settings as part of contract monitoring during 15/16. <b>Contracts team to Action during 15/16.</b></p> <p>Use of advocacy services as part of the safeguarding process to be monitored during 15/16. <b>WCBC safeguarding team to Action during 15/16.</b></p> <p>Contract monitoring visits will be used to ensure all care home managers and staff are fully aware of the availability and purpose of advocacy for Older People living in care homes. <b>Contracts team to Action by Sept 2015.</b></p> <p>Any gaps identified in knowledge, process and use of advocacy will then be addressed via improved training through WCBC workforce development team, the care home owners' forum, safeguarding action learning sets for lead managers and improved information as appropriate.</p> <p><b>Team Manager Contracts team to action by September 2015 in collaboration with workforce development and the safeguarding hub.</b></p> <p>WCBC to continue to contribute to the regional implementation of this specification during 15/16. <b>Contracts team to Action during 15/16.</b></p>		
<p><b>Key Conclusion 2:</b> 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.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> Social Services and Wellbeing (Wales) Act and National Outcomes Framework, Sustainable Social Services, A Framework for Action, Together for Health – Stroke Delivery Plan 2012 - 16</p>			
Required Action	Outcome	Impact of not doing	By whom/By when
<p><b>2.2</b> 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>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>Older people have reduced mobility, increased frailty and loss of independence, with an increased risk, due to immobility of significant health problems, such as pressure ulcers, pneumonia and deteriorating mental</p>	<p>Health Boards and Local Authorities in partnership.</p> <p>July 2015</p>

		health.	
<b>Wrexham County Borough Council Current Position:</b>		<b>Action required:</b>	
<p>WCBC Reablement Team already works with people living within care homes and has had a number of successful outcomes for Older People who have been supported to move out of a care home setting to live in their own home. As part of the intermediate care fund initiatives during 14/15 intermediate care services and falls services have been expanded to include working with residents in care homes as part of the unscheduled care agenda to help prevent avoidable admissions to hospital and support timely discharge from hospital. As part of the intermediate care service development step up /step down beds have been commissioned in Residential and EMI Residential care homes supported by intermediate care nursing and therapy services. This has supported the development and delivery of rehabilitation in care home settings.</p> <p>Reablement training has been provided to all care staff within council run services to ensure the reablement approach is maintained across all services. Plans are now being developed to deliver this training to the independent sector.</p>		<p>WCBC to continue to work with BCUHB to ensure specialist services are fully available to and accessed by Older People living in care homes as part of the continued development of intermediate care services and the focus on expanding and enhancing community based services during 15/16. <b>HoS Older People in partnership with BCUHB to Action during 15/16.</b></p> <p>WCBC to deliver reablement training to independent sector care home providers. <b>WCBC workforce development team to Action 15/16.</b></p>	
<p><b>Key Conclusion 3:</b> 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> <p><b>Link to Welsh Government policy and legislative areas:</b> Together for Mental Health - A Strategy for Mental Health and Wellbeing in Wales, National Outcomes Framework 2014, Mental Health (Wales) Measure 2010, National Dementia Vision for Wales 2011 and the Intelligent Targets for Dementia. NICE Dementia Quality Standard 2010. NICE Dementia Quality Standard (2010) and NICE Clinical Guideline 42. November 2006 (amended March 2011)</p>			
<b>Required Action</b>	<b>Outcome</b>	<b>Impact of not doing</b>	<b>By whom/By when</b>
<p><b>3.2</b> 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>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 (Action 3.1.32).</p>	<p>Older people feel anxious and fearful, confused and disorientated and their ability to have control over their lives is undermined.</p> <p>An increase in hospital admissions and a greater need for health care as a result of older people needs not being understood or met. A greater risk of</p>	<p>Local Authorities &amp; Care Home Providers.</p> <p>Begin January 2016</p>

		<p>incidences of unacceptable care. A significant increase in pressures faced by the care home work force.</p> <p>A wider perception across society that residential and nursing care lacks compassion.</p>	
<p><b>Wrexham County Borough Council Current Position:</b></p>		<p><b>Action required:</b></p>	
<p>WCBC invests significantly in training and development opportunities for the independent sector including care homes. Dementia Awareness training is made available to all staff across the sector.</p> <p>The new Regional service specification for Care homes providing care for people living with Dementia requires: all new staff members undertake a planned induction programme that includes approaches and skills needed in caring for service users living with dementia; care homes provide evidence of a specialist training programme for all staff that will equip them to care for service users living with dementia based on the Skills for Care Knowledge Set for Dementia; and that staff continually develop their skills and knowledge about service users living with dementia through practice based training.</p> <p>To date advanced training in dementia has not been delivered for care home managers. WCBC had been developing an intermediate level dementia training package. However an alternative</p>		<p>To monitor attendance at training as part of contract monitoring and to identify improvements required as appropriate. <b>Contracts team to Action by Sept 2015.</b></p> <p>To review training requirements for the sector and build into the workforce development plan. <b>Workforce Development team to Action during 15/16.</b></p> <p>To provide Dementia Awareness training for WCBC contract monitoring officers to better inform their approach towards ensuring people with Dementia are cared for appropriately. This could include training in observational techniques. <b>Contracts team manager and Workforce Development team to Action by September 2015.</b></p> <p>WCBC to continue to contribute to the regional implementation of this specification during 15/16. <b>Contracts team and Workforce Development team to action during 15/16.</b></p> <p>Contract monitoring to include the review of supervision and appraisal documentation to ensure that skills and knowledge in dementia care are Evidenced and maintained and findings to inform the workforce development strategy. <b>Contracts team manager to Action during 15/16</b></p> <p>WCBC to continue to support the work of this group and the pilot and evaluation phase of this innovative approach to training and improving</p>	

and potentially more effective approach has been taken. WCBC HoS sponsors the 'Inspiring Action: Improving Outcomes for People with Dementia and their Carers in North Wales' working group. Through this we have worked with psychologists from the Older Adult Clinical Psychology Department from BCUHB to develop a Dementia 'leadership through coaching' module for care home managers. This aims to enhance quality through enabling care home managers to empower their staff to use their dementia training and deliver person centred problem solving. The plan is to pilot this approach initially in the region with training delivered by Clinical psychologists. This will then be evaluated and a business case for funding developed. WCBC does offer a training course for professionals via (Joan Woods) at Bangor University which is aimed at managers and qualified practitioners. We also offer development opportunities to complete Level 5 Units from the QCF Diploma. One unit that has been offered is entitled 'Leading in Dementia Care'. We have identified Dementia Training and Person Centred Approaches as a priority area of training for managers within provider services (Care Homes and Domiciliary Care)

quality in dementia care.  
**Beverly Larkins workforce development manager to action by September 2015**

**Required Action**

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.

**Outcome**

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 and practices.

**Impact of not doing**

Older people living in care homes are lonely and socially isolated, lack opportunities for meaningful social contact and their ability to practice their faith and important cultural practices is lost. Care homes are isolated within and from their communities, undermining the care and wellbeing of older people and access to wider community resources and support.

**By whom/By when**

Care Home Providers & Local authorities  
  
November 2015

**Wrexham County Borough Council Current Position:**

There are a range of befriending schemes available in Wrexham however it is not clear what level of activity takes place with citizens living in care homes.

**Action required:**

To include an audit of the use of volunteering, befriending and intergenerational activities within care homes as part of the contract monitoring activity and address as required. **Contracts team manager to Action by Sept 2015.**

<p>WCBC contracts team has commenced a peer support programme for care home owners as a sub group to the care home owners' forum, to improve the level of activity, socialisation and community engagement available to and experienced by residents in care homes.</p> <p>WCBC has launched the development of Community Agents across the Borough. A key part of the Community Agent's role is to tackle social isolation experienced by Older People and to facilitate stronger communities. There is potential for this work to identify positive links with care homes.</p>	<p>To continue this work with care home owners and evaluate outcomes. <b>Contracts team manager to Action during 15/16.</b></p> <p>To explore the role of Community Agents in strengthening the connection between communities and care homes. <b>Commissioning manager to Action during 15/16.</b></p>
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**Key Conclusion 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.

**Link to Welsh Government policy and legislative areas:** Social Care Workforce Development Programme, Sustainable Social Services for Wales, A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework, Integrated Assessment, Planning and Review Arrangements for Older People.

Required Action	Outcome	Impact of not doing	By whom/By when
<p><b>5.6</b> 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.</p> <p>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.</p> <p>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>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.</p>	<p>Older people live in care homes where poor practice continues, their quality of life is poor and they are at risk of emotional abuse or neglect.</p> <p>The resources of commissioning teams are diverted to supporting failing care homes.</p> <p>An increase in workload and pressure for care staff.</p>	<p>Welsh Government Lead in partnership with Local Authorities, Health Boards, Care Home Providers.</p> <p>September 2016</p>

<b>Wrexham County Borough Council Current Position:</b>		<b>Action required:</b>	
WCBC is supportive of the development of a National improvement Service and welcomes opportunities to be involved in developing this.		WCBC to support the development of a National Improvement Service. <b>HoS Older People and Contracts team manager to Action during 15/16 as any programme develops.</b>	
<p><b>Key Conclusion 6:</b> Commissioning, inspection and regulation systems are inconsistent, lack integration, openness and transparency, and do not formally recognise the importance of quality of life.</p> <p><b>Link to Welsh Government policy and legislative areas:</b> Sustainable Social Services for Wales, A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework.</p>			
<b>Required Action</b>	<b>Outcome</b>	<b>Impact of not doing</b>	<b>By whom/By when</b>
<p><b>6.2</b> 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.</p> <p>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>Issues are not addressed before they become significant, impactful and costly to remedy.</p> <p>Opportunities to make small changes that can make a significant difference to quality of life and care are missed.</p> <p>Safeguarding issues are not identified at an early stage.</p> <p>Older people feel ignored, powerless and unable to influence issues that affect their lives.</p>	<p>Care Home Providers &amp; Local Authorities &amp; Health Boards &amp; CSSIW</p> <p>April 2015</p>
<b>Wrexham County Borough Council Current Position:</b>		<b>Action required:</b>	
WCBC adult social care department has a 'Getting Engaged' strategy. As part of this Older People have been trained as peer reviewers, and have been working with service users in receipt of domiciliary care and day services to ensure quality of life issues are addressed as part of the review process. This now needs to be extended to include care homes.		WCBC to review and update the 'Getting Engaged ' strategy to ensure it explicitly addresses these requirements. <b>Commissioning Manager to Action by April 2015.</b>	
		Extend the peer reviewer work programme to include care homes. Including the recruitment and training of additional Older People to act as peer reviewers. <b>Commissioning Manager to Action by September</b>	



<p>WCBC has a robust contracts team who include direct dialogue with residents in care homes and their families etc. as part of the contract monitoring process within care homes. 50% of residents and their families are spoken to at every monitoring visit. Quality of life is also included in the annual review process with each service user. However the feedback and outcome data obtained is not as coordinated as it could be to drive continuous improvement and enable proactive quality management. Work is underway to better integrate the social care, safeguarding and contracts review processes and information. A project has already commenced to improve information sharing between WCBC and BCUHB contracts monitoring officers to ensure key performance data is shared in a timely and coordinated way.</p> <p>Better integrated engagement with Older People has been highlighted as a priority action within the regional statement of intent with BCUHB.</p> <p>WCBC runs an effective Provider forum for all care home owners. This is well attended and is intended to support two way communications between commissioners and Providers to achieve continuous improvement in the care home sector and to work jointly on issues, challenges and opportunities.</p>	<p><b>2015.</b></p> <p>Improve the coordination and accessibility of feedback and information received via individual service user reviews, safeguarding and contract monitoring activity. To continue to build on the joint work underway with BCUHB. <b>HoS older people to lead this work, to Action by September 2015.</b></p> <p>To work with BCUHB both locally and regionally to develop an integrated and consistent approach to engagement with Older People. <b>HoS Older People with BCUHB representative to Action during 15/16.</b></p> <p>To continue to build on the role of and outcomes achieved from the care home Provider forum. <b>HoS Older People and Contracts Manager to Action during 15/16.</b></p>
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Required Action	Outcome	Impact of not doing	By whom/By when
<p><b>6.7</b> 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"> <li>▪ the availability of independent advocacy in care homes.</li> <li>▪ quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss.</li> </ul>	<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 greater openness and transparency in respect of the quality of care homes across Wales and the care they provide.</p>	<p>A lack of transparency undermines older people’s ability to make appropriate decisions, undermines wider public confidence and acts as a barrier to systematic change.</p>	<p>Local Authorities – Outline AQS.</p> <p>September 2015.</p>

<ul style="list-style-type: none"> <li>▪ how the human rights of older people are upheld in care homes across the Authority.</li> <li>▪ the views of older people, advocates and lay assessors about the quality of life and care provided in care homes.</li> <li>▪ geographic location of care homes.</li> </ul> <p>Further details of reporting requirements should be included as part of the Regulation and inspection Bill.</p>			
<b>Wrexham County Borough Council Current Position:</b>		<b>Action required:</b>	
<p>Whilst WCBC adult social care department monitors the quality of care homes and regular reports are produced for internal purposes to manage the care home market and prioritise supportive and corrective action, public reports are not currently provided and citizens are directed to CSSIW reports.</p>		<p>WCBC to develop an annual quality statement in line with this requirement. Further clarification on whether a national template will be provided would be welcomed.</p> <p><b>HoS Older People to Action by Sept 2015.</b></p>	