



**Older People's Commissioner for Wales**  
**Comisiynydd Pobl Hŷn Cymru**

**Follow-up to 'A Place to Call Home' Review**  
**Local Authority Self-evaluation Pro Forma**

<b>Organisation</b>	<b>WREXHAM COUNTY BOROUGH COUNCIL</b>
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<b>Date</b>	<b>31<sup>st</sup> March 2017</b>
<b>Signed</b>	<i>H. Bainbridge</i>

**Chief Executive Officer**

Name: Helen Paterson

Date: 10/4/17

Signed: *H. Paterson*

**Council Leader**

Name: Joan Lowe

Date: 10/4/17

Signed: *Joan Lowe*

**Deadline for responses: 31 March 2017**

**Please email responses to: [review.adolygiad@olderpeoplewales.com](mailto:review.adolygiad@olderpeoplewales.com)**

**Outcome**

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.

**Action Required (Requirement for Action 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. (In partnership with Health Boards)

To what extent do you comply with this Requirement for Action?

(300 words)

Wrexham continue to work closely with Betsi Cadwaladr University Health Board (BCUHB) to ensure specialist services are available to, and accessed by older people living in care homes as part of the continued development of Intermediate Care Services (ICF) and the focus on expanding and enhancing community-based services.

Key areas for integrated delivery/ joint development include:

**A: Provision of step up : down beds within care homes**

The ICF aims to support older people to return home (including residential homes) from hospital or overcome the need for a hospital admission.

Step Up: Down beds are made available within residential homes to support people, including those who are self-funders, who do not require hospital admission, or who cannot immediately return home upon discharge, but are unable to receive care in their own home.

Beds are supported by the ICF Team who provide intensive rehabilitation and ensure maximum independence is achieved. Where appropriate, individuals are discharged home via the Short-term Assessment and Reablement Service and a further period of reablement.

**B: Provision of specialist beds and equipment packs to care homes:**

Utilising ICF monies in 2016/17, a range of specialist

	<p>equipment/beds are being provided to residential homes. The intended outcomes are to bring residential homes up to an agreed baseline to better support discharge from hospital or prevent placement breakdowns, provide practical support for early intervention and prevention and support the residents / patients to maximise their independence, wellbeing and dignity in care.</p> <p>The equipment being provided includes:</p> <ul style="list-style-type: none"> <li>• Profiling beds</li> <li>• Hammock</li> <li>• Airflo Advanced Mattress</li> <li>• Patient Turner</li> <li>• Rise &amp; Recline Chair</li> <li>• Glideabout</li> <li>• Elk</li> <li>• Seat Scales</li> </ul> <p>The Occupational Therapy (OT) department provide support with moving and handling assessments and advice to Care homes but it is up to the Care homes themselves to provide the equipment.</p> <p>On occasions the OT team visit individuals due to return home to establish if the home can meet their meet physical needs. This can happen if they have become a wheelchair user due to a stroke and were discharged from hospital to a care home as their own home could not be adapted.</p> <p>The OT may assess any potential properties to meet their housing needs.</p> <p>This would necessitate also visiting the person in the care home to get an accurate picture of their abilities.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p><b>A: Provision of step up : down beds within care homes</b></p> <p>A total of 15 Step up: down beds have been commissioned from the independent sector (12 from within basic residential and 3 within Elderly Mental Health (EMH) residential homes.</p> <p>In Quarter 4, a total of 28 step up: down placements have been made, of which 10 were for step up/ admission avoidance and 18 were for step down/ hospital discharge.</p>

	<p><b>B: Provision of specialist beds and equipment packs to care homes:</b></p> <p>89 Profiling beds have been provided to 17 residential care homes; additional equipment packs have been provided to 15 residential care homes. Impact and usage will be monitored throughout 2017/18.</p>
<p>What impact has this had on residents' quality of life and care? (850 words)</p>	<p><b>A: Provision of step up : down beds within care homes</b></p> <p>Satisfaction Questionnaires are routinely sent out to individuals accessing Step Up: Down beds, and are used to drive continual service improvement.</p> <p>Of the 9 questionnaires returned from persons accessing the beds:</p> <ul style="list-style-type: none"> <li>• all felt that the 'support they received from Intermediate Care helped them to live the life they wanted'</li> <li>• 8 felt they were 'as involved as they wanted to be, in decisions about their care and support;</li> <li>• 6 felt they were as involved as they wanted to be in decisions about their treatment</li> </ul> <p><b>B: Provision of specialist beds and equipment packs to care homes:</b></p> <ul style="list-style-type: none"> <li>• Impact and usage will be monitored throughout 2017/18</li> </ul> <p>Work is undertaken by all individual Commissioners prior to making a placement that all alternatives have been fully explored to support someone to remain in their own home and as a consequence of this the level of dependency of people entering homes is increasing.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a</p>	<p>Wrexham Adult Social Care Department and BCUHB continue to work together in partnership in order to identify need, manage demand and develop outcomes focused solutions, in order to improve the quality of life and experiences of older people in the County Borough and across the region.</p> <p>Using ICF monies next year, we hope to be able to extend the offer of specialist equipment and beds to all</p>

<p>timeline for compliance? (500 words)</p>	<p>care homes and nursing homes in 2017/18.</p> <p>The Workforce development team were due to invest in providing Reablement training however the SS&amp;WB (W) Act 2014 has taken priority at present and will be revisited in the future.</p> <p>The peer interviews that are currently being completed by Wrexham over fifties forum with individuals in care homes in Wrexham includes a number of those who are self-funders, one of the questions asked is if individuals have been given the opportunity to access specialist services easily and if they have received full support following a period of ill health, in particular health services, reablement, Physiotherapy etc. Once all of the interviews have taken place the findings will be analysed and presented to Senior Managers for action.</p>
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N.B. The Commissioner's expectation is that specialist services are made available to all residents, where appropriate, including self-funders evidence submitted in this section should therefore reflect this.

<p><b>Outcome</b></p> <p>All staff working in care homes understands the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made.</p>	
<p><b>Action Required (Requirement for Action 3.2):</b></p> <p>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>The Commissioner's expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that all staff working in care homes understands the physical and emotional needs of people living with dementia.</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>Wrexham County Borough council continues to work towards full compliance with all care homes following the pilot of the Sterling University Best practice in Dementia programme.</p> <p>A full evaluation will be completed in 2017 and if the findings of this evaluation confirm that this programme was beneficial it will be rolled out to other homes.</p> <p>The Work Force development team have reviewed their one day Dementia training and reconfigured the contents to now provide a more detailed person centred approach to those individuals living with Dementia.</p> <p>Strong links have been forged with Alzheimer's society and colleagues within Wrexham Council have undertaken the Dementia Champions information session and is currently working towards Wrexham Council gaining the status of being a Dementia friendly authority.</p> <p>The Performance and Partnership team are leading on the Ageing well programme and a corporate approach is underway and in particular to develop stronger Dementia Friendly communities.</p> <p>N.B. There are no local authority homes in Wrexham and</p>

<p>On what evidence has this assessment been made? (850 words)</p>	<p>all this has now been outsourced.</p> <p>WCBC Workforce development team (WFD) piloted a two day course delivered by Sterling University Best Practice in Dementia care during 2015/16.</p> <p>The training has been delivered to ten Registered Managers of care homes; this will then enable them to then proceed to nominate carers within their home to attend a six month accredited facilitator programme.</p> <p>A full evaluation will be completed at the end of March 2017 however early indications confirm that:</p> <ul style="list-style-type: none"> <li>• Ten homes participated in the Best Practice in Dementia Care programme of which nine are still progressing (the tenth is training up a new member of staff as a facilitator).</li> <li>• The Home Managers are now taking between four - eight members of their staff team through the programme which takes a minimum of six months to complete.</li> <li>• Twenty two learners will have completed during 2017</li> <li>• It is anticipated that five homes will have completed the programme by the end of this year leading to the accreditation of thirty eight learners.</li> </ul> <p>The aim of the two day training course for the nominated facilitators is to cover course materials they would be using with other staff members in the home that aimed to increase Dementia awareness within homes workforce.</p> <p>To support the facilitators, a forum has been set up and the group meet with representatives of the Workforce development team every quarter, this forum aims to encourage the group to share their experiences, monitor progress and provide peer support.</p> <p>This also includes six parts of reflective learning to be covered with a commitment of between two - three hours per week study time.</p> <p><u>Stirling Programme progress 'Best Practice in Dementia Care':</u></p> <p>Three Care Homes that have now completed the programme with their staff team and two thither homes are waiting for the submission of one of their candidates</p>
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	<p>reflective accounts before forwarding to Stirling University for accreditation.</p> <p>Due to one Home manager leaving their post, the WFD team are taking one of the homes through the last part of the programme and hope to have completed the programme by the end of April 2017.</p> <p>Another home is on target to be finished by April/May 2017.</p> <p>Those gaining accreditation by April will be invited to attend an Award Ceremony organised for the twelfth May 2017 in the Memorial Hall.</p> <p><u>Programme Evaluation:</u></p> <p>An evaluation form has been distributed to those homes that have completed or almost completed the programme. All staff involved in the programme has been asked to complete and return these.</p> <p>Additionally, the WFD team provide a one day Person centred approach to dementia care programme; this replaces the previous Dementia awareness course.</p> <p>This one day course offers a more in-depth focus on the types of dementia and how individuals can be affected.</p> <p>A workbook is provided to those who attend the training day which is partially completed during the training session and the rest of the workbook is to be completed on return to the home where the participant works and they will have the support of their line manager in completing this workbook.</p> <p>A total of ninety six members of staff have attended six day sessions since 2016.</p>
<p>What impact has this had on residents' quality of life and care?  (850 words)</p>	<p>On reflection the Facilitators who have completed or almost completed the programme stated that it has been incredibly beneficial and a great way to learn.</p> <p>Practice has improved and they are keen to progress with more staff. WCBC have been able to purchase more folders and additional homes are now keen to be involved in the programme which aims to commence in May /June of this year.</p> <p>Programme Evaluation – an evaluation form has been</p>



	distributed to those homes that have completed or almost completed the programme, all staff involved in the programme have been asked to complete and return as soon as it is possible and this inform the full evaluation.
If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)	A full evaluation will take place at the end of March and this will enable to Workforce development team to decide if the course has made a difference to those living in residential care and provided the staff with the necessary skills and knowledge to support their residents appropriately and as an individual.

### **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.

### **Action Required (Requirement for 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.

The Commissioner's expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home.

To what extent do you comply with this Requirement for Action?

(300words)

**Activity Co-ordinators meetings:**

Wrexham Adult Social Care Commissioning Team engages with local care homes within Wrexham, in particular, facilitates meetings with the Activity Co-ordinators to establish activity programmes as part of their mainstream care provision.

The key outcome of the meetings is to bring together Activity Co-ordinators to share resources accessed within the Home in which they work, , learn more about what opportunities are available for their residents and act as a supportive network to one another.

The meetings are also an opportunity to invite a variety of guest speakers who run activities to enhance the opportunities of people living in residential care i.e. Alzheimer's society, Coleg Cambria (Health and Social Care students), Glyndwr University, Caia Park Health Partnership team, Age Connects, Wrexham Visionaries group, WCBC Museum, Parkinson's society and Deaf/ Blind UK, Book of You, House of Memories.

**Community Agents:**

WCBC has a team of Community Agents who work in their communities to help older and vulnerable people feel more independent, One of the key aspects of their role is to develop peer mentoring in Care homes within their localities and ensure people in Residential care have links with their own communities and to build upon friendships old and existing.

**Community Inclusion Grant:**

The Older People's Community Inclusion Grant Scheme was initially developed in partnership with the Asset and Economic Development Department and aims to stimulate community groups / luncheon clubs to set up new, or expand local services to meet the needs of the

	<p>community. Local residential Homes access the groups so their residents have opportunities to access activities outside of their home environment and continue to be a valued member of the community in which they live</p>
<p>On what evidence has this assessment been made?  (850words)</p>	<p><b>Activity co-ordinators meeting:</b></p> <p>In May 2015 a meeting was set up for Activity Co-ordinators in local care homes to come together to build up a resource list of suitable activities that can be provided within Residential Homes</p> <p>A total of seven meetings have been held since May 2015 (quarterly) and attendances at the meetings have continued to increase.</p> <p>A total number of eighty eight have attended the meetings so far.</p> <p>A resource spreadsheet has been developed with input from the activity co-ordinators and this is shared amongst the group.</p> <p>Feedback received verbally and within a questionnaire confirms that the Activity co-ordinators see the meetings as an opportunity to network and share ideas (see appendix 1)</p> <p><b>Community Inclusion Grant:</b></p> <p>The Community inclusion grant allows the ASC Department to deliver day services to older people, by providing sustainable and cost-effective community services as an alternative to traditional buildings-based day care; this ensures the availability of a range of alternative day opportunities for older people, to which service users are referred onto, thereby improving citizen's well-being and quality of life.</p> <p>A number of Homes report that they support residents to access the local lunch clubs and community groups who have received funding from the Community Inclusion grant.</p>
<p>What impact has this had on residents' quality of life and care?  (850words)</p>	<p><b>Activity co-ordinators meetings:</b></p> <p>Activity co-ordinators report that through attending meetings they have had the opportunity to introduce new activities within the home in which they work, learn from other Activity co-ordinators and build upon their network of activities.</p>

	<p>Feedback from Care Home residents has been positive and some residents have reported that they now look forward to their day and enjoy the variety of opportunities available to them and to try something new. This is a positive way for people to make new friends, regain confidence as well as providing stimulating activities.</p> <p>Further evidence will be captured within the Wrexham Over Fifties forum peer interviews which are currently being completed with residents within care homes across Wrexham.</p> <p><b>Community Inclusion Grant:</b></p> <p>Additionally, the Activity Co-ordinators report that they support their residents to access as many activities outside of the home as possible. Residents who are supported to access community based activities are given the opportunity to build upon existing/ new friendships.</p> <p>Individuals from residential care, who access lunch clubs or community based activities funded initially by the Community Inclusion Grant have reported back to their Activity co-ordinators that they have enjoyed being given the opportunity to go out from their home and meet up with people rekindle existing and make new friendships and feel a valued member of their local community.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance? (500 words)</p>	<p><b>Community Agents:</b></p> <p>Funding has been made available from the Intermediate Care fund to expand the Community Agent scheme within the borough of Wrexham. Association of Voluntary Organisations Wrexham (AVOW) will be developing this and will work with Community Councils on behalf of WCBC.</p> <p>Linking in with local residential homes will be an area of development in the future. It is envisaged that in the future the Community Agents will continue to build upon links with Care homes within their local communities to develop peer mentoring within homes and to improve the opportunities for residents.</p> <p><b>Community Inclusion Grant:</b></p> <p>The Community Inclusion Grant is currently being evaluated and a report will be available shortly. The intention is to continue to support lunch clubs and</p>

	<p>community based activities within all areas of Wrexham focussing on gaps that have been identified in areas where there are few opportunities. This will support those Residential Homes that do not have a luncheon club in their area to enable their residents access community based activities.</p>
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## Outcome

Commissioners, providers and inspectors have a thorough understanding of the day to day quality of life of older people living in care homes.

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.

## Action Required (Requirement for Action 6.2 & 6.7):

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 the issue 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.

To what extent do you comply with this Requirement for Action?

(300 words)

Quality Monitoring aims provide a structured evaluation of service delivery as a whole and to ensure that a service is meeting the identified outcomes of service users and is compliant with national minimum standards and the North Wales Pre Placement Agreement and specifications.

The principal of this approach to quality monitoring is to work in partnership with Providers. It aims to provide a structured, standardised and efficient approach for gathering qualitative and quantitative evidence from a range of stakeholders in relation to each Service Provider's performance.

Quality Monitoring aims to recognise good quality of service and is used to inform and support decision making, ensuring risk and performance are managed appropriately.

When the Contact Monitoring team and Commissioning team merge: one of the key actions for this new integrated team will be to better ensure that contract monitoring information is used to help shape service improvement, and becomes an integral part of the commissioning cycle.

The Contract Monitoring Officers will commence a piece of work shortly that will focus upon the quality of day care

	<p>provision within Care homes.</p> <p>The Contract Monitoring Officers will commence a piece of work shortly that will focus upon the quality of day care provision within Care homes.</p> <p>Contract Monitoring Officers have commenced partnership working with BCUHB and are undertaking joint monitoring visits with BCUHB Monitoring Officers and this joint working will be a priority within the coming year.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Contract monitoring officers distribute questionnaires annually to people living in residential care.</p> <p>Figures for 2016/17 confirm that: 617 questionnaires were sent 71 questionnaires were returned by family/ friends (12%) (see appendix 2)</p> <p><b>Quality of life survey:</b></p> <p>WCBC completes the Quality of Life (QoL) survey and has done so since 2013; it was developed jointly with Housing and Public Health Wales.</p> <p>The report is used to inform service planning.</p> <p>QoL questionnaires were distributed to 13161 people who were receiving a service from Adult Social Care, Sheltered Housing, or Telecare Services this year (some of these people will also have been helped by the Housing Adaptations service). This list was generated by a random sample and 318 were returned: the survey was completed by people who were in receipt of more than one service.</p> <p>WCBC have high satisfaction in respect of customer service standards as 80% of respondents strongly agreed, that they felt the waiting time they experienced for any assessment of their needs was acceptable.</p> <p>96% of customers stated that communicating in their preferred language was accommodated.</p> <p>79.9% of respondents indicated that they found it easy to access information and advice about support and the services they needed. It is possible that more of this</p>

	<p>year's respondents are more IT literate than in past years, as so much of our information now goes out online (see appendix 3)</p> <p>Regional working groups have commenced developing a single regional monitoring tool across Health and Social Care which will map against National Wellbeing Outcomes and the NHS Wales Health &amp; Care Standards.</p> <p><b>Wrexham Over Fifties peer Interviews:</b></p> <p>Wrexham over Fifties forum have commenced peer interviews with 73 individuals living in residential care in Wrexham. The questions have been developed from the A Place to call Home report and will capture first hand, people's experiences of living in residential care. The responses will be analysed to determine trends identified (see appendix 4) 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>What impact has this had on residents' quality of life and care?  (850 words)</p>	<p><b>Quality of Live survey:</b></p> <p>The increases in the difficulties people are experiencing are of most concern, for example more people stated that they are socially isolated although this year fewer people stated they cannot leave their home.</p> <p>The data collected illustrates quite clearly that we are successful in maintaining people's lives in their own homes and that areas that need significant improvement centre around increasing people's participation in community life and participating in meaningful daily activities. It also reflects participant's views that they are not enjoying the best of health, although it must be recognised that generally people in very good health are unlikely to be accessing social care services.</p>
<p>If further actions are needed to be compliant, please evidence what these will be</p>	<p><b>Wrexham Over Fifties peer interviews:</b></p> <p>The peer interviews currently being undertaken by Wrexham over Fifties forum will be completed by the end of April. The information collated will then be analysed to identify if there are any issues faced by living in residential care within Wrexham and to look at ways that</p>



<p>and provide a timeline for compliance? (500 words)</p>	<p>any issues identified can be addressed i.e. training, activities etc.</p> <p><b>Customer Engagement Strategy:</b></p> <p>The draft Customer engagement strategy will be presented to the senior management team in Adult social care for approval prior to this being and this will be undertaken in May 2017.</p> <p><b>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:</b></p> <p>WCBC needs 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>Team merger: Commissioning and Contracts Team:</b></p> <p>One of the key actions for this new integrated team will be to better ensure that contract monitoring info is used to help shape service improvement, as an integral part of the commissioning cycle. Contract monitoring to include how the signage and environment promotes the independence of people in care homes and more specifically for those with dementia.</p>
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**Sharing good practice and organisational achievements that have made an impactful difference to the quality of life and care of older people in care homes in Wales.**

Please use this space to describe any new, different and innovative approaches that the Local Authority has invested in to improve the quality of life and care of older people in care homes in Wales, and the impact that this has achieved for older people. References to good practice may reflect any area relevant to the Commissioner's original Care Home Review.  
Free text statement: 1,000 word limit.

1. A home in Chirk accesses the local lunch club and takes residents there on a monthly basis. Residents are also supported to attend a separate dementia support group in the vicinity of the home.
2. Officers within WCBC who are working towards the authority obtaining the Dementia Friendly status and will be attending a Senior

Management Meeting on the 2nd May. The purpose will be to seek approval from Department Heads to develop a strong voice for people with dementia within our organisation by nominating a member of staff in each department to undertake the Dementia Champions sessions provided by Alzheimer's society. Attending these sessions will enable the Champion to undertake dementia friend's sessions and increase the understanding of staff working with customers in Wrexham, in particular those staff members who work in partnership with Care homes within Wrexham. To obtain the status of being a dementia friendly authority we need to review the current arrangements we have for signage, toilet facilities and access points so that people with dementia can continue to access these services, more recognition will support the dementia friendly community we want to build.

## APPENDICES:

Appendix 1	 <p>Activity Co-ordinators feedback</p>
Appendix 2	 <p>Residential Care - Relative-Friend - Mar</p>
Appendix 3	  <p>Wrexham Quality of Life report - English    Wrexham Quality of Life report - Welsh</p>
Appendix 4	 <p>Questions for WOFF - A Place called home.</p>