

Document Pack



Mark James LLM, DPA, DCA
Prif Weithredwr,
Chief Executive,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

WEDNESDAY, 18 JANUARY 2017

**TO: ALL MEMBERS OF THE SOCIAL CARE & HEALTH
SCRUTINY COMMITTEE**

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, 3 SPILMAN STREET, CARMARTHEN AT 10.30 AM ON WEDNESDAY, 25TH JANUARY, 2017** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Catherine Gadd
Telephone (Direct Line):	01267 224088
E-Mail:	cegadd@carmarthenshire.gov.uk
Ref:	AD016-001



YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 5 MEMBERS

- | | | |
|----|------------|-------------------|
| 1. | Councillor | T.T. Defis |
| 2. | Councillor | W.T. Evans |
| 3. | Councillor | D.J.R. Llewellyn |
| 4. | Councillor | G. Thomas (Chair) |
| 5. | Councillor | J.S. Williams |

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|------------|-------------------------|
| 1. | Councillor | S.M. Allen (Vice-Chair) |
| 2. | Councillor | I.W. Davies |
| 3. | Councillor | E.G. Thomas |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|------------|----------------|
| 1. | Councillor | K. Madge |
| 2. | Councillor | E. Morgan |
| 3. | Councillor | B.A.L. Roberts |
| 4. | Councillor | J. Williams |

PEOPLE FIRST (CARMARTHENSHIRE) – 1 MEMBER

- | | | |
|----|------------|-------------|
| 1. | Councillor | S.M. Caiach |
|----|------------|-------------|

UNAFFILIATED – 1 MEMBER

- | | | |
|----|------------|---------|
| 1. | Councillor | J. Owen |
|----|------------|---------|

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTERESTS
3. DECLARATION OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
5. FORTHCOMING ITEMS 5 - 6
6. CARMARTHENSHIRE'S AGEING WELL PLAN - ANNUAL REPORT 7 - 22
7. IMPROVING DEMENTIA SUPPORT IN CARMARTHENSHIRE 23 - 28
8. INFORMATION, ADVICE AND ASSISTANCE SERVICE 29 - 36
9. SOCIAL CARE & HEALTH SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE 37 - 42
10. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 43 - 44
11. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 17TH NOVEMBER 2016 45 - 54
12. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 12TH DECEMBER 2016 55 - 62

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**SOCIAL CARE & HEALTH SCRUTINY
COMMITTEE
25th JANUARY 2017**

**Forthcoming items for next meeting –
Monday 6th March 2017**

Discussion Topic	Background
Council's Well-Being Objectives 2017/18	The Well-being of Future Generations Act requires most public bodies in Wales to carry out sustainable development with the objective of improving the social, economic, environmental and cultural well-being of their area. It places a well-being duty on those public bodies to set and publish objectives designed to maximise their contribution to the seven national well-being goals. They are also required to take all reasonable steps to meet those objectives. This item will provide the Committee with an opportunity to consider and comment on the Council's proposed objectives for 2017/18.
Budget Monitoring 2016/17	This is a standard quarterly item which enables members to undertake their monitoring role of revenue and capital budgets in relation to the Education & Children Department.
Q3 Performance Monitoring 2016/17	<p>This standard 6-monthly report allows members to undertake their monitoring role in relation to the relevant departments' services. The report also includes details of the compliments and complaints received by the relevant departments.</p> <p>Following agreement by the Scrutiny Chairs & Vice-Chairs Forum, all the scrutiny committees will now receive performance monitoring reports for quarters 1 and 3 from 2016/17 onwards. The end of year position will be captured as part of the Council's Annual Report and Improvement Plan document.</p>
TIC Project Update	The TIC Team was established to support a programme of transformational change across the Local Authority and to seek opportunities to drive out waste and inefficiency by delivering more purposeful services. This item will provide the Committee with an update on the work of the Team and examples of projects that it has supported in services that are within the Committee's remit.
Deprivation of Liberty (DoLS)	The Deprivation of Liberty Safeguards (DoLS) (part of the Mental Capacity Act 2005) are aimed at ensuring that

	individuals in care homes, hospitals or supported living facilities are cared for in ways that do not inappropriately restrict their freedoms. This item will provide the Committee with an update on the latest developments.
Mental Health Transformation	This update will enable the Committee to monitor the progress being made in relation to supporting people with mental health needs in the County.

**SCRUTINY COMMITTEE
SOCIAL CARE AND HOUSING
25TH JANUARY 2017**

Carmarthenshire's Ageing Well Plan – Annual Report

The published Ageing Well Plan commits the Council to producing an annual report for reasons of transparency and accountability

To consider and comment on the following issues:

To note the annual report and summary

Reasons:

For the committee's Information

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder);
Cllr. Linda Evans (Housing Portfolio holder).

<p>Directorate</p> <p>Name of Head of Service: Wendy Walters</p> <p>Report Author: Kevin Pett</p>	<p>Designations: Assistant Chief Executive (Regeneration & Policy) / Policy, Consultation and Engagement Officer</p>	<p>Tel Nos. 4112 / 4676</p> <p>E Mail Addresses: WSWalters@carmarthenshire.gov.uk KPett@carmarthenshire.gov.uk</p>
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Social Care and Housing Scrutiny Committee

25th January 2017

Carmarthenshire's Ageing Well Plan – Annual Report

The published Ageing Well Plan commits the Council to producing an annual report for reasons of transparency and accountability

Carmarthenshire's Ageing Well Plan – Annual Report

As a signatory of the Dublin Declaration for Age Friendly Cities and Communities, the Council committed, in 2014, to the production of an Ageing Well Plan.

The overall aim of Ageing Well is to make the most of the capacity of communities to support the independent living of older people.

The attached annual report (required by the Older Peoples Commission) and summary document show our performance against the following priorities:

- Age Friendly Communities
- Dementia Supportive Communities
- Falls Prevention
- Opportunities for Employment and New Skills
- Loneliness and Isolation

This report will go to Policy and Resources and Communities scrutiny committees.

The Annual Report shows that the Council makes a significant contribution to helping people to age well in their communities.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Wendy Walters, Assistant Chief Executive, Regeneration & Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE (directly arising from this annual report)	NONE (directly arising from this annual report)	NONE (directly arising from this annual report)	NONE (directly arising from this annual report)	NONE (directly arising from this annual report)	NONE (directly arising from this annual report)	NONE (directly arising from this annual report)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Wendy Walters Assistant Chief Executive

1. Local Member(s)

N/A

2. Community / Town Council

N/A

3. Relevant Partners

N/A

4. Staff Side Representatives and other Organisations

N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Ageing Well in Wales Programme 2014-19		http://www.ageingwellinwales.com/Libraries/Documents/AWFinalEnglish.pdf
Carmarthenshire's Ageing Well Plan		http://democracy.carmarthenshire.gov.wales/mgConvert2PDF.aspx?ID=2970

Carmarthenshire's Annual Report for the Ageing Well Plan 2015/2016



What older people want:

"To be respected as an older person and not be seen as a burden on the local Health and Social Care system"

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① If you have any queries or require any further information regarding this Annual Report on the Ageing Well in Wales Plan in the first instance please contact:-

Kevin Pett: email: kpett@carmarthenshire.gov.uk Telephone: 01267224676

Foreword

“Ageing is not lost youth but a new stage of opportunity and strength” Betty Friedan

In September 2015 we published Carmarthenshire County Council’s first Ageing Well Plan (incorporating the Strategy for Older People), in which we made a commitment to publish Annual Progress Reports to the 50+ Forum and relevant Council Scrutiny committees. This is our first Annual Progress Report which focusses on the specific commitments that were made.

In this Plan we published our aim of joining up the Council’s diverse divisions and departments to support independent living and to help older people live in their communities. It is so important that we change the way we think about how services are planned and provided, as well as the design of our environment, to ensure that, as the number of older people in Carmarthenshire continues to increase, people can live in good health and be involved with their families and communities as much as possible.

Overall very good progress has been made with the majority of commitments having been delivered.

The Council has at its heart the commitment to support older people to maintain their independence and their quality life – after all life is for living whatever your age.

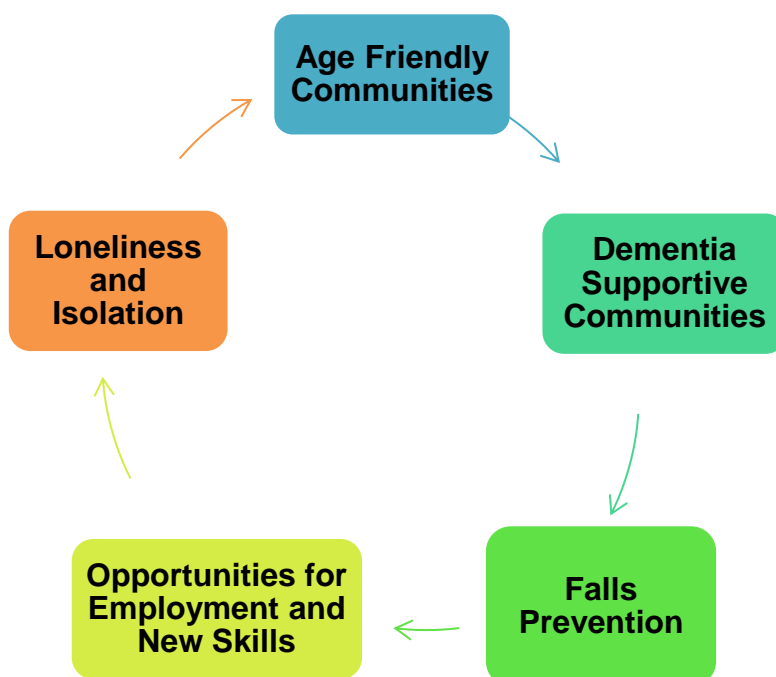
Councillor Linda Evans - Executive Board Member for Housing, 50+ Champion.

Councillor Jane Tremlett - Executive Board Member for Social Care and Health, 50+ Champion and Dementia Champion

Introduction

This Report examines the progress made for Carmarthenshire’s Ageing Well in Wales Plan:-

There are 5 priority aims:-



Priority A - Age Friendly Communities: Taking action to make sure communities meet the needs of all sections of the community. Making sure facilities – such as transport, and opportunities for interaction, recreation and leisure - are open to older people, generally makes them more accessible to all.

What we promised:	What we did:
1. Develop and implement a publicity campaign to promote public awareness of the Ageing Well programme	✓ We take every opportunity to raise public awareness of the Ageing Well programme and at the recent Annual 50+ Forum Event which was attended by 550 members, speeches were given promoting the campaign and we also added an article the 50+ Magazine which is distributed to 2,500 Members.
2. Continue to deliver the Bwcabus service in the rural area around Newcastle Emlyn)	✓ Bwcabus continues to provide vital public transport to all communities in and around the rural areas of Newcastle Emlyn. This enables the whole community to access services such as health appointments, social events and shopping.
3. Continue to support and fund the Country Cars project for providing essential journeys	✓ We have continued to support and fund the Country Cars scheme, offering essential journeys for those without access to other public transport. In 2015/16 the Authority supported 6,067 Country Cars journeys
4. Continue to support and promote the County's public transport network	✓ We have continued to support and fund the County's public transport network, with particular emphasis on retaining links in rural areas. In 2015/16 1,071,022 passenger journeys were made on our supported bus and Dial-a-Ride network.
5. Deliver and promote concessionary travel in line with Welsh Government requirements	✓ We have continued to deliver and support Concessionary Travel for elderly and disabled residents. In 2015/16, 1,417,924 concessionary bus journeys were made.
6. Implement the Carmarthenshire Home Standard across the Council's housing stock	✓ We have completed the Carmarthenshire Homes Standard for homes where the tenants wanted work carried out. Our focus will now be on maintaining the Standard based on need.
7. Provide inclusive leisure and learning opportunities, including the National Exercise Referral Scheme (NERS)	! A reduced budget meant the Adult Community Learning Service was restructured in 2015-2016. Council service delivery will focus on literacy, numeracy, and digital literacy and ESOL provision in the future. For NERS see Priority C - 1.
8. Take steps to help alleviate poverty and promote inclusion through raising awareness of available benefits and voluntary services	✓ We continue to raise awareness of welfare reforms and particularly the roll out of Universal Credit. . We have continued to help residents in Carmarthenshire fight fuel poverty in their communities by co-ordinating 'Fuel Clubs' to bulk purchase oil at a reduced price. The scheme is run by volunteers and fourteen fuel clubs now exist across Carmarthenshire. Our libraries promote inclusion with book clubs, jewellery making and family history sessions. Libraries also have a vast amount of online and physical information sources.
9. Deliver age-friendly awareness training to staff directly serving customers	✓ Age-friendly awareness training has been conducted for Customer Services staff who have direct contact with customers
10. Deliver pre-retirement sessions, outlining options for participation in learning, activities and volunteering	✓ The Council delivers pre- Retirement Planning sessions several times a year through an external provider 'Affinity Connect'... The company provides guidance and support in the workplace for those who are approaching times of change such as retirement.
11. Engage a wide range of people,	! The 50+ Forum is regularly encouraged to take part in

including older people, in customer feedback on the Council's website

surveys and customer feedback on the Council's website. The Council undertook a Survey in Spring 2015, which covered our members' experience of the internet. Responses showed that while numbers of people are aware of increasing importance of the internet, there is still some unwillingness to use it and this is particularly marked among the older sections of the forum. This is partly due to a lack of confidence, even among those who do have access. It remains a source of concern that the people who need it most, use it least. The availability of support is an important factor, but there does remain a preference for the telephone and face-to-face communication. Carmarthenshire Libraries have 154 computers for public access, free wi-fi and internet facilities in all static libraries

12. Help older people contribute to recycling through: 'assisted lift' for people unable to take waste to the kerbside; a glass collection service (with Age Cymru Sir Gar); special arrangements to help people in sheltered housing; and provide advice and guidance to older people and their groups

✓ The provision of assistance to older people for putting out their recyclables and general waste at the kerbside, as well as a specific scheme for assisting with recycling in the home, which is delivered through Age Cymru Sir Gar, has been successfully delivered.

13. Continue to integrate community-based health and social services so that customers can move smoothly between the systems.

✓ The County has an integrated Community Health & Social Care Service 'infrastructure' and the case for integrated care is reinforced by the need to develop a whole-system working across health and social care, which addresses the complex needs associated with age related problems.

A community project which has helped over 2000 people in Carmarthenshire, who are struggling to pay their energy bills, has been recognised at the Feel the Heat Awards 2016.



The [Carmarthenshire Fuel Clubs](#) project run by the Housing Services Department of Carmarthenshire County Council, has helped tenants to purchase their oil collectively in bulk purchases, thereby enabling them to obtain the cheapest possible price. The scheme has achieved savings of over £10,000 a year across all the clubs.

Priority B - Dementia Supportive Communities: considering the ways in which people with dementia can continue to be independent within communities. Dementia comes with a stigma of ‘decline’, ‘burden’ and ‘deficit’; but communities can do much to help independence and self-esteem. Communities can value the contribution of people with dementia.

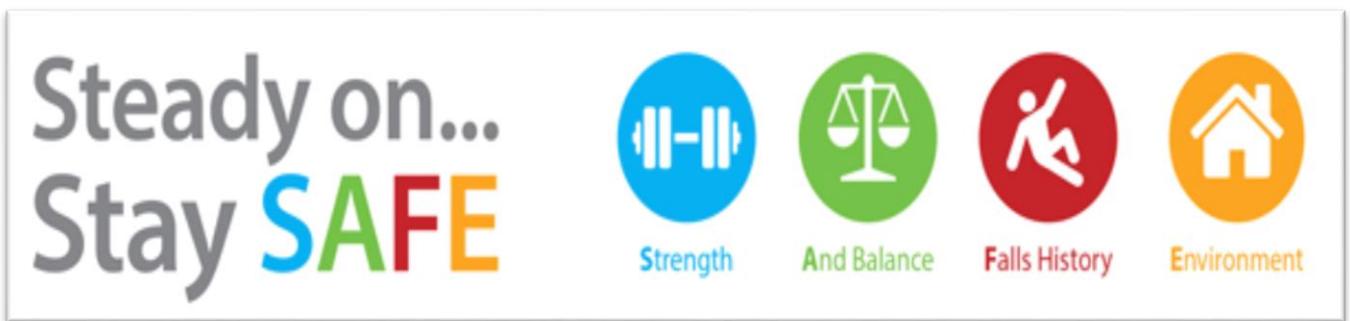
What we promised:	What we did:
1. Develop and implement a publicity campaign to promote public awareness of dementia friendly communities, as a component of the Ageing Well programme	✓ A different approach to promote public awareness was suggested this year and a number of amusing cartoon strips were produced by a local artist. These were positively received by carers of people with dementia and the decision was taken to publish in the local press. The initiative also received coverage in the national press.
2. Roll out ‘dementia friends’ awareness training to county councillors, in partnership with the Alzheimer’s Society	✓ This work has now been completed by the Alzheimer’s Society.
3. Deliver dementia awareness training to ‘front line’ staff, giving priority to staff with customer service responsibilities	✓ We have held basic awareness training courses on dementia, for staff working within social care. We have also held 2 sessions of training for staff in Customer Service Centres. The training is continuing where it is appropriate for staff. Our library staff have also undertaken dementia awareness training and introduced Reminiscence sessions at libraries.
4. Provide dementia friendly information, including information packs for people diagnosed with dementia	✓ A primary care Information Advice and Assistance (IAA) scheme has been funded by Hywel Dda UHB by the Alzheimer’s Society to provide this information for all newly diagnosed people. We have also been able to develop a strategic action plan for services for people who have dementia and support for their carers with Carmarthenshire Dementia Action Board.
5. Encourage the implementation of the lessons learnt from the Pontyberem Dementia Supportive Community initiative	✓ Ammanford and Llanelli have action groups that are dementia friendly communities.
6. Ensuring Welsh language care provision is available to first language Welsh speakers with dementia	✓ The Council has been working on promoting the Active Offer following the Welsh Government’s guidance document “More Than Just Words”
7. Support the work of the Alzheimer’s Society’s Dementia Friendly Communities Co-ordinator.	✓ The Alzheimer Society is a member of Carmarthenshire Dementia Action Board and is instrumental in supporting a collaborative approach to Dementia Friendly Communities.

Llanelli Market is now officially recognised as the first Dementia Friendly market in Wales raising the bar to ‘gold bar’ standard. Its stallholders and staff have signed up to pledge to respect the needs of those presenting with dementia, wear badges, display signs and make improvements to help the growing numbers with dementia in the community.



Priority C - Falls prevention: recognising the negative, and in some cases, irreversible effect fall events can have on older people, and doing what is possible to prevent fall events.

What we promised:	What we did:
1. Continue to offer between 65 and 75 National Exercise Referral Scheme (NERS) sessions per week (depending on the time of year)	✓ The Welsh Government funded NERS continues to go from strength to strength, with over 1,000 referrals over the past 12 months.
2. Inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger or hazard to the public	✓ Any defects that are found are rectified as soon as practicable and any less serious defects are programmed for maintenance work within the scope of available budgets. These measures benefit the whole community including older people.
3. Support the all-Wales 'Steady on' falls prevention campaign by distributing leaflets and posters to the 50+ Forum and other networks.	✓ The Council provides leaflets and posters which support the all Wales 'Steady on falls' prevention campaign and these are available in all Customer Service Centres.
4. Continue to implement our protocol for dealing with falls in care homes	✓ As part of the Managing Falls protocol and guidance for Local Authority Provider Services 2013, we continue to investigate each fall, the cause, where and how it happened and to identify safe methods to avoid recurrence.
5. Give information about how falls can be prevented to members of the 50+ Forum and other networks of older people	✓ The Council sends out health and wellbeing information to our 2,400 50+ Forum members via leaflets, info emails etc. Members are asked to take part in health surveys conducted by the NHS. Mind and Age Cymru send out information on special subjects.
6. Take action on alcohol misuse by working with Public Health Wales to deliver Make Every Contact Count (MECC) and Alcohol Brief Intervention (ABI) training to domiciliary staff across the sector	✓ This is a Carmarthenshire Public Services Board (PSB) Initiative. The project is concerned with <i>Maximising existing contact with potentially at risk people</i> . The focus is on supporting personal resilience through: <ul style="list-style-type: none"> • 'brief intervention' conversations to convey key messages and encourage behaviour change • 'signposting' to relevant activity and services
7. Provide specialist training to the identified Community Resource Team (CRT) staff, with other CRT staff receiving general awareness training and briefings.	✓ The Community Resource Teams consist of Community Nursing Services, Occupational Therapy, Physiotherapy and Social Work practitioners who work as a multidisciplinary team to support the assessment and care planning for individuals requiring support.



Priority D - Opportunities for employment and new skills:

maximising the benefits of work, volunteering and learning for older people, and the wider economy. Older people should be able to develop their employability, skills and interests; and be free to continue contributing to communities.

What we promised:	What we did:
1. Pre-retirement planning sessions – highlight the benefits of continued employment, volunteering and learning	✓ The Council delivers pre- retirement planning sessions several times a year through an external provider 'Affinity Connect'. The company provides guidance and support in the workplace for those who are approaching times of change such as retirement.
2. Recognising that the majority of learners are 50 or over, continue to deliver the Adult Continuing Learning (ACL) programme for 2015-16	! The courses for learners wishing to study literacy, numeracy, ESOL and Welsh for Adults will continue to be offered in 2016-2017. However, the local authority has ceased to provide other ACL courses following significant funding cuts. Courses previously offered by the Council are now being provided by individuals, Universities, the WEA and U3A. Also libraries have access to a number of online resources including Transparent Language which includes online tutorials for all languages and Atomic training, an online resource to develop Office Software and basic computer skills.
3. Deliver computer classes at libraries throughout the County	✓ Llanelli Library has been recognised for its work helping adults in the community gain digital skills. The library has achieved the National Coding Week Awards Certificate. Its digital team delivers IT services throughout Carmarthenshire Libraries where they will support and help users to access the libraries' online services.
4. Develop comprehensive information about providers in order to 'signpost' older people to suitable digital inclusion training sessions	✓ The Adult Community Learning Service will host a website to promote adult learning opportunities from September 2016. The Communities 2.0 project has helped more than 4,000 Carmarthenshire people get to grips with computer technology.
5. Support volunteer-led digital inclusion sessions in sheltered housing schemes	✓ We have supported some volunteer led digital inclusion sessions and information has been shared with our housing department regarding the sessions in social housing and sheltered housing schemes. The Council has also considered the possibility of using Digital Communities Wales as a route to support volunteers. During 2015 the Council completed the installation of wireless internet into the communal lounges in our sheltered housing schemes
6. Consider the feasibility of using mobile libraries to run digital inclusion sessions	✓ We have high numbers of older participants accessing our Digital Inclusion workshops and classes including getting online, using iPads and Tablets and using the internet to reduce household costs. These are run in community venues, including libraries across the Communities First areas of Carmarthenshire. The free four-week course, which is delivered by Communities First Digital Volunteers, has proved popular and since it started in July 2015 more than 100 people have taken advantage of it. One of our Learning programmes is an intergenerational project - 'Sound Memories', linking Strade Secondary school pupils with a sheltered scheme in Dafen. The project involves the pupils

<p>7. Consider the feasibility of installing superfast broadband in community venues throughout the County</p>	<p>interviewing the residents and filming the conversations.</p> <p>✓ Superfast Broadband connectivity is well under way and once finalised the opportunity will be there for community venues, should they decide to take it up. There are also plans to help connectivity uptake throughout the county and for communities to up skill themselves in order to maximise the benefits. The LEADER bid for Digital Inclusion and Digital Exploitation (2016-18) which we successfully won, has encouragement of Superfast Broadband take-up as one of its targets.</p>
<p>8. Encourage commissioned services to recruit and value volunteers</p>	<p>✓ Regular contract review meetings take place with third sector organisations most of whom recruit, train and support volunteers. Our libraries encourage volunteers for a variety of services including Heritage 6 and there is also a successful volunteer led library.</p>
<p>9. Develop a county-wide time banking scheme to support voluntary participation in beneficial activities</p>	<p>✓ The time banking scheme was funded in April 2016 and a comprehensive plan is now in place with wide scale awareness and training. See Feature below</p>

This is an initiative that colleagues in the Housing Department and the Time Credits programme have arranged.

Oct 1st 2016 - Older Person's Day

A day of events planned to celebrate older people and what they bring to our communities in Carmarthenshire. The plan for the day is a road trip around Carmarthenshire with pit stops throughout the day.

October 2nd 2016 - Silver Sunday

Silver Sunday is an annual day of fun and activities for older people across the UK. Led by The Sir Simon Milton Foundation, it celebrates the value and knowledge they contribute to our communities while combating loneliness and isolation.

Llanelli people benefitting from learning new digital skills at their local library through C1st



Priority E - Loneliness and isolation: doing what can be done to help people who are lonely develop beneficial relationships that support their self-worth, and addressing isolation. Some older people, especially those living in rural areas, are isolated from access to services. Isolation can contribute to loneliness, or can deprive people of access to essential basic services.

What we promised:	What we did:
1. Continue to offer theatre concessions to people 60 or over and further develop our loyalty and concessionary offers	✓ In some cases 70% of audiences are made up of people over 60 and we are continuing to offer special discounts and loyalty incentives to maintain these levels
2. Further develop activity of interest to older people at Council theatres, including: matinee performances; tea dance sessions; and a programme of classic and vintage films	✓ In May Theatrau Sir Gar (ThSG) launched a joint stage production based on living with Dementia and Alzheimer's, which was accompanied by our first relaxed performance. ThSG also hosted an open activity and awareness day jointly with the Alzheimer Society Wales. Following the success of the Ffwrnes Afternoon Tea Dance it has now been extended to the Miners, Ammanford. Spoken Word Saturday at Ffwrnes is proving successful with over 80% of attendees over 60. Our classic and vintage film remains popular with steady attendances
3. Based at leisure centres, develop the Actif Sir Gar programme to support healthy lifestyles and provide opportunities to make friends and socialise.	✓ This was a Hywel Dda (dietetics) led project linking in with Tata Steel. Tata Steel had a Corporate Partnership with DW Fitness, resulting in all leads going to DW Fitness.
4. Support community transport, Bwcabus and Country Cars	✓ The Council has continued to support community transport schemes in the County. (See above – A.2,3 &4)
5. Support inclusion by ensuring all sheltered housing residents continue to benefit from wifi internet provision and IT training	See above - Opportunities for Employment & New Skills (5)
6. Continue to provide extra care accommodation, including 61 self-contained flats in Carmarthen and 50 in Ammanford	✓ We have successfully completed the development of our extra care housing facilities at Cartref Cynnes and Ty Dyffryn in partnership with the Family Housing Association. The schemes opened in November 2015 and April 2016 with on-site personal care and support provided by the Councils in-house Domiciliary Service. Tenancy support is provided by FHA. This development will help older people maintain their independence by providing self-contained 1 & 2 bedroom apartments catering for people with different needs. The facilities available and initiative taken by tenants, staff and the local community are already creating vibrant inclusive communities at both sites. See below.
7. Further develop the Third Sector Broker project to support the social and activity needs of people who do not require formal social or health services	✓ A prevention strategy has been written and framework for action implemented.
8. Continue to raise awareness of adult safeguarding and take action when rights are violated	✓ Following a management restructure, a new Senior Safeguarding post has been created which will have an increased strategic focus to raise awareness within and outside the Council and amongst the general public as part of the implementation of the Social Services and Well Being Act. Through the Choice Project, Carmarthenshire was chosen as one of two pilot areas in Wales, to design and test a new approach to justice for older people who experience abuse.

Cartref Cynnes, Family Housing's new £13million extra care scheme has been officially opened by Rebecca Evans AM, Minister for Social Services and Public Health. The scheme provides social care and housing that meets the needs of the community of Carmarthen and the surrounding area.

The development also acts as a community hub with businesses and activities available not only for the people who live there, but also for the wider community. These include a shop, hair and beauty salon, hobby and craft room, a being room, a library and IT facilities and a licensed restaurant, all of which are open to the public as well as to residents.

Welsh Government Minister for Social Services and Health Rebecca Evans, AM, said at the opening: "Cartref Cynnes is a model of how we can tackle loneliness and isolation together as it is clear this home is not simply of benefit to all of its tenants, but for the community as a whole.



Also this year we have supported 250 residents by giving them digital inclusion skills through key events across Communities First areas, allowing them to return to, or enter employment or training. We won a two year £90,000 rural grant for the exploitation of digital technology in rural Carmarthenshire – where we will run digital exploitation events and set up digital hubs in key Strategic market towns to improve access to Digital and Financial services, Digital Employability Opportunities and co-ordination of coaching, up-skill and volunteering opportunities.

This year over 550 members of Carmarthenshire's 50+ Forum were in attendance at the National Botanic Gardens of Wales to learn about efforts to improve the wellbeing of older people. Featuring Dame Esther Rantzen and Mark Drakeford AM as guest speakers, attendees were updated on Silver Line, the Social Services and Wellbeing Wales Act and Regulation and Inspection of Social Care in Wales.

Moreover, at the event:

- Over 40 organisations were in attendance to advise older people about services that could enrich their lives
- Key age-relevant information was disseminated to help support the wellbeing of older people
- A range of taster sessions, from cookery, ballroom dancing



reflexology to iPads were offered, in order to stimulate longer term commitment to personal wellbeing

- We also continue to support local communities to develop projects/activities to address issues of rural poverty which have been highlighted through the rural poverty study 2015.

New actions for 2016/17 include:-

- We will take forward the delivery plan for Ageing Well in Wales and ensure we link to other Council plans and with other relevant partners.
- We will provide literacy, numeracy, Welsh for Adults, ESOL and digital literacy courses together with engagement programmes for hard-to-reach learners. Launch a website promoting learning offered by other providers and private individuals.
- We will deliver a campaign to raise awareness of financial advice and support available to residents. We will link the Mobile Library service with Un Sir Gar (the Hub), SPICE and other Council services to provide employability and Digital support services across the county - linking in with the Carmarthenshire 'Do It Online' campaign

Monitoring and review

We will continue to report annually to the 50+ Forum and relevant Council Scrutiny Committees.

The Ageing Well Plan will be reviewed in 2018, in line with the revision of the overarching Ageing Well in Wales programme.

Agenda Item 7

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
25TH JANUARY 2017

IMPROVING DEMENTIA SUPPORT IN CARMARTHENSHIRE

Purpose:

To provide a progress report for Social Care and Health Scrutiny Committee Members on improving dementia services in Carmarthenshire

To consider and comment on the following issues:

- The national recommendations published by the Older People's Commissioner regarding improvements needed in dementia services.
- The regional steering group being set up to deliver these improvements.
- The progress and actions taken at a local level to respond to these recommendations

Reasons:

For the Committee's Information

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health portfolio holder)

Directorate

Communities

Name of Head of Service:

Rhian Dawson

Report Author:

Julia Wilkinson

Designations:

Head of Integrated Services

Locality Manager

Tel Nos.

(01267) 228900

(01554) 8994401

E Mail Addresses:

Rhian.dawson@wales.nhs.uk

jwilkinson@carmarthenshire.gov.uk

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

25TH JANUARY, 2017

This report provides a progress report on initiatives to improve dementia services on a national, regional and local level.

Nationally

A recent national publication by the Older People's Commissioner of Wales entitled '*More Than Just Memory Loss*¹' looks at how services across Wales need to improve to ensure that people living with dementia and those who care for them can access the services, support, information and advice that they need. The report captures the voices of people living with dementia and their carers from across Wales, who took part in individual interviews and focus group sessions to share their experiences and the challenges they face in many aspects of their day-to-day lives.

Key themes within the Report include: impact on independence; meaningful activity; impact on carers; awareness within society; diagnosis; relationships with professionals; and health and social services, including post-diagnosis support.

Key findings outlined within the Report demonstrate a general paucity in relation to knowledge and understanding of dementia, both amongst professionals and wider society; a lack of flexibility in dementia services; a lack of co-operation between services, which often created barriers for people living with dementia and their carers.

Significant variations in the quality of services available across Wales were identified.

The Report also outlines what would make a difference to the experiences of living with dementia and sets out a number of actions: develop primary care services that are dementia supportive; training for staff on working with people with dementia; and greater post-diagnosis support, including a single point of contact to provide information and advice on the services and support available that can be accessed whenever required.

Older People's Commissioner for Wales, Sarah Rochira, said "This report clearly sets out what action needs to be taken by those providing public services to ensure that people living with dementia can have the best quality of life for as long as possible. Delivering this change is not only good for people living with dementia and their carers, but also good for the public purse."

*A Dementia Learning and Development Framework for Wales*² was published in conjunction with this report. Staff in Carmarthenshire contributed to the development of this Framework which sets out skills and knowledge needed not only from the health and social care workforce but the community as a whole. The Framework divides these skill sets into those who are **Informed**, those who are **Skilled** and those who are **Influencers**.

¹ http://www.olderpeoplewales.com/Libraries/Uploads/More_Than_Just_Memory_Loss.sflb.ashx

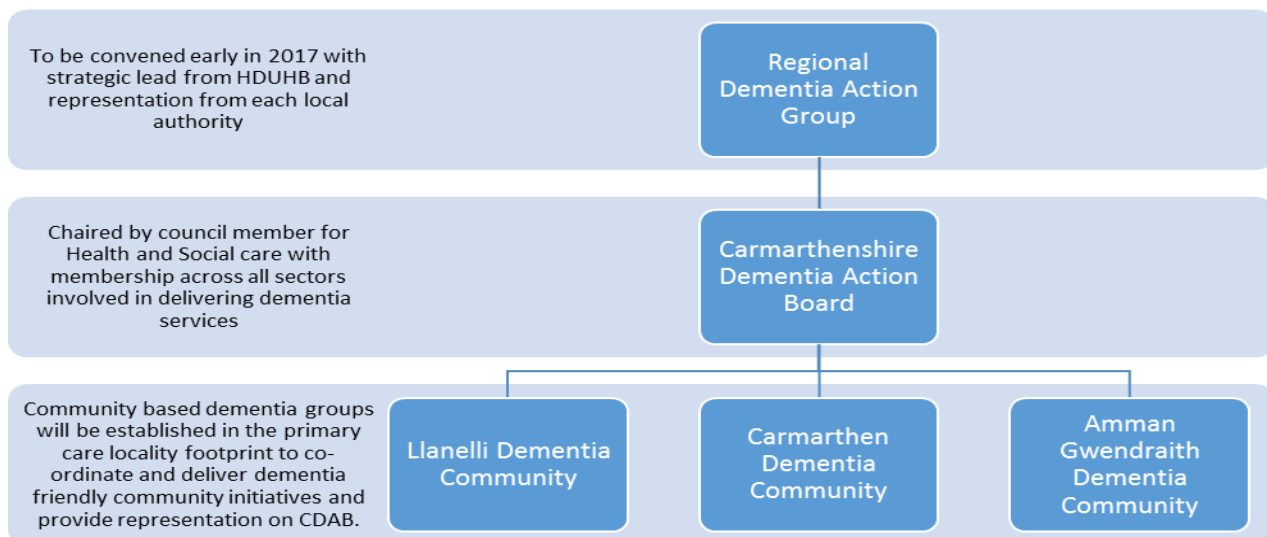
² www.ccwales.org.uk/edrms/157609

Regionally

A regional response was sent to the Older People's Commissioner to outline services in the Hywel Dda / West Wales Region. The West Wales Partnership will oversee implementation and coordination of an action plan across the Region with the first strategic meeting convened on the 24th of January.

Locally

Carmarthenshire's Dementia Action Board: Carmarthenshire Dementia Action Board (CDAB) was set up as a result of the recommendations that came out of the 2011 'Joint Health & Social Care Scrutiny Forum' which reviewed the support available to people in Carmarthenshire living with dementia and their families/carers. It is recognised that CDAB must be effectively aligned with regional and national priorities and work streams in order for it to be effective. Therefore, a consultation event was held with members of CDAB and wider stakeholders including the Health Board and voluntary sector to review its Terms of Reference and membership. The following governance structure has also been proposed to provide a framework for reporting improvements and the provision of assurance.



CDAB's purpose is to ensure that Carmarthenshire residents living with dementia and their carers will experience increased quality of service and enhanced wellbeing by:

- Ensuring that local quality improvement initiatives are in place to remedy actions identified through the regional steering group and that these are effectively monitored.
- Acting as a steering group for identified initiatives to ensure they are delivered in an integrated way, to review progress and measure effectiveness.
- Making a difference dementia services through positive engagement communities, staff and stakeholders.
- Ensuring effective co-production on improvements and services through engagement with locality based dementia groups.

The following provides a broad outline of progress locally to date:

Dementia Friendly Communities: Work supporting this national movement, which aims to improve society's response to people who may have dementia so that people feel included and safer, continues across Carmarthenshire with active groups in Llanelli and Amman Gwendraeth. The first officially dementia friendly community in Carmarthenshire was in Pontyberem with Llanelli Market becoming the first Dementia Friendly Market in Wales in 2015.

Work with primary care: Work is being undertaken to deliver a holistic dementia service across all sectors. GP's in Carmarthenshire will promote early diagnosis of dementia and ensure the delivery of person centred individualised care for those diagnosed with dementia and their families. This will be achieved through robust collaboration between the GP, the older adult mental health team, the community resource team, the voluntary sector and local community groups.

The Amman Gwendraeth GP Cluster continues to fund the community memory service which has been recognised nationally as good practice.

Commissioning: Work is being progressed which explores opportunities to develop a bespoke care and support model for those living with dementia and cognitive impairment. This model will provide a more flexible approach than the traditional domiciliary care model and will allow us to work with our framework providers to respond to personalisation. The intention of the model is to coordinate support around the individual's existing networks and extend them through evidence based approaches to improving outcomes for those with dementia. It is a complimentary model aimed at working alongside the service user to help maintain the status quo. The aspiration is to allow the individual to progress naturally through their dementia journey.

Detailed Report Attached?	No
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Rhian Dawson Head of Integrated Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	YES	YES	NONE

5. Risk Management Issues

The number of people living with dementia is estimated to increase by 23% over the next decade (Source Daffodil).

Dementia does not only affect the individual with the condition but also has a significant impact on family and friends. The financial costs can also be significant to individuals and to statutory services. Therefore ensuring people are appropriately supported is essential to mitigate risks to individuals and to ensure that there is sufficient capacity in health and social care systems to meet the needs of the population.

7. Staffing Implications

In order for Carmarthenshire to deliver on the recommendations outlined in the 'More than Just Memory Loss' report, it is necessary that all staff who have contact with the public should have a basic understanding of how dementia can affect people and have the ability to modify their approach to people who may have the condition.

CONSULTATIONS

I confirm that the appropriate consultations have taken place and the outcomes are as detailed below:

Signed: Rhian Dawson Head of Integrated Services

- 1. Local Member(s) - N/A
- 2. Community / Town Council – N/A
- 3. Relevant Partners - N/A
- 4. Staff Side Representatives and other Organisations - N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THERE ARE NONE

Title of Document	File Ref No.	Locations that the papers are available for public inspection

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 25TH JANUARY, 2017

INFORMATION, ADVICE & ASSISTANCE SERVICE

Purpose:

To provide an update to the Committee on the Authority's current and future provision for Information, Advice & Assistance Services in relation to statutory duties under the Social Services & Wellbeing Act (Wales) 2014.

To consider and comment on the following issues:

Progress on the development of an Information, Advice & Assistance Service within Carmarthenshire.

Reasons:

For the committees information and comment.

To be referred to the Executive Board / Council for decision: **NO**

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

Directorate

Communities

Name of Head of Service:

Rhian Dawson

Report Author:

Samantha Watkins

Designations:

Head of Integrated Services

Information, Advice & Assistance
Manager

Tel Nos.

01267 228900

01554 899488

E Mail Addresses:

Rhian.Dawson@wales.nhs.uk

SJWatkins@Carmarthenshire.gov.uk

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

25TH JANUARY 2017

INFORMATION, ADVICE & ASSISTANCE SERVICE

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

1.0 Background

The Social Services and Wellbeing (Wales) Act introduces a duty on local Authorities to secure an information, advice and assistance (IAA) service.

This paper provides a current position statement in relation to the progress of development of Carmarthenshire's IAA service. Specifically it considers the provision of a single point of access to social services for Adults, Children and Housing services.

Part 2 / Section 17 of the ***Social Services and Wellbeing (Wales) Act*** introduces a duty on local authorities to secure an information, advice and assistance (IAA) service that provides all individuals within their locality with:

- Information, advice and assistance to enable an individual to make plans to meet their care and support needs or a carer to meet their support needs now and in the future;
- Information, advice and assistance that is accessible to that individual.

The service must provide information about:

- how the care and support system operates in this area of work in nationally and locally;
- the types of care and support available locally, including the range of preventative services
- how individuals can gain access to these services and support mechanisms; and
- how individuals can raise concerns about themselves or others who appear to have a need for care and support, or support in the case of a carer.

Section 17 will mean that everyone in the local authority area will have an accessible contact point relating to care and support which will be available through a variety of media. The service will proactively support individuals to access the care and support that matters to them. The service will undertake a proportionate assessment of care and support needs when offering advice and assistance.

The IAA service is central to the success of the new care and support system, and will set the tone of working in partnership with individuals. The activities associated with Section 17 are closely linked to all parts of the Act but particularly assessment and meeting needs for care and support (Parts 3 and 4).

Definitions

Information - prompt and accurate information to enable an individual to make an informed choice about their wellbeing.

Advice – working jointly with the individual to discuss what is important to them and what they want to achieve; considering options and reaching agreement on the way forward through a proportionate assessment.

Assistance – ensuring action is taken that will assist the individual to access appropriate care and support, or support in the case of a carer.

The local authority must ensure that the service is accessible to all – that it is welcoming and approachable to adults, children and carers of all ages.

The local authority must ensure that the information, advice and assistance is made available through a range of media e.g. web, telephone, face to face, outreach, social networks, publications.

To achieve this, the infrastructure and workforce within the Department of Communities will need to be fit for purpose to meet these requirements of the Social Services and Wellbeing (Wales) Act (2014).

2.0 Progress to date

Currently the provision of advice for Social Services and Housing within Carmarthenshire is delivered across 17 teams at various locations across the County, in person, by telephone or online. The teams respond to all referrals ranging from requests for information and advice through to care management of individuals with complex care needs and safeguarding. Failure to make adequate arrangements to provide information, advice and proportionate assessment at the point of referral to the authority could result in additional pressure and lack of focus within teams.

In addition to these access points we have the 'Careline' service which provides help and support as needed via a 'lifeline / telecare' service 24 hours per day, 7 days per week, amounting to in excess of 600,000 calls per year via the technology. The team also accepts referrals for older adult services (Community Resource Teams) via telephone or online enquiry. 'Careline' manages around 12000 social care related telephone calls and around 5000 online referrals per annum. The service also receives around 45,000 out of hours calls each year with this figure set to increase as it takes on Welsh Government's 'out of hours' service this year.

Our Vision for IAA

It has been acknowledged that the existing 'Careline' service provides an excellent foundation on which to develop the IAA service for Carmarthenshire. Therefore our vision for IAA is to develop Careline into a service that;

- Is Robust and Financially Sustainable
- Complies with the Welsh Language Standards and the needs of our population.
- Is a Single Point of Access providing a holistic response to all social services enquiries through sign posting accurately and efficiently to the appropriate support
- Embraces solutions utilising technological innovation such as 'Telecare' and 'Telehealth' and which are attractive to external corporate customers
- Considers opportunities to develop the service through collaborative working with other stakeholders e.g. the Health Board.

Progress to date:

- Consultation with Adult Services (older adults, mental health and learning disabilities), Children's services and Housing in relation to their expectations for IAA
- Gap analysis of current service provision against the requirements of the Act which informed a modernisation programme.
- Establishment of an IAA Programme Board to ensure timely and efficient implementation of the modernisation programme.

Workforce Development:

- Targeted recruitment of Careline staff which has resulted in 85% of the team being able to deliver a first point of contact Welsh language service.
- Training needs analysis of existing 'Careline' staff in relation to their current skills and competencies and those competencies required to deliver efficient and compliant IAA
- Development of a training strategy for 'Careline' staff
- 'Careline' staff enrolled on NVQ level 4 'Information, Advice & Guidance' module and have received briefing on SSWBA and safeguarding training
- One-to-one mentoring introduced for all staff based within the 'Careline' service

Service Development

- The relocation of 'Careline' to new premises in Eastgate, Llanelli which co locates 'Careline' with Llanelli Community Resource Team (Older Adults and Adults with Physical Disabilities) and Housing.

- Identified additional resources to bulk load all relevant information onto the Dewis information portal. This exercise will be ongoing, the team will continue to work with the 3rd sector to complete this exercise.
- Commenced proof of concept for the IAA service initially for Integrated Services for Older Adults using a team of Health & Social Care professionals with a focus on ensuring we are better able to meet people's needs at first point of contact. This allows us to prioritise providing care for those who need it whilst also supporting individuals to maintain their own well-being and independence through provision of timely advice and information.

3.0 Next Steps:

We will continue to build on the learning of the proof of concept within Integrated services and enhance our IAA provision to provide a robust front door for all Social Services enquiries for Carmarthenshire, this includes Housing Services, Childrens Services and Mental Health & Learning Disabilities.

The aim is to have a fully operational IAA service by the end of March 2017.

Alongside this we will be working with the Health Board to ensure that our IAA service supports the '111' service which will be launching in Carmarthenshire during March / April.

DETAILED REPORT ATTACHED ?

NO

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Rhian Dawson** **Head of Integrated Services**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	YES	NONE	NONE	NONE	YES	NONE

2. Legal

The development of the IAA service supports the implementation of the Social Services and Wellbeing (Wales) Act 2014 and hence ensures our compliance against this legislation

7. Staffing Implications

The department's trade union forum has been informed and consulted on the developments of the IAA service. Senior professional staff have volunteered to be part of the pilot phase. Some staff from Careline have opted to join the new service and undergo IAA training, whilst other staff were specifically recruited as IAA officers.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: **Rhian Dawson** **Head of Integrated Services**

1. Local Member(s)

Not appropriate

2. Community / Town Council

Not appropriate

3. Relevant Partners

Not appropriate

4. Staff Side Representatives and other Organisations

Not appropriate

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THERE ARE NONE.

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 25th JANUARY 2017

Social Care & Health Scrutiny Committee Actions and Referrals Update

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

To be referred to the Executive Board / Council for decision: NO

Executive Board Member Portfolio Holder: NOT APPLICABLE

<p>Directorate: Chief Executive's</p> <p>Name of Head of Service: Linda Rees-Jones</p> <p>Report Author: Catherine Gadd</p>	<p>Designations:</p> <p>Head of Administration & Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 224010 lrjones@carmarthenshire.gov.uk</p> <p>01267 224088 cegadd@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 25th JANUARY 2017

Social Care & Health Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

The Executive Board Member for Social Care and Health will provide an update on certain actions requested by the Scrutiny Committee at previous meetings.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
SC&H Scrutiny Committee Reports and Minutes	<p>Meetings held up to July 2015: http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/</p> <p>Meetings from September 2015 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeeld=169</p>

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Social Care and Health Scrutiny Actions and Referrals 2015-2016

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
16th May 2016	Community Resilience in Carmarthenshire - Resolved that the Committee receive a report at a future meeting on the Trading Standards Division's initiatives for the protection of the elderly and the vulnerable	The Committee's request has been noted and included in the work programme for 2016/17	Michelle Evans Thomas	17th May 2016 (Report presented on 17/11/16)	Completed
15th June 2016	Unpaid Carers - Resolved that the Carers Measure Annual Report be endorsed for submission to the Welsh Government.	The Annual Report has been submitted.	Jonthan Rees	June 2016	Completed
	Resolved that the Executive Board Member for Social Care and Health be requested to contact all Assembly Members in the Dyfed Powys area to voice the Committee's concerns over funding and asking them to put pressure on the Welsh Government regarding payments for carers.	Update to be provided in meeting	Cllr Tremlett	25th January 2017	
	Draft Annual Report (2015/16) and Improvement Plan (2016/17) - Resolved that the Executive Board Member for Social Care and Health be requested to write to the Assembly Member for Health, Wellbeing and Sport expressing the Committee's concerns over the fact that the NHS system does not work in its current form, especially for frail/elderly patients and getting them back to functional stability.	Update to be provided in meeting	Cllr Tremlett	25th January 2017	
20th September 2016	Deprivation of Liberty (DoLS) – Resolved that that the Committee receive an update report on DoLS in the new year.	Report has been added to the work programme	Michelle Evans Thomas / Avril Bracey	September 2016 (Report scheduled for 25/01/17)	Completed
	Resolved that the Executive Board Member for Social Care and Health be requested to write to the Welsh Government expressing the Committee's concerns over the financial implications of the new legislation and the insufficient funding provided.	Update to be provided in meeting	Cllr Tremlett	25th January 2017	
	Resolved that the Executive Board Member for Social Care and Health be requested to raise the Committee's concerns over the financial implications of the new legislation and the insufficient funding provided at the WLGA Social Services	Update to be provided in meeting	Cllr Tremlett	25th January 2017	
	Revenue & Capital Budget Monitoring Report – Resolved that arrangements be made for the Committee to visit the Extra Care Scheme in Ammanford.	Visit has been arranged for 07/02/17	Catherine Gadd	Visit 07/02/17	Completed
17th November 2016	Trading Standards Initiatives for the Protection of the Elderly & Vulnerable - Resolved that further publicity and promotion of the Register Handyperson and Gardeners Scheme be undertaken during 2017.		Roger Edmunds / Huw Lloyd	TBC	Ongoing

Social Care and Health Scrutiny Actions and Referrals 2015-2016

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	Extra Care Schemes - Resolved that the Committee receive an update on the Arch project, including the Extra Care Scheme in the Llanelli area, at the January 2017 meeting.	Update to be reported to Council	Sharon Burford / Rhian Dawson	TBC	Ongoing
12th December 2016	Annual Safeguarding Adults Report 2015/16 - resolved that an all Members Seminar be arranged for June 2017 to provide information on the Social Services and Wellbeing Act (Wales) 2014 and progress that has been made in its implementation.	Correspondence has taken place in order to arrange following the completion of the Members induction programme.	Catherine Gadd	June 2016	Ongoing

**SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
25TH JANUARY 2017**

**EXPLANATION FOR NON-SUBMISSION OF SCRUTINY
REPORTS**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Council's Well-being objectives 2017/18	Robert James	In order to ensure that the Council's Well-being objectives for 2017/18 are shaped in accordance with all consultation feedback, it has been necessary to defer this report to the next meeting of the Scrutiny Committee.	6 th March 2017
Mental Health Transformation	Avril Bracey, Head of Mental Health & Learning Disabilities	Information is still awaited from Health to produce this report. It has been agreed across the region that we will submit consistent reports across the three Local Authorities in March.	6 th March, 2017
Deprivation of Liberty Safeguards (DoLS)	Avril Bracey, Head of Mental Health & Learning Disabilities	We have developed an action plan to improve performance in this area and appointed a new manager who is overseeing this work. Progress has been made but it is anticipated that we will be able to demonstrate greater progress at the March meeting.	6 th March, 2017

<p>Welsh Language in Social Care Services for Older People</p>	<p>Rhian Dawson, Head of Integrated Services</p>	<p>Following discussion at the meeting of the Committee on 17th November, work has continued to collect the outstanding information.</p> <p>Officers are in the process of analysing this and mapping current provision and capacity to provide an active offer* across all social care services.</p> <p>Once this is complete, a report will be provided to the April meeting of the Committee with a full data profile and an action plan for building on the existing skill levels and addressing any shortfall.</p> <ul style="list-style-type: none"> • An Active Offer simply means providing a service in Welsh without someone having to ask for it. It means creating a change of culture that takes the responsibility away from the individual and places the responsibility on service providers and not making the assumption that all Welsh speakers speak English anyway 	<p>20th April, 2017</p>
<p>Update on the ARCH Project</p>	<p>Rhian Dawson, Head of Integrated Services</p>	<p>An update on the ARCH Project is currently being produced and will be presented to Council in due course.</p>	

Thursday, 17 November 2016

PRESENT: Councillor G. Thomas (Chair)

Councillors:

S.M. Allen, S.M. Caiach, I.W. Davies, T.T. Defis, W.T. Evans, D.J.R. Llewellyn, K. Madge, E. Morgan, J. Owen, J. Williams, J.S. Williams and D.W.H. Richards (In place of E.G. Thomas)

Also in attendance:

Councillor J. Tremlett - Executive Board Member for Social Care & Health

The following Officers were in attendance:

- R. Dawson - Head of Integrated Services
- C. Harrison - Head of Strategic Joint Commissioning
- N. Edwards - Safeguarding & Commissioning Manager
- D. Eldred - Group Accountant
- D. Llewellyn - Modernisation Programme Manager
- H. Lloyd - Lead Trading Standards Officer
- A. Watkins - Contract Officer
- M. Evans Thomas - Principal Democratic Services Officer
- C. Gadd - Democratic Services Officer

Chamber, 3 Spilman Street, Carmarthen - 10.00 am - 12.40 pm

1. APOLOGIES AND OTHER MATTERS

Apologies for absence were received from Councillors B.A.L. Roberts and E.G. Thomas.

The Chair welcomed the new Member of the Committee, Councillor Jeff Owen and the new Democratic Services Officer, Catherine Gadd, to their first meeting of the Social Care & Health Scrutiny Committee.

2. DECLARATIONS OF PERSONAL INTERESTS

Councillor	Minute No(s)	Nature of Interest
Councillor K. Madge	Minute Nos. 7, 8, 9 and 10	Daughter works in Social Services. Wife works in Amman Valley Hospital
Councillor E. Morgan	Minute Nos. 7, 8, 9 and 10	Daughter is a staff nurse

Councillor J. Williams	Minute Nos. 7, 8, 9 and 10	She is an unpaid carer for her husband
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3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

5. FORTHCOMING ITEMS

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on Monday, 12th December, 2016 be noted.

6. TRADING STANDARDS DIVISION'S INITIATIVES FOR THE PROTECTION OF THE ELDERLY AND VULNERABLE

The Committee considered a report and presentation providing an update on the progress and development of an initiative aimed at maintaining and improving citizens' quality of life at home and improving community resilience by reducing financial exploitation of vulnerable adults.

The Financial Exploitation Safeguarding Scheme (FESS) was created as a multi-agency scheme and developed by Carmarthenshire Trading Standards. Organisations/departments signed up to this reciprocal voluntary participation scheme to work together to develop safeguarding policies and procedures and refer victims of financial exploitation. It was noted that the scheme was funded by money that had been confiscated from criminals and had received national recognition for the work undertaken. The scheme underpins and brings together Carmarthenshire Trading Standards current portfolio of practical safeguarding measures, which were outlined to the Committee. In addition case studies highlighting the work of the scheme were provided.

It was queried if there had been success in finding the people responsible for running scams and whether they were prosecuted. The Lead Trading Standards Officer explained that it was often difficult to find the people responsible, however, wherever possible cases were built to prosecute them.

The Committee noted that only Barclays and Halifax banks had officially signed up to the Debt and Mental Health Initiative and it was asked why other banks had not. The Officer informed the Committee that local branches of other banks were interested and did informally provide them with information about concerns, however, official agreement had to be signed by head offices and they seemed reluctant.

Concerns were expressed in regards to the increase of doorstep selling and how older people were particularly vulnerable to this. It was queried how handy persons and gardeners could sign up to be on the registered list and how residents could obtain a copy of the list. The processes for becoming registered

were outlined, which included having to agree to operate fairly and have a DBS check. The Officer recognised that more promotion of the scheme was required and it was explained that people could download the list from the Council website or call the contact centre to send it to them. The registered people would also have a card to certify they were part of the scheme. It was confirmed that the Service linked in with a similar scheme undertaken with Care and Repair. The Committee agreed that further publicity and promotion of the Register Handyman and Gardeners Scheme should be undertaken during 2017. Examples of how the scheme could be promoted included advertising in local newspapers and with fifty plus groups.

The Head of Integrated Services highlighted the Make Every Contact Count initiative that was in place. The initiative focussed on older people and for services that were in contact with them to identify potential risks, including preventing them becoming victims of scams.

The Committee asked if information on the initiatives were displayed in GP surgeries and it was explained that Trading Standards had some difficulties in linking in with surgeries. The Head of Integrated Services said that they would be able to assist the Service with this and suggested that local pharmacies could also be involved in distributing information.

The current performance was noted and it was asked how many clients had been helped. It was highlighted that it was difficult to give an exact figure but it was roughly 50 to 60 people over the last two years.

The Committee thanked the Service for the work they had put into this very important scheme. It was noted that there were some very experienced officers working in that area, which was a benefit to the Council.

RESOLVED

- 6.1 that the report be unanimously received;**
- 6.2 that further publicity and promotion of the Registered Handyman and Gardeners Scheme be undertaken during 2017.**

7. OLDER PEOPLE'S SERVICES - EXTRA CARE

[NOTE: Councillors K. Madge, E. Morgan and J. Williams had all earlier declared interests in this item.]

The Committee considered the Older People's Services Extra Care report, which provided an update on the provision within the County. There were currently four schemes in the County: Cartref Cynnes (Johnstown), Ty Dyffryn (Ammanford), Plas Y Mor (Burry Port) and Cwm Aur (Llanybydder). It was noted that the advantage of Extra Care was that it provided a "home for life" enabling older people to remain living independently and prevent the need to move to alternative forms of care should their assessed needs change in the future. It was highlighted that the Extra Care Schemes gave people another option and was proving to be a popular choice. The schemes provide vibrant communities as there were a mix of people who live within the settings. It was noted that the occupancy rates were

high for three of the schemes, however, in Cwm Aur in Llanybydder there had been more difficulty in filling the flats.

The Committee highlighted that the age to access the scheme was 50 plus and queried if this age was too young. Officers explained that the residents that chose this option in that age range tended to have disabilities and they did not want to exclude this group from accessing the schemes.

The Committee commended the scheme and the positive benefits resulting from it. It was noted that there was not a scheme in the Llanelli area which was the largest area in the County. It was noted that there were proposals for a scheme in the area, however, it had taken some time to develop and more details were requested. The Head of Integrated Services explained that it was part of the ARCH programme and early discussions would be taking place with local stakeholders regarding the development of a scheme in Llanelli. It was suggested that the Programme Manager for the ARCH Project presented information, including timescales, to the January meeting of this Committee as part of the ARCH programme update. It was highlighted that the £7mil allocated to the Scheme was still allocated to the project.

The Committee expressed concerns over one of the suggested names, the neuro village, for the scheme in the Llanelli area. They were reassured that the name was no longer an option. Concern was also expressed that Detla Lakes site suggested for this scheme was too isolated. It was noted that more information on the proposed site and how it would be developed would be included in the presentation at the January meeting.

It was highlighted that there had been proposals for a hydrotherapy pool in Llanelli and it was asked what progress had been made regarding this. The Head of Integrated Services explained that it was still an option and there had been early discussions regarding the best location.

The Committee queried what the procedures for waiting lists were and the turnover rates for tenancies for the Cartref Cynnes scheme. It was agreed that this information would be collated and circulated it to the Committee. It was noted that some flats were reserved for the Health Board, which would have an impact on tenancy rates. It was queried if there had been any reports of the roof leaking at this location and officers informed them that they were not aware of any reports and would make some enquiries. It was highlighted that the building was the responsibility of the Housing Association.

It was noted that the Ty Dyffryn scheme in Ammanford had been opened by the Welsh Minister and it had been agreed that the Minister would be invited back to see the progress of the scheme and it was queried if this had been followed up. Officers explained that they were waiting for the Housing Association to arrange this visit and would chase them up and update the Committee. The Committee agreed that they would also like to visit this scheme.

The Committee queried what the procedures were for couples that had been allocated a two bedroom flat and when one of them passed away, for example, would they be able to keep their current flat or be allocated a one bedroom flat. It was explained that it would be up to the landlord and they would have tenancy rights. It was agreed that this question would be directed to the Head of Public

Protection and Housing for a complete answer. Members suggested that if adaptations had been made to a flat and there was no longer a requirement for it then consideration could be given to clauses being written into the contracts to address this.

The Committee requested a more detailed report on the Cwm Aur scheme at a future meeting. The Executive Board Member for Social Care and Health explained that there had been discussions with Pobl Group regarding the significant challenges in improving occupancy rates. Other options were being considered and if feasible then requests would need to be made to Welsh Government for any changes as the funding was allocated for a specific purpose. The local Member highlighted that he would like to be more involved in discussions with the provider to find out more about social activities to encourage people to move in and the Committee agreed that it was a missed opportunity not to be involving local Members. The Safeguarding and Commissioning Manager would find out if it was possible for the local Member to meet with the Business Development Manager for Pobl Group.

The Committee asked for clarification on the key intention of “ allow carers to have a break from caring” and it was explained that it was derived from the commissioning specification that moving into Extra Care schemes takes the pressure off the community to meet needs. In addition, in periods of ill health additional needs can be met more readily.

It was noted that the graphs were difficult to read in hardcopy format and officers would take this on board for future reports.

Resolved:

- 7.1 that the report be received;**
- 7.2 that a report on the ARCH project, including an update on the Extra Care scheme in Llanelli, be brought to the meeting of this Committee being held on 25th January 2017.**

8. DOMICILIARY CARE COMMISSIONING FRAMEWORK

[NOTE: Councillors K. Madge, E. Morgan and J. Williams had all earlier declared interests in this item.]

The Committee considered a report on the Authority’s commissioning arrangements for domiciliary care that noted the findings of the Care and Social Services Inspectorate Wales (CSSIW) national review of domiciliary care in Wales (October 2016). The Authority was satisfied with the implementation of the new contract and service specification. Six key elements were introduced and many of these had been identified in the National Review as suggested improvements. There had been positive feedback from those involved in the new way of working and approval from the CSSIW regionally and nationally of the commissioning approach taken.

The Committee were pleased with the positive inspection report and that the Council was already implementing the suggested improvements identified in the national review. It was asked what areas had been identified for the Council as requiring improvement and how were they being addressed. Officers explained

that they were not big areas for improvement and an action plan had been developed to address them. It was agreed that the action plan would be circulated to the Committee for information.

The Committee queried whether the Service had prepared for increased pressures over the winter period, for example, ensuring there were sufficient staffing levels. It was confirmed that preparations had taken place with increases to intermediate care funding and bed blocking in the area had been significantly reduced. In addition, the Service was considering commissioning extra beds for stepped down and stepped up cases. In regards to extra staff the Head of Integrated Services and the Contracts Officer explained that recruitment nationally was a challenge and almost a bigger concern was the retention of staff. The Service was working closely with partners on strategies to build career pathways as a long term plan. They were working with colleges and schools to promote the care sector as a career and it was noted that Swansea University was considering running a diploma in health care. The Committee was supportive of initiatives to retain care staff as continuity was important to people receiving care.

The Committee asked if improvements had been made to support carers in their roles. It was explained that there was now more flexibility and there had been improvements to time and task work so that staff were not restricted to time and the service user had more control over what support they received. Travelling time had also been factored in. It was noted that there had been significant change and it would take time to embed.

The meaning of the phrase “hold the ring across social services, procurement and finance departments” was queried. The Head of Integrated Care explained that it meant to lead those services and it was requested that the wording be changed so it was more understandable.

UNANIMOUSLY RESOLVED that the report be received.

9. SOCIAL CARE WELSH LANGUAGE STRATEGY

[NOTE: Councillors K. Madge, E. Morgan and J. Williams had all earlier declared interests in this item.]

The Committee considered a report providing an update on progress relating to the implementation of the Welsh Government’s “More Than Just Words” Strategic Framework and information on the position regarding data being collected on the Welsh language skills of the social care workforce.

The Head of Integrated Services explained that it was a holding paper as key data was being collected and there would be a more detailed report presented to the Committee in January 2017. The data that had been collected would be useful in the mapping exercise and would provide a broader picture of the language skills of the workforce. It was noted that the new Careline service was made up of 85% Welsh speakers and was a first point of contact.

The Committee expressed concerns that it was difficult to recruit senior officers with Welsh language skills and the right expertise. It was highlighted that the action plan was very aspirational and it was requested that when the more detailed

report was presented to the Committee it included information on whether the actions were achievable.

UNANIMOUSLY RESOLVED that the report be received.

10. OLDER PEOPLE'S SERVICES - DEMAND AND BUDGET

[NOTE: Councillors K. Madge, E. Morgan and J. Williams had all earlier declared interests in this item.]

The Committee received the report on how the Older People and Physical Disabilities division was managing the high level of demand for services. It provided a number of proposals to reduce costs and increase income in order to manage demand within the service budget. It was highlighted that the increasingly older population would present challenges in meeting future demand for social services and there was around a 3% increase in demand per annum. The specific budget actions were outlined to the Committee and the aim of the Service was to assist people to remain independent for as long as possible.

The Committee recognised the need to reduce budgets and expressed concerns that some of the actions could have a detrimental impact on service users and staff. The Head of Integrated Services provided assurances that any changes would be proportionate and safe and individual needs would be addressed. It was highlighted that a multidisciplinary focus had assisted in addressing demand and different approaches to assessment had allowed people to stay independent for longer.

It was noted that the word “reduce” was missing from the sentence on page 55 - d) Re-aligning service resources to demand for night care in the community and extra care, saving £200k over the next 2 years”.

It was queried how additional income of £50K over two years would be expected from additional beds in local authority care homes as detailed under specific budget actions. Officers were unclear of the details of the proposals and would find out this information and circulate it to the Committee.

UNANIMOUSLY RESOLVED that the report be received.

11. HALF-YEAR COMPLIMENTS AND COMPLAINTS REPORT

The Committee received the half-yearly position in relation to complaints and compliments for the 2016/17 financial year. It was highlighted that the sections for Adult Safeguarding and Improvement, Primary, Community and Social Care and Mental Health and Learning Disabilities were specifically relevant for the Committee.

The Committee noted that it was a positive report and presented in an improved format. It was queried that the percentage of complaints investigated and responded to within and after the allocated time period between April 2016 and September 2016 for Community Services did not add up to 100%. This would be fed back to the relevant officers.

UNANIMOUSLY RESOLVED that the report be received.

12. REVENUE & CAPITAL BUDGET MONITORING REPORT

The Committee received the budget monitoring report for the Social Care and Health Service as at 31st August 2016, in respect of 2016-17. It was highlighted that Services were forecasting a £688k overspend and the main and detail variances were outlined.

It was asked if staff vacancies were going to be filled. The Head of Integrated Services explained that there were difficulties with recruitment and retention, which were being addressed through the workforce strategy. However, the intention was to fill vacancies.

It was asked why there had been a reduction in grant relating to the Workchoice programme. The Group Accountant explained that the council acted as agents for Shaw Trust and that the grant was subject to a reduction due to the removal to the transitional element of the grant.

The Capital Programme budget 2016/17 was outlined to the Committee. It was noted that there was a predicted underspend, which was mainly due to the Learning Disabilities Accommodation Developments.

It was queried if there had been changes to the budget for the Extra Care scheme proposed for Llanelli. The Group Accountant outlined that the £7 million allocated would be rolled forward, as previously explained to the Committee. It was noted that as agreed by the Executive Board that contingency money from underspend for the Extra Care schemes had been reallocated.

RESOLVED that the report be received.

13. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee noted the reasons for the non-submission of four reports, which would be presented to future meetings. It was noted that items had been postponed due to the size of the agenda. Some of the reports would be presented at the next meeting and others still required to be reallocated to meeting dates. As discussed the Committee requested that the ARCH Project update would be presented to the January 2017 meeting.

RESOLVED that the explanation for the non-submission be noted.

14. MINUTES - 20TH SEPTEMBER, 2016

RESOLVED that the minutes of the meeting of the Committee held on 20th September, 2016 be signed as a correct record.

15. MINUTES - JOINT ENVIRONMENTAL & PUBLIC PROTECTION & SOCIAL CARE & HEALTH SCRUTINY COMMITTEE - 26TH SEPTEMBER 2016

RESOLVED that the minutes of the Joint Environment & Public Protection & Social Care & Health Scrutiny Committee held on 26th September, 2016 be received.

CHAIR

DATE

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Monday, 12 December 2016

PRESENT: Councillor G. Thomas (Chair)

Councillors:

S.M. Allen, S.M. Caiach, W.T. Evans, K. Madge, E. Morgan, J. Owen, B.A.L. Roberts, J. Williams and J.S. Williams

Also in attendance:

Councillor J. Tremlett - Executive Board Member for Social Care & Health

The following Officers were in attendance:

C. Moore - Director of Corporate Services

A. Bracey - Head of Mental Health and Learning Disabilities

R. Dawson - Head of Integrated Services

D. Eldred - Group Accountant

M. Evans - Senior Manager - Mental Health & Learning Disabilities Services

C. Richards - Senior Safeguarding Manager

S. Sauro - Performance Review Officer

C. Gadd - Democratic Services Officer

Also in attendance as an observer:

L. Roberts – Area Manager CSSIW

Chamber, County Hall, Carmarthen - 10.00 am - 12.00 pm

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors I.W. Davies, D.J.R. Llewellyn and E.G. Thomas.

The Chair highlighted that David Eldred, Group Accountant, was retiring and he was attending his last meeting of the Committee. The Chair thanked him for all his work and wished him well for the future on behalf of the Committee.

The Chair welcomed Lesley Roberts, the Area Manager for the Care and Social Services Inspectorate Wales (CSSIW), who was observing the meeting.

2. DECLARATIONS OF PERSONAL INTERESTS

Councillor	Minute No(s)	Nature of Interest
Councillor K. Madge	Minutes Nos. 6, 7, 8 and 9	Daughter works in Social Services. Wife works in Amman Valley Hospital

Councillor E. Morgan	Minutes Nos. 6, 7, 8 and 9	Daughter is a staff nurse
Councillor B.A.L. Roberts	Minutes Nos. 6, 7, 8 and 9	Daughter is a health visitor
Councillor J. Williams	Minutes Nos. 6, 7, 8 and 9	She is an unpaid carer for her husband

3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

5. FORTHCOMING ITEMS

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on Wednesday, 25th January, 2017 be noted.

6. REVENUE BUDGET CONSULTATION

The Committee considered the Revenue Budget Strategy Consultation for 2017/18 to 2019/20 and the proposals for the delivery of efficiency savings for the service areas under the purview of the Committee and the charging digests. It was noted that seminars had been held for Members on the main budget proposals.

Officers explained that departments had been asked to deliver savings that would have a significant impact on services. It was explained that the provisional settlement from Welsh Government received in October had been more positive than expected, as it had been cash neutral. However, it would still have an impact due to inflationary pressures, demographic changes and demands for services. The specific proposals for Social Care were outlined to the Committee and it was recognised that the majority of increased pressures tended to be in Social Services. The Committee noted that the budget proposals were aspirational and it may be difficult for some service areas to remain within the budgetary constraints. It was highlighted that more pressures were being put on Social Services and it was felt that this was not being recognised by national government.

Members asked about the effect of the Well-being and Future Generations Act (2015) and what was expected from the Council in making decisions. The Director of Corporate Services explained that the intention was for the Council to try to ensure that their decisions would not have a detrimental impact on the future. The Head of Integrated Services expanded on this and highlighted that it could not be viewed in isolation from the Social Care and Well-being Act 2016, which provided the framework for short term changes that would be able to help deliver the objectives of the Well-being and Future Generations Act in the longer term.

Concerns were expressed over the efficiency savings identified for reducing the existing double handled care packages and ensuring that the health and safety requirements of both staff and service users were met. The Head of Integrated Services explained that the proportion of double handled care packages was high in Carmarthenshire and the initiatives proposed would be undertaken safely. The proposals had been evidence based and there had been no challenge from service users.

The Committee highlighted the proposal for domiciliary care and to reduce the number of care packages of less than 5 hours and requested more information on how this would be delivered. The Head of Integrated Services highlighted that the proposals were based on an audit that had been undertaken on packages of care. It was explained that the service wanted to ensure that packages allowed re-ablement and officers would challenge partners so there were innovative options available. The Committee was reassured that packages were considered on a case by case basis and service users were not put at risk. It was agreed that the audit information would be presented to the Committee at a future meeting.

Members queried the efficiency savings in relation to Learning Disabilities and supported accommodation and concerns were raised that people did not fall through the net and received the support they required. The Head of Mental Health and Learning Disabilities explained that supported accommodation packages included a lot of one to one support, which was expensive and often not the best option for the service user. The proposals were intended to maximise independence and address needs in a different way so that there could be a step down from high dependency packages. It was highlighted that there were case studies that would be useful to share with the Committee at a future meeting. It was queried if the Health Board matched funded packages where required. Officers explained that cases were considered on need and a holistic approach was taken. Where a package was health focussed then the Service would challenge what was required.

The Committee asked what progress had been made in relation to rationalising grants for voluntary organisations. The Group Accountant highlighted that work was ongoing in delivering the efficiency savings of £123k put forward by the department for this financial year.

The Committee expressed concerns regarding hydration and nutritional needs of older people being met. Officers explained that these needs would be considered as part of the development of a care package and a nutrition strategy had been reported to the Committee at a previous meeting. Some Members expressed concern with the proposed increased cost of Community Meals from £4 to £4.30 outlined in the Charging Digest. It was felt that the service was not being proactively promoted and should be protected and remain at the same cost. The Committee was reminded that the current proposals were in line with the Committee's recommendation to the Executive Board last year to stagger the increased in cost of Community Meals over three years.

The Committee highlighted that the Service was important to people living on their own and examples were given of vulnerable people requiring this service. The Executive Board Member for Health and Social Care requested that officers be informed of any demand for such services in the community so their needs could

be assessed and the right provision put in place. It was noted that there was currently a decline in demand for community meals. It was highlighted that the service was not available in all areas, however, there were other options such as local businesses.

Members queried what impact it would have on the budget proposals if the price of the meals remained at £4 and how many people were receiving this service. The Group Accountant informed the Committee that it was around 300 people receiving the service and the impact on the budget would be an extra £20k. It was noted that efficiencies would have to be made in other areas and currently there was no alternative proposal.

It was proposed that the Committee not support the increase of costs of Community Meals and for the Executive Board to reconsider this proposal. Following a vote the Committee rejected this proposal.

RESOLVED

6.1 that the report be received;

6.2 that the Charging Digests be endorsed.

7. FIVE YEAR CAPITAL PROGRAMME - 2017/18 - 2021/22

The Committee received the Five Year Capital Programme 2017/18 – 21/22 as part of the budget consultation and considered the projects relating to its service areas. It was noted that feedback from the consultation process would inform the final budget report to be presented to Members in February, 2017.

The Director of Corporate Services highlighted that one of the main projects was the Llanelli Area Review and that £7m was still earmarked for this project. The Committee requested more information of progress on this project and in particular when the new care home would be built. The Head of Integrated Services explained that no definite proposals had been agreed and further information had been requested at the next meeting of the Committee as part of the ARCH project update.

Concern was expressed about existing residential homes in the Llanelli area that were declining and required investment to modernise them and it was asked if this was going to be addressed. The Director of Corporate Services explained that there was £3m allocated to a priority fund and maintenance was captured within this fund. However, the Council did not want to duplicate work that would be part of the ARCH project and priorities would be determined by the forthcoming proposals. The Executive Board Member for Social Care and Health also informed the Committee that there was a review underway of residential homes to identify what investment was required and a report on the review would be brought to a future meeting.

The Committee noted that the report proposed funding for Llanelli Leisure Centre and officers explained that this was also dependent on the progression of the Llanelli Area Review. Clarification was also provided regarding the new site development for Ysgol Dewi Sant and the Committee was informed that consultation was ongoing regarding the preferred site.

Members queried whether recipients of the Disabled Facility Grants, particularly those in rural areas, could use their own builders to undertake the required work rather than having a builder allocated by the Council. It was agreed that the question would be referred to the Housing Department.

RESOLVED that the report be unanimously received.

8. COMMUNITIES BUSINESS PLAN

The Committee received the Communities Departmental Summary Business Plan 2017-20 and the update on the progress made against the priorities set out in last year's business plan. It was noted that the full business plan would be presented to the Committee in April 2017.

The Committee noted that the Service User satisfaction survey questionnaires were on hold for the foreseeable future and asked why this was the case. The Performance, Analysis and Systems Manager explained that this information was incorrect and that a survey had been undertaken as part of the requirements of the Social Services and Well-being Act 2014. The results would be reported back to a future meeting of the Committee.

The Committee requested more information on the Community Inclusion element of the Plan and developing a model to replace Real Opportunities aligned to other local developments, including the Families First programme and Youth Service developments. It was noted that Members felt that the Youth Service did not target young people at a young enough age. The Performance, Analysis and Systems Manager highlighted that there was additional funding secured through the Cynnydd project that would assist with the earlier targeting of young people at risk of becoming NEET (Not in Education, Employment or Training).

It was queried what the purpose was of increasing citizen directed co-operatives opposed to utilising other partners. The Head of Mental Health and Learning Disabilities explained that it was linked to the changes in delivery of the Welsh Independent Local Grant and opportunities to use the grant in different ways.

RESOLVED that the report be unanimously received.

9. ANNUAL SAFEGUARDING ADULTS REPORT 2015/16

The Committee considered the Annual Report on Adult Safeguarding (2015-16), which related to the last financial year and summarised the national policy context and the implications of the Social Services and Well Being (Wales) Act 2014.

The Head of Mental Health and Learning Disabilities Services introduced the new Senior Safeguarding Manager and thanked the Senior Manager for Mental Health and Learning Disability Services, for covering the role in the interim.

The key issues in the report were highlighted to Members and it was explained that this was the last report from the Carmarthenshire Safeguarding Adults Board, as the Social Services and Wellbeing (Wales) Act established a Regional Board. It was noted that the Regional Board was currently chaired by the Director of Powys County Council and the lead partner for Adult Safeguarding was Carmarthenshire

County Council. The financial year 2015/16 had been a transitional year for the implementation of the new Act and development of the regional structure. It was highlighted that it would be useful for Members to receive further information on the Act and it was suggested for an all Members Seminar to be held to consider the Act one year on and what progress had been made. The Committee agreed that this would be beneficial after the local elections in May 2017 so that new Members would also be able to receive this information and requested that it be held in June 2017.

The Senior Manager for Mental Health and Learning Disability Services highlighted the main areas for the safeguarding of particular groups, such as older people in care homes. The Committee was informed of the Flynn Report "In Search of Accountability" following a Ministerial commissioned review into Operation Jasmine (an investigation into alleged abuse in care homes of older people). As a result the Regional Board was requested to develop a position statement and an action plan and progress against the Plan.

The Committee was provided with information on operational arrangements and case studies of how referrals were dealt with by the Safeguarding Team. The performance information indicated that the main client category for adult protection referrals was people over the age of 65 and the most likely place where alleged abuse occurred was in care homes. In regards to type of abuse the main category was neglect. It was noted that it was easier to identify issues in care homes than in people's own homes, as there were visits from professionals and families. It was highlighted that 152 referrals had led to investigations in 2015/16 and there was a trend of increasing number every year. This trend and the lowering of the threshold for adult safeguarding had resulted in more referrals to the Team. The Committee expressed concerns that there was a small safeguarding team to deal with referrals and asked whether this team would be increased. Officers confirmed that it had challenged the Council to consider increasing the pool of investigating officers and it was highlighted that safeguarding was everyone's business. The Committee noted that additional funding should be made available from National Government for the implementation of new legislation.

The Committee queried the outcomes for Carmarthenshire and whether there had been any prosecutions during 2015/16 following allegations of abuse. The Senior Manager for Mental Health and Learning Disability Services explained that not all the investigations would have been criminal and there was further work to be undertaken to assist with prosecutions. There was a lottery funded pilot project being undertaken in two areas (Carmarthenshire being one), which was concerned with justice for older people who had been victims of abuse. It was noted that sometimes people did not want to take out prosecutions but just wanted to stop the abuse. In addition there were occasions, such as in Operation Jasmine, where there was insufficient evidence for the Crown Prosecution Service to take matters further. It was noted that there had been no prosecutions during 2015/16, however, there had been in previous years.

The Committee expressed concerns regarding the care homes who were placed under measures of embargo, escalating concerns and terminated contracts and asked for assurances that people had not been put at risk. Officers explained that they were Welsh Government procedures and there were a variety of reasons for them to be implemented, such as practice, staffing or management concerns. It was highlighted that these figures had reduced significantly since the introduction

of a robust Provider Performance Monitoring Group. It was noted that escalating concerns protocol was a very intense process that managed risks and concerns through a robust action plan. Members queried whether the Council would still place residents in homes that were under escalating concerns procedures. The Head of Mental Health and Learning Disability explained that each case would be considered on an individual basis and it was confirmed that relatives would be informed of any concerns. It was asked how long concerns would be ongoing until they required the escalating concerns procedure to be implemented. Officers informed Members that it was national terminology and if concerns were raised then action would be taken.

The Committee agreed that the Head of Mental Health and Learning Disability would bring an update report on the Regional Action Plan that had resulted from work around Operation Jasmine and it would also include further information on the escalating concerns processes.

RESOLVED

- 9.1 that the report be unanimously received;**
- 9.2 that an all Members Seminar be arranged for June 2017 to provide information on the Social Services and Wellbeing Act (Wales) 2014 and progress that has been made in its implementation.**

CHAIR

DATE

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