

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

21ST NOVEMBER 2019

SUBJECT:

CARE INSPECTORATE WALES INSPECTION OF OLDER ADULTS' SERVICES CARMARTHENSHIRE COUNTY COUNCIL

Purpose:

To note and approve the Inspection Report and its primary focus of prevention and promotion of independence for older adults (over 65) living in the community.

To consider and comment on the following issues:

The progress made by the department in meeting the challenges and opportunities of the Act, in particular noting the strengths and priorities for improvement listed in the Report.

Reasons:

For the Committee's Information.

The Care Inspectorate Wales (CIW) led an inspection in collaboration with Healthcare Inspectorate Wales (HIW) to explore how well Carmarthenshire County Council with its partners is promoting independence and preventing escalating needs for older adults. The inspection identified where progress has been made in giving effect to the Act and where improvements are required.

The two week Inspection took place in April and May 2019 and was made public in August 2019.

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/Report
Author:

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Context

The Social Services and Well-being (Wales) Act 2014 (SSWBA) has been in force for three years. The principles of the Act are:

- Support for people who have care and support needs to achieve well-being
- People are at the heart of the new system by giving them an equal say in the support they receive
- Partnership and co-operation drives service delivery
- Services will promote the prevention of escalating need and the right help is available at the right time

The Welsh Government's strategic plan, *A Healthier Wales*, explains the ambition of bringing health and social care services together so that they are designed and delivered around the needs and preferences of individuals with a much greater emphasis on keeping people healthy and promoting well-being. *A Healthier Wales* describes how a seamless whole system approach to health and social care should be seamlessly co-ordinated.

This Report provides the evaluation by the CIW and HIW of the Authority's implementation of the Act against the theme as noted above. The Report identifies the strengths and the priorities for improvement. These are listed in the Report.

Inspection process

As required, the Authority provided a two week programme that included:

- A presentation to the CIW on seamless services (attached at Appendix 1) (This was also provided to members of the Scrutiny Committee following conclusion of the formal meeting on the 20th May, 2019.)
- Interviews with the Executive Board Member for Health and Social Care, the Chair and Vice Chair of the Health and Social Care Scrutiny Committee and senior officers of the Authority and Hywel Dda University Health Board.

- Interviews with service users and their case workers (social workers, occupational therapists)
- Interviews with, and observations of, a range of health and social professionals that work in Integrated Services
- Interviews and observations of the Authority's safeguarding service
- A range of different meetings that reflected health and social care collaboration and integration.

Evaluation

The Report identifies a significant number of strengths operating within the department's services for older people. Noteworthy among these include:

- *Social workers and partners recognise adults are the best people to judge their own well-being*
- *Different professional disciplines work effectively together to support well-being and independence*
- *Safeguarding practice across a multi-disciplinary group is collaborative, there are good working relationships at strategic and operational levels*
- *People who lack mental capacity can be confident that assessment and decision making is made in the best interest of the individual*
- *There is an active approach to enabling people to receive a service in the language of their choice*
- *Staff feel supported by the management group*
- *There are many examples of collaborative thinking and working by health and social care managers*
- *Health and social care staff work collaboratively towards a shared vision of addressing the needs of people in the community with a developing focus on prevention and the promotion of independence*
- *Some excellent initiatives are being driven to support communities to be more resilient in meeting the increasing needs of older people in the population*

In addition, the Report references evidence that the inspectors found. Some of the comments (not exhaustive) are as follows

- *The quality of the assessments and care and support plans we reviewed captured what was important to people, were outcome focussed and strength based.*
- *We found practice was characterised by compassionate practitioners working well to identify what matters to the person. People routinely told us they were satisfied with the services that had helped them.*
- *Most staff we interviewed were positive about their jobs and talked enthusiastically about their work, The CIW staff survey (267 responses) recorded approximately 90% of staff felt supported by their managers and colleagues to do their job.*

- From file reviews it was evident OT led assessment focussing on double handed support were thorough, balanced and represented people's best interest.
- Learning and Development opportunities were highly regarded by staff
- We found CCC worked collaboratively with partners
- We found CCC embraced relationships with the third sector

On the subject *Priorities for Improvement*, the Authority developed an Action Plan (attached at Appendix 2) following the Inspection. Each priority for improvement has been considered and actions taken to address these. Some have been completed, others are on-going. This Plan has been shared and agreed with CIW.

DETAILED REPORT ATTACHED ?	YES – • Appendix 1 - Presentation to Care Inspectorate Wales (20th May, 2019) • Appendix 2 – Care Inspectorate Wales Action Plan (Link to CIW Inspection Report 2019 – https://careinspectorate.wales/sites/default/files/2019-08/190807-carmarthenshire-en.pdf)
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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: Neil Edwards

Head of Integrated Services (Interim)

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: Neil Edwards

Head of Integrated Services (Interim)

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
CIW Inspection Report 2019		CIW website – Link to Report - https://careinspectorate.wales/sites/default/files/2019-08/190807-carmarthenshire-en.pdf