

# Document Pack

## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Thursday, 21 November 2019

**PRESENT:** Councillor G. Thomas (Chair)

**Councillors:**

S.M. Allen, K.V. Broom, I.W. Davies, K.Davies, R.E. Evans, W.T. Evans, G.R. Jones, K. Lloyd, B.D.J. Phillips (In place of M.J.A. Lewis), B.A.L. Roberts, E.M.J.G. Schiavone and D.T. Williams

**The following Officers were in attendance:**

A. Bracey, Head of Mental Health and Learning Disabilities  
N. Edwards, Interim Head of Integrated Services  
C. Harrison, Head of Strategic Joint Commissioning  
J. Wilkinson, Locality Manager  
A. Thomas, Group Accountant  
S. Sauro, Performance, Analysis & Systems Manager  
E. Bryer, Democratic Services Officer

**Chamber, County Hall, Carmarthen. SA31 1JP. - 10.00 am - 12.25 pm**

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors. A.L Fox and M.J.A. Lewis.

**2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM**

There were no declarations of personal interest or of any prohibited party whips.

**3. PUBLIC QUESTIONS**

The Chair advised that no public questions had been received.

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

The Chair welcomed to the meeting Dr. Michael Holding of the Care Inspectorate Wales.

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

The Committee thereupon received a presentation providing an overview of the inspection. Key points covered included:

Strengths – Collaborative working, shared vision, communication and support.  
Priorities for improvement – Consistency, quality assurance, establish and embed preventative working.

Key findings – shared culture, satisfaction with the services, lack of evidence of progress monitoring, pressure on service due to staff absences, good management and support, well led safeguarding practices, staff not always aware of available services, good standard of mental capacity assessments, significant links with telecare and assisted technology.

The presentation was followed by a question and answer session during which the following questions / observations were raised:

- It was asked if family carers had been interviewed during the inspection process.  
The Committee was advised that family carers had been spoken to and that positive feedback had been received.
- It was asked if staff were interviewed on their own or with their managers.  
The Committee was advised that staff were interviewed on their own to avoid potential influence.
- It was asked how the files inspected had been selected.  
The Committee was advised that the files had been selected by CIW. Fifty to sixty random files had been selected covering different categories of referrals.
- The Committee noted that one area of improvement was communication of available services, information and advice.  
The Head of Joint Strategic Commissioning advised that work had been done in this area and information packs and regional documents on carers support were being updated and refreshed. Other areas of work included looking at good practices, Investors in Carers Programme and Carers passport. Work was also underway with HR to establish support and infrastructure for employees who were also carers. The Head of Mental Health and Learning Disabilities advised the Committee that a Carers Information Assessment Officer hadn't been in post for the last 12 months but hoped this post would be replaced soon to enable the team to be more proactive.

The Interim Head of Integrated Services concluded that the report was a balanced and fair report and accurately reflected the current position of Integrated Services. The report recognised officers for their hard work, commitment and good practices.

Many officers were in attendance at the meeting and the Chair, on behalf of the Committee, thanked them for their hard work and commitment. The Chair acknowledged the challenges they faced with less funding and more demand on services.

**RESOLVED that:**

- 4.1 the Care Inspectorate Wales Inspection of Older Adults' Services report be noted.**
- 4.2 the Care Inspectorate Wales Action Plan be approved.**

**5. WELSH GOVERNMENT TRANSFORMATION FUNDED PROGRAMMES IN CARMARTHENSHIRE**

The Locality Manager provided the Committee with an overview of the approved transformation funds awarded to the region by Welsh Government and how they would be delivered in Carmarthenshire.

The three programmes of delivery in Carmarthenshire included:

- Proactive Technology Enabled Care,

- Fast Tracked Consistent Integration and
- Creating Connections for All.

The presentation was followed by a question and answer session during which the following questions / observations were raised:

- Clarification was sought on the criteria for applying for the lifeline personal alarm service and if this service was suitable for someone with mental health issues.  
The Committee was advised that the scheme was currently being piloted and that the service was free for the 6 months of the pilot. The users for the pilot had been selected from a mix of identified tiers of prevention that included GP practices, families, intermediate care and frequent callers. When there was evidence that the pilot was working the service would be extended out to other users.
- A question was asked if Carmarthenshire was ready to co-work with organisations such as not for profit organisations and with the communities. The Committee was advised that collaboration around funding was a challenge but there was a need to think about the outcomes and link these to community based provision. The Head of Joint Strategic Commissioning advised that the various funding / grant schemes had stimulated growth and helped bring organisation together to deliver services. The Committee was also advised that 3<sup>rd</sup> Sector organisations are able to leverage funding that statutory services cannot access. The Head of Mental Health and Learning Disabilities updated the Committee of the new Twilight Sanctuary project that had recently been launched in Llanelli through utilising the Mental Health Transformation funding. The project aims to divert people from A&E and although only recently launched was making a positive impact. The project was currently looking to expand to include the provision of beds. The project was also looking to co-locate with the Ambulance Service to triage calls to ensure a more appropriate response for individuals who needed assistance.
- It was asked if the Twilight number could be circulated to the hospitals. The Committee was advised by the Head of Mental Health and Learning Disabilities that the number had already been circulated to the hospitals.

The Chair thanked the officers for securing the funding on behalf of Carmarthenshire.

#### **RESOLVED that the report be noted**

### **6. ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT 1ST APRIL 2019 TO 30TH SEPTEMBER 2019**

The Committee considered a report detailing the Adult Social Care complaints and compliments received for the 2019/20 financial year. The report summarised the number of complaints and compliments received and provided information on the type of complaint and the service area relating to complaints and compliments.

The following questions / observations were raised on the report:

- It was asked how complex complaints were handled by the department and if specialists were used to manage these complaints.

The Interim Head of Integrated Services advised that when a complaint was received and assessed as complex it was immediately escalated as a Stage 2 complaint. A Stage 2 complaint would be managed by an independent officer. The Committee was advised that examples of the types of complaints could be provided.

- Reference was made to the low number of complaints received in comparison to the high number of service users. It was asked how monitoring was undertaken to ensure that all complaints were registered, especially complaints against outside agencies.  
The Interim Head of Integrated Services advised rigorous performance monitoring was undertaken and that a number of methods (including speaking to service users) were used to establish the level of service provided.
- It was asked when a Domiciliary Care Worker was late attending an appointment, was there a time tolerance in place before they would have to call the client.  
The Committee was advised that there was a half hour time tolerance before a call would be made.
- A comment was made regarding the fact that the graphs within the report indicated that complaints were answered extremely quickly.  
The Performance, Analysis & Systems Manager advised that investigative officers had been provided with training and that strict procedures were followed to ensure timescales were met. If there were delays, the reasons were communicated to all parties and an extension discussed and agreed.
- It was asked if Councillor enquiries could be considered as complaints.  
The Interim Head of Integrated Services advised that enquiries were signposted to the Heads of Service and registered as complaints when necessary.

**RESOLVED that the report be received.**

## **7. REVENUE & CAPITAL BUDGET MONITORING REPORT 2019/20**

The Committee considered the Revenue and Capital Budget Monitoring Report in relation to the Social Care and Health Service, which provided an update on the latest budgetary position as at 31<sup>st</sup> August, 2019 in respect of the 2019/20 financial year.

The Social Care & Health Service was projecting an overspend of £816K on the revenue budget and net variance of -£2K against the 2019/20 approved capital budget.

The following questions / observations were raised on the report:

### **Appendix A – Summary Position**

- It was asked if there was an indication that the £816K forecast overspend was increasing.  
The Group Accountant advised the Committee that it was hoped a reduction in the figure would be seen. Additionally, a Welsh Government Grant may be announced which would also reduce the figure.

### **Appendix B – Main Variances**

- Concern was raised regarding the vacancies within the Occupational Therapy team especially as these posts were crucial to the delivery of the preventative agenda.  
The Interim Head of Integrated Services advised that there was an ongoing staggered recruitment process. However, there were concerns regarding the low number of applications being received.
- An update was asked regarding the workforce development plan.  
The Interim Head of Integrated Services advised that a full update was scheduled to be provided at the Social Care and Health Scrutiny Committee Development session in December. Committee was advised that locally they were investigating various options for recruitment. A bank of casual social workers was being created for Adult Social Care. The bank would be used to support teams in the event of emergencies. The “We Care” campaign had been undertaken to attract people into the profession.
- It was stated that there was a year on year demographic increase in the number of older people and it was asked if there was accurate data available to predict future demographics.  
The Interim Head of Integrated Services advised that the Welsh Government Daffodil data was recently used for forecasting. The data appeared to be accurate and correlated with local knowledge.
- Concern was expressed regarding the cost and the dependency on agency staff.  
The Group Accountant advised that a TIC review was underway to address this issue.

#### **Appendix F – Detailed Variances**

- Concern was raised regarding the £100k managerial savings for 2019/20 not being delivered.  
The Group Accountant advised that whilst this was a concern, this was mainly due to a timing delay with the Learning Disability Accommodation Development projects.

**RESOLVED that the report be received.**

#### **8. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT**

The Committee received an explanation for the non-submission of the following scrutiny reports.

- Developing & Sustaining the Workforce
- Learning Disability Strategy (2018/2023)

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

#### **9. FORTHCOMING ITEMS**

**RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting on the 17<sup>th</sup> December, 2019 be noted.**

#### **10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 24TH SEPTEMBER, 2019**

**UNANAMOUSLY RESOLVED** that the minutes of the meeting of the Committee held on the 24<sup>th</sup> September, 2019 be signed as a correct record.

\_\_\_\_\_  
**CHAIR**

\_\_\_\_\_  
**DATE**



## Report to Social Care & Health Scrutiny Committee *Adrodd i'r Pwyllgor Craffu Gofal Cymdeithasol & Iechyd*

CIW Inspection of Adult Services: Carmarthenshire County Council / *Arolygiad AGC o Wasanaethau Oedolion: Cyngor Sir Caerfyrddin*

Dr Michael Holding, 21 November/Tachwedd 2019



## Introduction / *Cyflwyniad*

- CIW (with HIW) undertook the inspection in May and June this year. The purpose of this was to explore how well the local authority with its partners was promoting independence and preventing escalating needs for older adults.
- *Cynhaliodd AGC (gyda AGIC) yr arolygiad ym mis Mai a mis Mehefin eleni. Pwrpas hyn oedd archwilio pa mor dda yr oedd yr awdurdod lleol gyda'i bartneriaid yn hyrwyddo annibyniaeth ac yn atal anghenion oedolion hyn rhag cynyddu.*



## Strengths / *Cryfderau*

- Collaborative working / *Gweithio cydweithredol*
- Good communication and support across organisation / *Cyfathrebu a chefnogaeth dda ar draws yr sefydliad*
- Shared vision of addressing the needs of people / *Gweledigaeth a rennir o fynd i'r afael ag anghenion pobl*



## Priorities for Improvement *Blaenoriaethau ar gyfer Gwella*

- Consistency in some areas ( e.g. carers, advocacy) / *Cysondeb mewn rhai meysydd (e.e. gofalwyr, eiriolaeth)*
- Quality assurance / *Sicrwydd ansawdd*
- Establish and embed preventative working / *Sefydlu ac ymgorffori gwaith ataliol*



## Key Findings *Canfyddiadau Allweddol*

- A shared culture focused on addressing the well-being of people
- People routinely told us they were satisfied with the services that had helped them.
- We did not see evidence of the local authority monitoring progress in achieving outcomes in the file records we reviewed.
- *Diwylliant a rennir sy'n canolbwyntio ar fynd i'r afael â llesiant pobl*
- *Dywedodd pobl wrthym yn rheolaidd eu bod yn fodlon â'r gwasanaethau a oedd wedi eu helpu*
- *Ni welsom dystiolaeth o'r awdurdod lleol yn monitro cynnydd wrth gyflawni canlyniadau yn y cofnodion ffeiliau a adolygwyd gennym*



## Key Findings *Canfyddiadau Allweddol*

- Pressures on the service at the time of the inspection were apparent due to staff absences and vacancies
- But good management and supervisory support
- Health and social care staff working in the Community Resource Teams (CRTs) told us co-location had helped them understand each other's roles
- *Roedd pwysau ar y gwasanaeth ar adeg yr arolygiad yn amlwg oherwydd absenoldebau staff a swyddi gwag*
- *Ond cefnogaeth reoli a goruchwyllo dda*
- *Dywedodd staff iechyd a gofal cymdeithasol sy'n gweithio yn y Tîmau Adnoddau Cymunedol (CRTs) wrthym fod cydleoeli wedi eu helpu i ddeall rolau ei gilydd*



## Key Findings

### Canfyddiadau Allweddol



- We found that the vision for reablement was forward thinking and well led by strategic and operational managers.
- OT led assessment focusing on double handed support were thorough, balanced and represented people's best interest
- Safeguarding practice was well led by senior managers and operationally supported by the safeguarding team
- *Gwelsom fod y weledigaeth ar gyfer ailalluogi yn flaengar ac wedi'i harwain yn dda gan reolwyr strategol a gweithredol*
- *Roedd asesiad dan arweiniad Therapydd Galwedigaethol a oedd yn canolbwyntio ar gefnogaeth â llaw ddwbl drylwyr, yn gytbwyd ac yn cynrychioli budd gorau pobl*
- *Roedd arfer diogelu yn cael ei arwain yn dda gan uwch reolwyr a'i gefnogi'n weithredol gan y tîm diogelu*

## Key Findings

### Canfyddiadau Allweddol



- Range of services for carers varied across the county and staff did not always know what was available.
- Carer assessments did not always have sufficient focus on the carer's needs and outcomes
- Mental capacity assessments- good standard.
- *Roedd ystod y gwasanaethau i ofalwyr yn amrywio ledled y sir ac nid oedd staff bob amser yn gwybod beth oedd ar gael*
- *Nid oedd asesiadau gofalwyr bob amser yn canolbwyntio'n ddigonol ar anghenion a chanlyniadau'r gofalwr*
- *Asesiadau galluedd meddyliol – safon dda*

## Key Findings

### Canfyddiadau Allweddol



- Preventative multi-disciplinary work at different levels featured prominently throughout our inspection fieldwork
- CCC and HDUHB have successfully collaborated on preventative strategies
- IAA Delta Well Being service-need for CCC to be reassured about signposting
- *Roedd gwaith amlddisgyblaethol ataliol ar wahanol lefelau i'w weld yn amlwg trwy gydol ein gwaith maes arolygu*
- *Mae CSC a HDUHB wedi cydweithio'n llwyddiannus ar strategaethau ataliol*
- *Gwasanaeth Gwybodaeth, Cyngor a Chymorth Delta Llesiant – angen i CSC gael eu gysuro ynghylch cyfeirio*

## Key Findings

### Canfyddiadau Allweddol



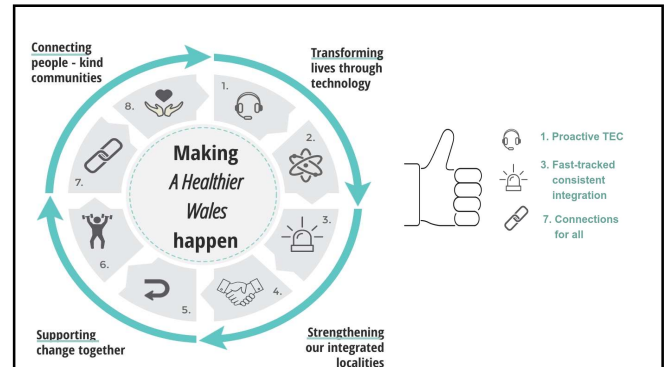
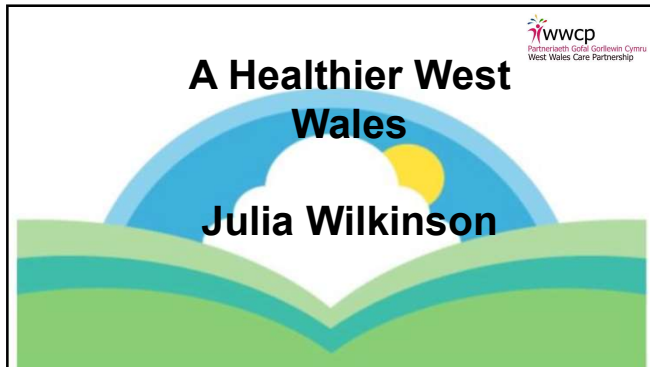
- Links with telecare and assisted technology was considered significant as this enabled people to easily access the service
- CCC has recently introduced a dedicated lead for prevention at service manager level. This should provide an opportunity to ensure various service strands are drawn together
- *Ystyriwyd bod cysylltiadau â theleofal a thechnoleg â chymorth yn sylweddol gan fod hyn yn galluogi pobl i gael mynediad hawdd i'r gwasanaeth.*
- *Yn ddiweddar, mae CSC wedi cyflwyno arweinydd pwrpasol ar gyfer atal ar lefel rheolwr gwasanaeth. Dylai hyn roi cyfle i sicrhau bod gwahanol linyddau gwasanaeth yn cael eu tynnu at ei gilydd*

## Thank You Diolch



- CIW would like to thank the following people who gave their time and contributed to this inspection; families, staff, managers and members and partner organisations
- *Hoffai AGC ddiolch i'r bobl ganlynol a roddodd eu hamser ac a gyfrannodd at yr arolygiad hwn; teuluoedd, staff, rheolwyr ac aelodau a sefydliadau partner.*





- £12 million of new funding
- Energy and focus
- Amalgamating the three programmes into wider transformation activity



<b>1</b> Helping Strong Communities Transformation Programme: Creating Connections for all	<b>3</b> Help when you need it Transformation Programme: Crisis Response Service
<b>2</b> Help to help yourself Transformation Programme: Proactive TEC: CONNECT	<b>4</b> Long term help Transformation Programmes to ensure effective and efficient use of this tier of provision.

## Helping strong communities

Connections for all



## Help to help yourself



## Assessment

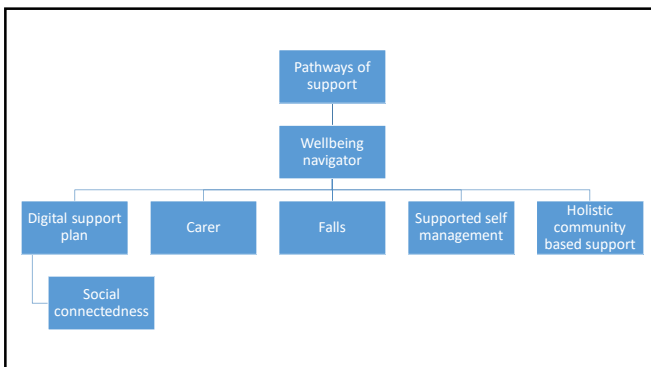
## Individualised Stay Well Plan

Proactive  
wellbeing  
calls

Bespoke  
TEC

Appropriate  
response  
24/7

Pathways of  
support



## Help when you need it

## Crisis Response Service





## Challenges

- Timeframes
- Communication
- Buy-in
- Capacity to get things moving
- Regional versus local
- Lessons in terms of getting staff ready for implementation



wwcp  
Partnership Gold Gŵleddu Cymru  
West Wales Care Partnership



## Looking forward



- Testing out innovative approaches and upscaling where successful
- Opportunity for aligning Transformation Fund, ICF and core improvement activity to optimise impact and transform the system
- Challenge of restricted timescales for Transformation Fund but commitment to honest discussion around sharing the cost of continued models

wwcp  
Partnership Gold Gŵleddu Cymru  
West Wales Care Partnership

This page is intentionally left blank