



**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 hŷn 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 canolbwytio 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 cofnodior ffeiliau a adolygydd 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 Timau Adnoddau Cymunedol (CRTs) wrthym fod cydoleoli 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



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- 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 tim diogelu

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



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- 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 yngylch cyfeirio

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



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- 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.

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 chanlynadau'r gofalwr
- Asesiadau galluedd meddyliol – safon dda



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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 thelefaol 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 arweinydwr pwrrpasol ar gyfer atal ar lefel rheolwr gwasanaeth. Dylai hyn roi cyfile i sicrhau bod gwahanol linynnau gwasanaeth yn cael eu tynnu at ei gilydd



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