

RESPONSE TO OLDER PEOPLE’S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
<p>1.6 Older people are offered independent advocacy in the following circumstances:</p> <ul style="list-style-type: none"> • when an older person is at risk of, or experiencing, physical, emotional, financial or sexual abuse • when a care home is closing or an older person is moving because their care needs have changed. • when an older person needs support to help them leave hospital. <p>For those with fluctuating capacity or communication difficulties, this should be non-instructed advocacy.</p> <p>When a care home is in escalating concerns, residents must have access to non-instructed advocacy.</p>	<p>Older people living in care homes that are closing, as well as older people that are at risk of or are experiencing physical, emotional, sexual or financial abuse, have access to independent or non-instructed advocacy</p>	<p>The Council currently commissions advocacy services for individuals in care homes through Age Connects, Cardiff and the Vale. All care homes in the Vale participate in this scheme. Any issues that arise through this process are shared with the Council where appropriate.</p> <p>Advocacy arrangements are reviewed on an annual basis and the next review will include a requirement to provide support to individuals where a care home is experiencing difficulties, so that residents receive timely information and appropriate support.</p> <p>A Discharge Liaison Service funded by the Council provides independent support and advice to individuals and their families to enable them to plan their discharge from hospital.</p> <p>The Council commissions advocacy services for adults with a learning disability, some of whom are older people. This ensures access to independent support and advice.</p>

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
		<p>The Council will be reviewing all the independent advocacy services it provides once the Welsh Government has made clear, in regulations and codes of practice, national expectations and standards arising from the Social Services and Well-being Act.</p>
<p>2.2 Older people in care homes have access to specialist services and, where appropriate, multidisciplinary care that is designed to support rehabilitation after a period of ill health</p>	<p>Older people receive full support, following a period of significant ill health, for example following a fall, or stroke, to enable them to maximise their independence and quality of life.</p>	<p>The Council currently works in close partnership with the Cardiff & Vale UHB to ensure that individuals have ongoing access to specialist services and multi-disciplinary care.</p> <p>The level of these services is enhanced when an individual has been unwell or there are any concerns about the standard of care being provided in a home.</p> <p>Specialist staff, such as dieticians and pharmacists, have attended meetings of the local Care Home Forum to meet with providers and share improved working practices with them.</p>

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
		<p>There is a multi-disciplinary assessment team in place specifically designed for people in care homes and for individuals with nursing & continuing health care needs.</p> <p>There is a scheme in place in Penarth that ensures continuity of care in care homes by a named GP and we will be looking to extend this approach throughout the Vale.</p> <p>The Vale Community Resource Service provides reablement and rehabilitation. It includes neighbourhood nurses who operate closely with General Practitioners in supporting patients in care homes.</p> <p>A specialist multi-disciplinary service is in place for older people with mental health problems. This provides not only social care but also a nursing, psychiatry and psychology service.</p>

RESPONSE TO OLDER PEOPLE’S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
<p>3.2 All care home employees undertake basic dementia training as part of their induction and all care staff and Care Home Managers undertake further dementia training on an on-going basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.</p>		<p>The Council undertakes an annual survey of all training providers to ascertain the training requirements of their staff group. This information is then used to inform the Social Care Training Programme through which providers are able to book free training courses for their staff.</p> <p>Basic Dementia training is standard course on the training programme.</p> <p>In addition, the Council is working with the UHB to develop a training programme in relation to dementia services to support the implementation of the Three Year Dementia Plan which operates across Cardiff and the Vale.</p> <p>In Council managed homes, we are investment in reminiscence therapy, to support individuals with dementia</p> <p>The Council does review the staff qualifications in homes as part of the annual survey referred to above and undertakes monitoring of training through contract monitoring processes.</p>
Required Action	Outcome	Vale of Glamorgan Response

RESPONSE TO OLDER PEOPLE’S COMMISSIONER – JANUARY 2015

<p>3.3 Active steps should be taken to encourage the use of befriending schemes within care homes, including intergenerational projects, and support residents to retain existing friendships. This must include ensuring continued access to faith based support and to specific cultural communities.</p>	<p>Older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home. Care homes are more open to interactions with the wider community.</p> <p>Older people are able to continue to practice their faith and maintain important cultural links and practices.</p>	<p>There are homes within the Vale which have adopted very innovative approaches to ensure that residents have a wide range of social opportunities. The Council will work with the sector to ensure that this good practice operates throughout all sectors. It will look to promote, both internally and through the Care Home Provider Forum, befriending schemes within care homes.</p> <p>Through ongoing case management and review processes, the Council will ensure that individuals have their needs properly met in the care home environment through individual plans that include access to faith based support and the retention of friendships prior to admission.</p> <p>In the homes managed by the Council, we are investing in WiFi connections and tablets, to enable older people within those homes managed by the Council to maintain contact with family and friends. WiFi connections are also being placed in independent sector homes, funded via Lottery Monies</p>
---	--	---

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
<p>5.6 A National Improvement Service is established to improve care homes where Local Authorities, Health Boards and CSSIW have identified significant and/or on-going risk factors concerning the quality of life or care provided to residents and/or potential breaches of their human rights.</p> <p>The national improvement team should utilise the skills of experienced Care Home Managers, as well as other practitioners, to provide intensive and transformational support to drive up the standards of quality of life and care for residents as well as to prevent and mitigate future safeguarding risks. This service should also develop a range of resources and training materials to assist care homes that wish to improve in self-development and on-going improvement</p>	<p>Care homes that want and need to improve the quality of life and care of older people have access to specialist advice, resources and support that leads to improved care and reduced risk.</p>	<p>The Council has used funding available through the Intermediate Care Fund in 2014/2015 to develop the following:</p> <ul style="list-style-type: none"> • Good Practice guidelines in relation to key procedures within care homes to be accessed and used by homes to improve the quality of their service. • A Quality Assurance Framework that enables homes to self-assess their service to ensure they maintain and improve services over time. <p>This work is being done in partnership with all sectors. There is a commitment to working with the Council to agree the priorities and to develop the procedures and framework.</p> <p>In the longer term, the Council supports the development of a National Improvement Service, funded by the Welsh Government to share good policy and practice across Wales for the benefit of older people in care homes.</p>

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
		The Council will ensure that existing systems to address poor performance through the Escalating Concerns process are streamlined to align with the new arrangements.

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
<p>6.2 Care home providers, commissioners and CSSIW should develop informal and systematic ways in which to ensure they better understand the quality of life of older people, through listening to them directly (outside of formal complaints) and ensuring issues they raise are acted upon.</p> <p>Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement (see action 6.10)</p>		<p>Commissioned independent advocacy services for individuals in care homes through Age Connects - Cardiff and the Vale take on a role in representing the individual and collective concerns of residents. The Council also operates its own consultation programme, which reports annually to Scrutiny Committee.</p> <p>The Council currently consults routinely with residents within the care homes that it manages regarding their experiences within the home. The information received is reported back to the homes and actions plans are developed to address any concerns raised.</p> <p>Work is currently being undertaken to determine how this approach could be rolled out across the independent sector.</p>

RESPONSE TO OLDER PEOPLE'S COMMISSIONER – JANUARY 2015

Required Action	Outcome	Vale of Glamorgan Response
<p>6.7 Annual Quality Statements are published by the Director of Social Services in respect of the quality of life and care of older people living in commissioned and Local Authority run care homes. This should include:</p> <ul style="list-style-type: none"> • the availability of independent advocacy in care homes • quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss • how the human rights of older people are upheld in care homes across the Local Authority • the views of older people, advocates and lay assessors about the quality of life and care provided in care homes • geographic location of care homes <p>Further details of reporting requirements should be included as part of the Regulation and Inspection Bill.</p>	<p>Older people have access to relevant and meaningful information about the quality of life and care provided by or within individual care homes and there is greater openness and transparency in respect of the quality of care homes across Wales of the care they provide (Action 6.7, 6.8, 6.9, 6.10).</p>	<p>The Council will develop and publish Annual Quality Statements (AQS) regarding the quality of care of older people living in commissioned and Local Authority care homes in the Vale of Glamorgan. The published AQS will include direct feedback from older people, advocates and lay assessors. This will ensure that service users, carers, relatives and the general public will have access to appropriate information regarding the quality of care delivered in each individual care home so they can make informed choices when deciding on a placement within a home.</p>