

Further Response to Older People’s Commissioner – May 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>

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		<p><i>Further work is planned in this area during 2015/2016. Through the regional Social Care Workforce Development Programme, it is proposed that Cardiff and Vale Local Authorities will employ a specialist member of staff to develop and deliver a bespoke training programme for staff across the sector with regards to dementia training. The programme will include a range of modules including the following :</i></p> <ul style="list-style-type: none"> <i>• Raising Awareness of Dementia</i> <i>• Communication</i> <i>• Supporting the Individual</i> <i>• Managing Behavioural Changes</i> <i>• Empowering the Individual</i> <i>• Reminiscence.</i> <p><i>The programme will also be flexible in that additional modules can be developed and delivered as required during the year.</i></p> <p><i>This training will be available to staff in care homes across the area. This will be done via a range of delivery methods which will include group training sessions as well as working with individual staff groups / care homes if required.</i></p>

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		<p><i>Work has commenced with the Care Home Sector in the Vale of Glamorgan to develop a Quality Assurance framework. Good practice documents are being developed to support supervision processes within care homes.</i></p> <p><i>Within social services some additional capacity is being made available within the Contracting Team to work with care homes to review their processes. During 2015/2016 one of the key areas for the team to address relates to ensuring that these processes are embedded in care homes, providing support for staff whilst also ensuring quality care is provided. This work is being led by the Head of Business Management and Innovation within Social Services</i></p>

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<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>

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		<p><i>In addition to encouraging local communities to work with care homes, the 50+ Forum in the Vale of Glamorgan attended a meeting of the Care Home Forum in 2014/2015 to share with them the work of the Forum and to develop ways in which individuals in care homes could become active in the work and activities of the 50+ Forum. Directly after this, some care homes supported residents to attend a tea dance arranged by the 5+ Forum, which was enjoyed by those who attended. Homes also fed back the positive impact this had on those who attended and are keen to work with the 50+ Forum on similar initiatives on an ongoing basis.</i></p> <p><i>The work programme for the Care Home Forum in 2015/2016 includes reviewing the current befriending programmes which operate across the Vale to evaluate the benefit for residents and to share best practice.</i></p>

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<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><i>During 2014/2015, the results of this consultation was that</i></p> <ul style="list-style-type: none"> • <i>WiFi is being introduced into the care homes to extend the options the residents have to contact family and friends</i> • <i>Changes to staff practices now means that staff eat meals and take tea breaks with the residents which, for some residents, has had a positive impact on their level of engagement</i>

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		<p>Work is currently being undertaken to determine how this approach could be rolled out across the independent sector.</p> <p><i>As outlined above the Council has worked with the Vale of Glamorgan 50+ Forum to understand the issues for older people that are raised with them. This work will continue in 2015/2016</i></p> <p><i>As part of the ongoing quality assurance work with providers, during 2015/2016 the Care Home Forum will share information gathered thorough all care homes to understand the issues being raised by care home residents, monitor the action taken to address them and share best practice</i></p>