

THE VALE OF GLAMORGAN COUNCIL

HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE: 14TH
SEPTEMBER, 2021

REFERENCE FROM CABINET: 19TH JULY, 2021

**“C642 CLOSURE OF INDEPENDENT RESIDENTIAL CARE HOMES (SCH)
(SCRUTINY – HEALTHY LIVING AND SOCIAL CARE) –**

Following a concern raised regarding the quality of care provided at Island View Care Home, the proprietors took the decision to close.

By the end of June 2021 all residents had been found alternative care homes and so the home formally closed.

A further care home, Tower Hill in Penarth, had also made the decision to close. The proprietors had made this decision for personal reasons.

Councillor Gray noted the amount of work that Officers had completed with regards these matters and highlighted the current fragility in the market. It was important to note that the closing was delayed whilst the Council made alternative provision for the residents. The Council has 4 care homes who were able to draw upon staffing expertise and placement knowledge across the Vale of Glamorgan and were able to respond quickly and were able to accommodate the wishes of some groups of residents to move as a group where possible.

Councillor Gray said also that COVID-19 was not the only factor at play and that the sector was changing with more people also opting to have more support at home, recruitment challenges and financial considerations. He praised how closely in touch the Vale of Glamorgan Council was with private care providers.

The Leader also suggested that the staff in Social Services and the proprietor of Tower Hill Care Home be thanked for all their work.

This was a matter for Executive decision.

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the closure of Island View Care Home and the associated reduction in residential care capacity in the Vale of 40 registered beds be noted.

(2) T H A T the positive work completed by Social Services in reassessing all the residents and facilitating them to move to alternative provision be noted and the staff formally thanked for ensuring that the service continued.

(3) T H A T Tower Hill Care Home in Penarth had also made a decision to close be noted and that the proprietor at Tower Hill Care Home be thanked for their past partnership working and best wishes were extended to them for the future.

(4) T H A T the approach taken by the Regional Commissioning Board (sub-group of the Regional Partnership Board) to urgently review the stability of the care home sector be endorsed.

(5) T H A T the report be referred to Healthy Living and Social Care Scrutiny Committee for consideration.

Reasons for decisions

(1-3) Having regard to the contents of the report and discussions at the meeting.

(4) To endorse the need for further work to take place quickly regarding the stability of the care home sector in the Vale.

(5) To ensure that Scrutiny Members had the opportunity to consider the issues in the report.”

Attached as Appendix – Report to Cabinet: 19th July, 2021

Meeting of:	Cabinet
Date of Meeting:	Monday, 19 July 2021
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Closure of Independent Residential Care Homes
Purpose of Report:	To update Cabinet on the closure of a privately operated care home
Report Owner:	Cabinet Member for Social Care and Health
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	This is an issue which affects all areas of the Vale of Glamorgan
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • Following a concern raised regarding the quality of care provided at Island View the proprietors took the decision to close. • By the end of June 2021 all residents had been found alternative care homes and so the home formally closed. • A further care home, Tower Hill in Penarth has also made the decision to close. The proprietors have made this decision for personal reasons. 	

Recommendations

1. That Cabinet notes the closure of Island View care home and the associated reduction in residential care capacity in the Vale of 40 registered beds.
2. That Cabinet notes the positive work completed by Social Services in reassessing all the residents and facilitating them to move to alternative provision.
3. That Cabinet notes that Tower Hill care home in Penarth has also made a decision to close.
4. That Cabinet endorse the approach taken by the Regional Commissioning Board (sub-group of the Regional Partnership Board) to urgently review the stability of the care home sector.
5. That the report is referred to Healthy Living and Social Care Scrutiny Committee for consideration.

Reasons for Recommendations

1. & 3. To ensure that Cabinet is aware of recent developments in care homes in the Vale of Glamorgan.
2. To allow Cabinet to exercise effective oversight of this key area of work and be assured effective care arrangements are in place for the affected residents.
4. To ensure that Cabinet endorses the need for further work to take place quickly regarding the stability of the care home sector in the Vale.
5. To ensure that scrutiny members have the opportunity to consider the issues in this report

1. Background

- 1.1 Care home providers operate throughout the Vale of Glamorgan providing nursing or residential care to our residents. Placements in these homes are commissioned separately by private individuals who fund the care themselves, the Council and the health board. In some cases authorities from outside the Vale also commission placements in homes in the Vale of Glamorgan. The Vale of Glamorgan Social Services directorate currently commissions 41% of the registered beds in care homes for older people.
- 1.2 The Vale of Glamorgan Social Services Directorate has safeguarding responsibilities for all of the residents in care homes in the Vale of Glamorgan.
- 1.3 Care Homes are inspected by Care Inspectorate Wales (CIW) and each home is required to satisfy Vale of Glamorgan Social Service requirements before being considered as an Approved Provider for individual placements to be commissioned.
- 1.4 The Council also directly provides residential care through four care homes namely, Ty Dewi Sant in Penarth, Cartref Porthceri and Ty Dyfan in Barry, and Southway in Cowbridge.

- 1.5 Where concerns emerge regarding the quality of care provider performance meetings are convened under the Escalating Concerns Procedures. This includes close monitoring of the care home from a contractual and residential perspective and progress is reviewed on a regular basis via the Provider Performance meetings. This can be escalated to potentially home closure if quality isn't improved and maintained.
- 1.6 Vacancy rates in care homes have been much higher due to the impact of the pandemic which has resulted in lower number of admissions to care homes. Welsh Government have provided additional funding to care homes throughout the pandemic. This has predominantly been through a per bed increase in funding and a payment for voids. The future funding arrangements are being reviewed by Welsh Government and it is expected that this support will reduce over time.
- 1.7 Difficulties providing care across the whole sector have been compounded by the sickness of staff and the need to isolate as part of the pandemic restrictions.

2. Key Issues for Consideration

- 2.1 Concerns regarding Island View care home were raised by a whistle-blower to CIW and then followed up through a CIW Inspection. Provider Performance Procedures were initiated immediately, and Corrective Action Plans put in place. The owner and Responsible Individual decided to close the home. Regulatory breaches were issued by CIW and these still stand and will remain if the property is sold as a care home in the future.
- 2.2 Social workers deployed to the home ensured that residents were provided with as much choice as possible regarding their future placements.
- 2.3 All residents from Island View moved from the home to their new placements between 12th and 29th June, 2021.

Inevitably planning and facilitating residents to move took some time. During this period Social Services deployed the Operational Manager for Residential Care and Compliance to check on the home daily.
- 2.4 In the case of a different Care Home, Tower Hill in Penarth, the provider has decided to close the business, even though there are no concerns regarding the quality of care. The provider agreed to delay closure of Tower Hill until the closure of Island View had been concluded.
- 2.5 The closure of these two homes indicates the fragility of the care home sector and how the Vale of Glamorgan Council relies upon independent providers for the majority of care home beds for our residents.
- 2.6 It is evident that because this council directly provides care homes it has been able to support the safety of residents at Island View while arrangements for moves were made and has also been able to provide a home for residents to move to. This also had a significant factor in being able to provide contingency plans.

- 2.7** The regional commissioning board is required to produce a Market Stability Report in 2022. It is evident that the fragility of the care home sector cannot wait for this piece of work and so the Vale of Glamorgan Council has joined Cardiff Council in the commissioning of a piece of work reviewing the current position in the care home sector and developing a Market Position Statement.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** Long-term – Considering ability across Directorates to meet long-term demands and horizon scanning in relation to our safeguarding responsibilities.
- 3.2** Integration – Considering how the public body’s well-being objectives may impact upon each other of the well-being goals, on their objectives, or on the objectives of other public bodies.
- 3.3** Involvement – Ensuring voices of the adults in the homes and their relatives are acknowledged and respected in all our interactions and service planning.
- 3.4** Collaboration – Partnership working with Cardiff and Vale University Health Board and accountability and understanding of our safeguarding roles and responsibilities.

4. Resources and Legal Considerations

Financial

- 4.1** There are some financial resource implications arising from this work, as bed prices vary and some individuals were assessed as requiring nursing care. At the time of writing this report, where Social Services are liable to meet the costs of care, the full cost of providing care to the residents who have to move will be covered from within the current Social Services budget.

Employment

- 4.2** There are not employment implications for the Vale of Glamorgan Council however there clearly are for the closing homes. A number of staff have been appointed by other care homes.

Legal (Including Equalities)

- 4.3** Legislation requires the Local Authority to make arrangements for ensuring the function to discharge their duties, having regard to the need to safeguard and promote the welfare of children and adults at risk. The Social Services & Wellbeing (Wales) Act 2014 and codes of practice issued under the Act, makes it clear that Safeguarding Children and Adults at risk of abuse and neglect is everyone’s responsibility.

5. Background Papers

None.