

No.

HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a remote meeting held on 13th June 2023.

The Committee agenda is available [here](#).

The recording of the meeting is available [here](#).

Present: Councillor J.E. Charles (Chair); Councillor N.C. Thomas (Vice-Chair); Councillors I. Buckley, C.A. Cave, A.M. Collins, M. Cowpe, R. Fisher, E.J. Goodjohn, J. Lynch-Wilson, J.M. Norman, and C. Stallard.

Also present: Councillors E. Goodjohn, C.P. Franks, W.A. Hennessy, G. John (Cabinet Member for Leisure, Sport, and Wellbeing), R.R. Thomas and E. Williams (Cabinet Member for Social Care and Health).

108 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Democratic and Scrutiny Services Officer read the following statement: “May I remind everyone present that the meeting will be live streamed as well as recorded via the internet and this recording archived for future viewing”.

109 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 16th May 2023 be approved as a correct record subject to the following points being noted as raised by Councillor M. Cowpe:

- (1) Minute number 24 – Llais Wales Presentation – Bullet point 5 – Page 4. Replace the word “replaced” with “were in addition to” to more accurately reflect that the University Health Board Complaints Process was still in operation,
- (2) Minute number 25 - Performance Evaluation Inspection Report – Bullet point 8 – Page 6. Replace the second use of the word “comment” with “reactions” to more accurately differentiate between the negative comments and positive reactions received via the social media channel.

110 DECLARATIONS OF INTEREST –

No declarations of interest were received.

111 CARDIFF AND VALE OF GLAMORGAN DEMENTIA STRATEGY UPDATE -

Guests from the Cardiff & Vale Regional Partnership Board provided an update PowerPoint presentation on the Cardiff and Vale Dementia Strategy 2018 – 2028 in response to an historical request for a presentation within the Committee's forward work programme.

The Executive Director for Cardiff & Vale University Health Board, supported by several colleagues, set out the vision of the Strategy to ensure that, by 2028, the population of Cardiff and the Vale of Glamorgan would be dementia aware and would reduce its risk of dementia. People with dementia would have equitable and timely access to a diagnosis; they would have person centered care delivered locally with kindness and carers would feel supported and empowered.

Presenters apprised the Committee on the eight strategic objectives laid out within the Strategy as well as the key national strategic documents which informed and worked alongside the Strategy, project delivery of the dementia programme (2022-23), the programme governance structure, and proposed outcomes of the dementia programme as follows:

- Reduced waiting times for assessment and diagnosis,
- Increased numbers of dementia friendly businesses and communities,
- Reduced attendances at A&E,
- Reduced unplanned admissions to hospital / long term care, and
- Increased numbers of workforce trained through the Good Work Framework for Dementia.

Following the presentation and subsequent questions raised by the Committee, the guest presenters offered additional points of advice as follows:

- The first port of call for any individual who was starting their journey on seeking advice and support in relation to a dementia diagnosis was always through their GP primary care. A communications plan was currently under development to set out the various informative materials already available, the most appropriate individuals to sign-post to as well as where individuals could go to access the information as soon as possible. Support and information was also available via the Dementia Friendly Vale website as well as via dementia friendly businesses across the Vale of Glamorgan designed to educate individuals and provide a one stop shop process when learning about dementia.
- Once an individual had received a formal dementia diagnosis, they would be assigned a memory link worker who would signpost them to the most appropriate and available support for themselves and their family members.
- To avoid there being a heavy reliance on businesses to pass on information as part of the building dementia friendly communities approach, which was not always appropriate in the more rural areas of the Vale of Glamorgan as there were not many businesses to utilise, the communications plan under development would look to utilise all public settings to pass on information such as bus stops and / or local libraries. As well as hard copy information materials, the communications plan would also look to explore how word of

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mouth in local communities could be utilised via local groups/organisations to pass on information and advice.

- In relation to specific areas of work being undertaken to educate and signpost individuals touched by dementia within rural areas of the Vale of Glamorgan, examples would be provided to Councillor Cave following the meeting.
- Memory link workers would help carers as well as the individual diagnosed with dementia to navigate all aspects of care and support available to them. This would ensure that families were directed to the right services and not having to access multiple points of contact to access different aspects of care as it was acknowledged that it could be a very confusing process and time for families.
- If an individual was admitted to hospital without having a dementia diagnosis but concerns were raised by the carer(s) of the individual a process was in place to signpost individuals to the Memory Team or Intermental Health Service within the in-patient setting to ensure the most efficient and appropriate care journey for the individual. It was acknowledged that having an individual undiagnosed in hospital could be the worst place for the individual's mental health.
- In terms of meeting the one stop shop approach out in the communities, Community Liaison Team colleagues would go to outside care meetings and visit outside of the hospital organisations and/or settings such as doctor surgeries to answer queries from individuals presented to them at location.
- The Dementia Training Team would also provide all levels of training to health care staff, local authority staff and third sector organisations, as necessary, to ensure that individual queries were answered and sign-posted appropriately. The ongoing focus was the 'reach' of the aforementioned services so that all members of care staff were aware of how to work across teams and signpost individuals to the correct colleagues.
- Hospital bed availability was an ongoing challenge across medical sites whether that be for medical or mental health beds. For an individual who had been assessed as requiring a mental health bed, staff from the Community Liaison Team would visit the patient daily and work with staff on the current ward to support the individual wherever they were based until the patient could be moved. Staff would also work with the React support team to help return individuals to their home and therefore ease bed pressures.
- In relation to older individuals with a dementia diagnosis, the service would aim to keep the individual in their own home as long as was possible. The NHS approach was less about the number of beds but more about directing the individual to the right place, whether that be home or a placement within a care home as soon as possible. Several referrals to mental health beds in recent years was because of carer breakdown so, it was recognised that the services offered to an individual needed to be matched to the family and the circumstances around the patient.
- Presenters were grateful to hear the personal experiences shared by members of the Committee in relation to:
 - A lack of education available to individuals who found themselves in a new caring position,
 - The taboo of families not seeking care support until their loved-one's condition had significantly deteriorated and managing their loved-one's care

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within the family unit,

- Carers struggling to navigate and keep up with the various aspects of support available to them because there was not a single information source or individual to approach,
- Carers being concerned that their loved-one was more vulnerable once they had entered a hospital setting and that their basic needs were not being met,
- Taking a long time to receive a dementia diagnosis in the first place via the GP.

By way of reassurance, a lot of work was being done with the liaison team to assess the psychiatry of an individual and therefore upskill ward staff on how best to offer care for the individual. The liaison team were also tasked with promoting the 'Read About Me' scheme operated within hospital wards as well as re-establish 'John's Campaign' as those were the basic needs to be met for an individual.

- Most of the mental health beds currently available within the Vale of Glamorgan were located in the University Hospital Llandough and were grouped over a number of wards in the east corridor. Respite beds were also available at this location. The young onset dementia ward was located at Barry Hospital.

With no further comments or questions, the Committee subsequently

RECOMMENDED – T H A T the content of the update presentation be noted with thanks passed to NHS Wales colleagues for their time.

Reason for recommendation

Having regard to the content of the update presentation on the Cardiff and Vale of Glamorgan Dementia Strategy 2018 – 2028 and its vision that the population of Cardiff and the Vale of Glamorgan be dementia aware and reduce its risk of dementia by 2028.

112 VALE OF GLAMORGAN COUNCIL: ANNUAL PERFORMANCE CALENDAR 2023/24 (REF) -

The reference from Cabinet on 25th May 2023 was introduced by the Director of Social Services.

Appendix A to the report outlined a rolling programme of collaborative work with Members throughout the 2023/24 Annual Performance Calendar to develop their skills and knowledge and strengthen their involvement in shaping and refining the key plans, reports and processes that would support them in their key role of assessing whether the Council was achieving its Well-being Objectives, delivering value for money, and improving the well-being of its citizens.

The Committee was requested to consider the Cabinet Reference, with any views being referred back to Cabinet.

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With no comments or questions raised, the Committee subsequently

RECOMMENDED – T H A T both the Cabinet Reference and appended Vale of Glamorgan Council Annual Performance Calendar 2023/24 be noted.

Reason for recommendation

Having regard to the content of the reference to ensure the Council fully discharged its duties under both the Well-being of Future Generations (Wales) Act 2015 and the Local Government & Elections (Wales) Act 2021 to publish annual Well-being Objectives, keep performance under review and consult and report on its performance through an annual self-assessment relating to the previous financial year.

113 JOINT AREA PLAN (DSS) –

The Director of Health and Social Care Integration for the Cardiff and Vale Integrated Health and Social Care Partnership, Cath Doman, with support from the Head of Partnerships and Assurance, Meredith Gardiner, presented the report, the purpose of which was to outline the statutory obligation of the Cardiff and Vale Regional Partnership Board (RPB) via the Social Services and Well-being (Wales) Act 2014 to prepare a Joint Area Plan (JAP) (attached at Appendix 1 to the report) in response to requirements identified within the region's Population Needs Assessment.

The JAP provided a description of the range and level of services proposed to be provided or arranged in response to the care and support needs, including the support needs of carers. As a lead statutory partner, the Vale of Glamorgan Local Authority was statutorily required to collaborate with the Health Board and other Local Authority partners within the region to prepare, develop and assure the JAP before final approval by the RPB at its scheduled meeting in July 2023.

The guest presenters apprised the Committee on the RPB commitments for 2028, as set out at paragraph 2.2 of the covering report and advised that detailed delivery plans were being established to ensure progression towards the set commitments, identifying the key enabling support required to achieve stated goals and relevant timescales whilst also ensuring that effective links were made with activities already being delivered by partner organisations.

Following the report presentation, and subsequent questions from the Committee, the presenters added the following points of advice:

- The RPB was in the process of compiling a delivery plan to support the JAP that would encompass smart outcome objectives to monitor and plan progress as was ongoing standard practice. The regional information sharing website in relation to the JAP had recently been launched to support achieving the eight outcomes identified. Live data in relation to the JAP was updated on a weekly basis providing a much sounder and well-rounded idea of the needs of the population. The RPB also submitted reports on a

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quarterly basis to Welsh Government as well as bringing an annual report to the Committee providing a retrospective view as a partnership.

- The delivery plan currently being drafted was scheduled to be presented to the next meeting of the Regional Partnership Board in July 2023 and once approved, would be regularly scrutinised over the lifetime of the plan. The RPB would be happy to bring the delivery plan to a Scrutiny Committee in the future.
- Following the establishment of the Young Carers Charter, work was underway to raise awareness of the Charter, unpaid carers, and their role, to make sure that information available to young carers was more readily accessible for young people and the community around them.
- In terms of carer assessments picked up within the Unpaid Carers Charter, more work was needed to raise awareness of the carers gateway service for individuals to access support. The service was funded but needed to have a higher profile with third Sector organisations.

In conclusion, the Director of Social Services advised that with regards to the working relationship of South Wales Police and their involvement in being called to mental health incidents, as per the point raised by the Vice-Chair, the progress of this would be monitored via separate routes to the JAP and therefore was not appropriate to incorporate within the JAP.

There was limited scope to amend the JAP content following comments from the Committee, especially in light of historical scrutiny having already taken place outside of the Council, but it was proposed that, to reflect the issues raised by Members, that it be reiterated through-out the plan that references to Unpaid Carers also referred to Young Carers and the associated Charter to pick up on the request of the Vice-Chair and subsequent comments from the Committee.

With no further comments or questions, the Committee subsequently

RECOMMENDED – T H A T the Joint Area Plan commitments as set out in both the covering report and appended Cardiff and Vale Regional Partnership Board Joint Area Plan 2023-28 be noted.

Reason for recommendation

Having regard to both the covering report and appended plan to meet the statutory obligation of the Cardiff and Vale of Glamorgan Regional Partnership Board via the Social Services and Well-being (Wales) Act 2014 to prepare a Joint Area Plan and collaborate with the Council as a lead statutory partner on requirements identified within the region's Population Needs Assessment.

114 FAMILY INFORMATION SERVICE ANNUAL REPORT 2023 (DSS) –

The Social Care Information Team Manager presented the report, the purpose of which was to update Committee on the performance of the Vale Family Information Service (FIS) during 2022-2023.

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The Officer advised that the FIS played a vital role in contributing to the Information, Advice and Assistance (IAA) requirement of the Social Services and Well-being (Wales) Act 2014. The FIS enabled the Council to fulfil its responsibilities under the Child Care Act 2006, Section 27, regarding the provision of prescribed information to parents and prospective parents, on childcare and other services or facilities.

The Team Manager apprised the Committee on key achievements, challenges, and enquiries for the Service over the previous twelve months as well as key actions for 2023/24 for the service as set out within the SWAY Annual Report hyperlinked within the executive summary for the covering report.

With no comments or questions raised, the Committee subsequently

RECOMMENDED –

(1) T H A T the 2023 Annual Report of the Vale Family Information Service and the work undertaken to support parents / carers and providers in the Vale of Glamorgan be noted.

(2) T H A T a further annual update on the Family Information Service be received by the Committee.

Reasons for recommendations

(1) Having regard to both the covering report and appended Vale Family Information Service Annual Report 2023 to ensure effective oversight of the important area of social services activity.

(2) To ensure Scrutiny Committee continues to be updated with regard to the Family Information Service.

115 ANNUAL REVIEW OF COMMISSIONED SERVICES TO ADULTS WITH A CARE AND SUPPORT NEED (DSS) –

The Head of Resource Management and Safeguarding, with support from the Operational Manager for Commissioning and Finance, presented the report, the purpose of which was to outline the activity undertaken regarding commissioned services for adults with care and support needs, and the priority actions for 2022/23 as well as the commissioning priorities for the wider Directorate in 2023/24.

In addition to the key issues for consideration as set out through paragraphs 2.1 – 2.11 of the covering report, the Head of Services also advised the Committee that:

- Recruitment remained a critical issue for the sector, particularly within domiciliary care, with providers reporting low numbers of staff being recruited and retained. The Fast Track to Care training programme continued to be delivered and allowed for potential care staff to receive all necessary training via the Council's Training Department. At the end of the training, details of employment opportunities with both internal and external providers were

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given to attendees to encourage them to take up employment opportunities within the Vale of Glamorgan. The Council had implemented the Real Living wage which had had a positive impact on the lowest paid and had reduced the pay differential between domestic and care staff. Without these increases in salary, some care providers would have been in an extremely difficult staffing position. As at the end of March 2023, residential homes reported average occupancy levels of 92% and nursing homes 95%. At the time of the meeting, there was only one individual waiting for a start date for a care home placement.

- As of Friday, 9th June 2023, there were 25 citizens who had been assessed as requiring care and support at home, who were waiting for a domiciliary agency to take their care package. Whilst the Council had reduced the numbers waiting for packages this remained an area of significant pressure. The Western Vale was a particularly challenging area to commission home care services. Work had been undertaken with domiciliary care providers to support them in this area and an Accelerated Cluster Model was being developed for this area.
- Positive relationships with social care providers continued, with monthly forums taking place. These relationships were recognised by providers presenting the Council with 'The Covid Heroes – Best Local Authority Supporting Care Homes' award at the Wales Care Awards in October 2022. Also, in support of building working relationships, a Regional Commissioning Board was in place, chaired by the Director of Social Services in the Vale of Glamorgan, to ensure an aligned regional approach with partners.
- The Vale of Glamorgan Council provided a significant increase in funding to enable the fee uplifts in pay rates being awarded to providers for 2023/24. The budget for 2023/24 was £50.1m which was an increase of £7.6m from the 2022/23 budget.

Following the report presentation, the Vice-Chair offered the Committee's congratulations to staff on receiving 'The Covid Heroes – Best Local Authority Supporting Care Homes' award and acknowledged that recruitment remained difficult for all Local Authorities and therefore an identified priority for all, which justified the increase in pay rates as advised.

With no further comments or questions raised, the Committee subsequently

RECOMMENDED -

- (1) T H A T the ongoing challenges and demand for commissioned social care services be noted.
- (2) T H A T a further Annual Review of Commissioned Services for Adults with a Care and Support Need be received by the Committee.

Reasons for recommendations

- (1) Having regard to the content of the report to provide Members with an opportunity to exercise oversight of the key statutory function.

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(2) To ensure Scrutiny Committee continues to receive an annual update for its consideration and information.