

**Report of the Cabinet Member for
Services for Adults and Vulnerable People**

Cabinet – 14 April 2015

**WESTERN BAY RESPONSE TO THE OLDER PEOPLES COMMISSIONER
FOR WALES REPORT ON CARE HOMES IN WALES 'A PLACE TO CALL
HOME'**

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| Purpose: | To provide Members with the background to the Older Peoples Commissioners (OPC) report 'A place to Call Home' To inform Members of the OPCs requirements for action contained within the report. |
| Policy Framework: | Sustainable Social Services for Wales: A Framework for Action |
| Reason for Decision: | To seek endorsement of the Western Bay response to the OPC report and the requirements for action therein. |
| Consultation: | Legal, Finance and Access to Services. |
| Recommendation(s): | It is recommended that Cabinet: 1) Note the Swansea position within the Western bay response to the OPC report. 2) Endorse the Western Bay response to the OPC report and the requirements for action identified within. 3) Support the Western Bay collaborative approach to develop and improve the quality of life for care home residents |
| Report Author: | Deborah Driffield |
| Finance Officer: | Chris Davies |
| Legal Officer: | Debbie Smith |
| Access to Services Officer: | Catherine Window |

1.0 Background

The Older Peoples Commissioner for Wales is invested with powers that include the requirement to review the way in which the interests of older people are safeguarded and promoted when public bodies discharge their functions, or fail to discharge their functions. The Commissioner also has the discretion to publish the findings of any such reports, where the Commissioner chooses to issue a report and recommendations following a review, she may request that the recommendations are responded to by the bodies reviewed, and can specify the timetable and reporting requirements for this.

In November 2014, Sarah Rochira the Older Peoples Commissioner for Wales undertook a review of over 100 care homes across Wales. The review was the biggest of its kind in Wales and looked at: -

- The residents social participation
- The care home environment
- Access to health care services
- Food and diet
- Care home staff capacity and training
- Service commissioning and inspection

The OPC will use the review findings to set a new benchmark in respect of the duty of care owed to older people and to provide a high level assessment of those areas where change is required. The OPC will also set out how compliance against these actions will be reported and how assurance will be provided that the intended outcomes have been delivered.

On the whole, the review found many excellent examples of person centred care that was delivering the very best outcomes for people living in care homes. Specific examples of good practice within the Western Bay region can be found on pages 62, 72, 85 and 88 of the report.

Notwithstanding this, the report also found significant variation in the quality of care homes across Wales, and concluded that too many people living in care homes had little in the way of any meaningful choice and control over their lives and often struggled to have their voices heard: few care homes actively promote the use of independent advocacy.

The report findings culminated in the OPC issuing a set of requirements for action, that make clear what needs to be in place across the wider system to ensure that quality of life underpins residential and nursing care at every level from commissioning of services through to the front line delivery of care.

As a result the OPC has requested (in line with the Commissioner for Older Peoples (Wales) Act 2006), that all bodies responsible for providing / commissioning care home services, provide an account of: -

- How they have complied , or propose to comply with the Commissioners requirements for action **OR**
- Why they have not complied with the Commissioners requirements for action **OR**
- Why they do not intend to comply with the Commissioners requirements for action.

2. **Western Bay response to OPC report**

As part of the Western Bay Collaborative, Bridgend, Neath Port Talbot and Swansea local authorities and ABMU HB have elected to submit a Western Bay response to the OPCs '*A place to call home report and 'required actions'*' (see **Appendix 1**).

In collaborating to develop a single response to the requirements for action Western Bay partners have built on an already well-established joint approach to working to improve the quality of the care home sector in the region. The Western Bay response recognises the individual statutory responsibilities of our four organisations but uses the mechanism of regional partnership working to identify the issues we need to address individually and collectively in all our organisations.

The response has also provided an opportunity to:-

- Record a Western Bay baseline position on the required actions, thus ensuring a collaborative approach with CSSIW, Care Council for Wales, Welsh Government and others.
- Test out our self-assessment with providers, working with them to ensure they contributed to our response. This will be used to design a detailed action plan in due course. Initial discussions have already been held with Welsh Government policy lead for this area who sits on the Western Bay Community Services Project Board.

The response highlights areas of best practice in the Western Bay area. Similarly, new opportunities to collaborate have emerged and key areas highlighted for new models of person centred care to be developed. Examples of best practice in our region include:

- The development of regional quality standards for care homes which incorporate the values work being taken forward by the 'Action After Andrews' team in ABMU HB
- Lay visiting schemes for Local Authority Members to visit all care homes
- The psychiatric outreach model in Bridgend
- The Local Enhanced Service for Care Homes in primary care across the area

- Good practice in person centred dementia care developed in partnership with David Sheard to ensure care home workforce are skilled in meeting the needs of all residents
- Working with the third sector including the Age Cymru advocacy service

However, despite identifying areas of good practice, our response has also identified variability across the region and the need to work at a local, regional and national level to support improvement across the sector. It must be recognised that whilst some good practice can be achieved through remodelling current resources, some service developments have significant resource implications which are especially challenging in the current climate.

The Western Bay response to the OPC report emphasises the quality of life of those care home residents, and how the regional quality framework has been coproduced with providers as the cornerstone of our commissioning approach to focus on individual outcomes, and specifically their quality of life. This is based on best evidence of what matters to people in care homes, including, *My Home Life Cymru*, *The fundamentals of Nursing Care*, *Anticipated CSSIW Quality Judgement Framework*, *the Senses Framework* and *ABMU's Andrew's Values*. Local care home contracts will include the regional quality framework and contract monitoring aligned to review in accordance with the standards.

3. Next Steps

The OPC will require

- The public bodies to whom Requirements for Action are directed to demonstrate what action they will take to comply with them.
- The publication of a register detailing Requirements for Action and what action will be taken by public bodies.
- Mechanisms to be agreed and adopted to provide assurance that the actions identified by public bodies will deliver the intended outcomes.

Western Bay partners will: -

- Develop a business cases to support further investment in advocacy services, continence services, psychiatric liaison and medicines management
- Develop a regional commissioning strategy which sets out clearly the purpose of, and capacity required within, the care home sector in the future and its role alongside other community based elements of the Western Bay frailty model, which seek to delay and prevent the need for care home admission.
- Using the baseline position as a starting point, we will develop a detailed action plan and supporting programme of work to ensure full compliance with the OPC's requirements for action
- To work in collaboration with the care home sector, and older people and those that care for them, to deliver a coordinated approach to improving care home provision across the Western Bay region

4.0 Equality and Engagement Implications

4.1 The EIA process will commence as part of the business case and regional commissioning strategy indicated in next steps in point 3.

5.0 Financial Implications

5.1 The financial implications will be considered as part of the business case and regional commissioning strategy indicated in next steps in point 3.

6.0 Legal Implications

6.1 There are currently no legal implications in relation to this report.

Background Papers:

A Place to Call Home - A review into the Quality of Life and Care of Older People Living in Care Homes in Wales.

Letter to OPC - A Place To Call Home Required Actions – Integrated *Draft* Response from ABMU Health Board, Bridgend County Borough Council, Neath Port Talbot County Borough Council and City and County of Swansea

Appendices:

Appendix 1 - Western Bay response to the OPCs '*A place to call home report and 'required actions'*'.