

**Scrutiny Inquiry of Social Care at Home–
Cabinet Action Plan for Supporting Older People to Remain in their Own Homes**

Recommendation	Action already being undertaken	New Action Proposed	Timescale	Responsible Officer
<p>1. Recommendation 1 Expands and enhances the reablement service Outcome Timeframe:</p>	<p>Implementation of the Intermediate Care Fund has resulted in additional people receiving reablement and an increase in the number of beds in Bonymaen residential homes with dedicated support from nurses, therapists and social workers. Training has been provided for the statutory and private sector.</p> <p>Electronic Call Monitoring and a new management structure along with proper therapy led Reablement programmes in the Integrated Care Teams will improve outcomes for people and increase our ability to respond in a more timely way.</p>	<p>Evaluate need for an out of hours reablement service and redevelop commissioning approaches and training programmes to improve access and ensure that skills are developed across the statutory and private sectors.</p> <p>Review the functions and roles of the current reablement service as part of the commissioning review of domiciliary care and to address hospital discharge pressures.</p>	<p>The work plan for this will be the next 12 months</p> <p>December 2015</p>	<p>Head of Integrated Community Services</p> <p>Head of Integrated Community Services</p>
<p>COMPLETED – Progress:</p>				

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2.	<p>Recommendation 2 Moves the social care at home service from “time and task” to an outcome based system. Outcome: Timeframe:</p>	<p>An initial workshop, facilitated by APSE and attended by key stakeholders, has been held to develop a scope for a commissioning review of domiciliary care. A recent Provider Forum has been used to consult with existing domiciliary care providers on alternative models of delivery (including outcomes based delivery models) and to identify examples of best practice elsewhere to inform practice and the commissioning review.</p>	<p>Conclude commissioning review of domiciliary care, which has, as its scope, the reshaping and remodelling of domiciliary care services.</p>	<p>Commissioning review Timescale is November 2015.</p>	<p>Head of Adult Services & Commissioning Officer Domiciliary Care</p>
COMPLETED – Progress:					
3.	<p>Recommendation 3 Implements the Gower model across the Swansea area as planned Outcome: Timeframe:</p>	<p>The Integration of Health and Social Care now means that Integrated Community Services are being delivered geographically across the 3 hubs of Swansea, Central, North and West.</p>	<p>To effectively monitor and review impact of integrating services geographically, and on staff, to ensure the integrated services deliver outcome based services that promote safe health and social independence.</p>	<p>Ongoing</p>	<p>Head of Integrated Community Services</p>
COMPLETED – Progress:					

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4	<p>Recommendation 4 Protects day centres and respite services wherever possible</p> <p>Outcome: Timeframe:</p>	Both Day services and respite services are subject to ongoing review although priority has been given for the next 6 months to a review of domiciliary care services	Review day services and respite services as part of phase II of the commissioning review.	Start c. November 2015	Head of Adult Services & PO Service Provision
COMPLETED – Progress:					
5.	<p>Recommendation 5 Includes social contact as an element of care plans</p> <p>Outcome: Timeframe:</p>	<p>Social Contact should be included in care plans where required.</p> <p>Council signposts to a number of befriending schemes to promote social contact.</p> <p>New service developed in conjunction with a voluntary sector organisation to reduce isolation.</p> <p>Local Area Coordinators and Community Connectors are increasingly contributing to the development and support of these social support systems.</p>	<p>Continue to signpost and make use of Local Area Coordinators and Community Connectors to develop and grow voluntary support.</p> <p>Subject to the outcome of the Intake Team review, amend staff composition to create a multi disciplinary team to signpost appropriately.</p>	Ongoing	PO Prevention & Wellbeing
COMPLETED – Progress:					
6.	<p>Recommendation 6 Includes cleanliness and hygiene as an element of care plans.</p> <p>Outcome:</p>	Cleanliness and hygiene are included in care plans where required in order for an individual to achieve their desired outcomes.	Will form part of service specification arising from the commissioning review of domiciliary care services which includes personal and	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care

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Timeframe:		practical care in its scope.			
COMPLETED – Progress:					
7.	Recommendation 7 Undertakes a review of the information provided on the Council’s website with carers and service users. Outcome: Timeframe:	The City & County of Swansea website has been updated and re-launched (September 2014). Consultation with existing and potential clients and carers on the content and accessibility of the Social Services web content is ongoing.	To continue to monitor and review information on the Council’s website to ensure that there is sufficient detail written in a form that is accurate, accessible to everyone, and offers links and signposts to alternative support websites.	Ongoing	Corporate Communications & Public Information Officer
COMPLETED – Progress:					
8.	Recommendation 8 Expands the role of the intake team to be an “independence advice team”. Outcome: Timeframe:	-	An in depth review of the current Intake function will be undertaken to ensure that it is ‘fit for purpose’ and delivers on the prevention strategy.	August 2015	Head of Adult Services & PO Prevention & Wellbeing
COMPLETED – Progress:					
9.	Recommendation 9 Reviews the assessment process including the	A third sector broker has been recruited and sits within the Intake Team to signpost individuals to the	An in depth review of the current Intake function will be	August 2015	Head of Adult Services & PO Prevention &

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training needs and qualification of the Intake Team Outcome: Timeframe:	voluntary sector. This role will be evaluated and the impacts realised prior to November 2015. Three social workers have been placed back into hospitals to undertake assessments and reduce delayed transfers of care.	undertaken to ensure that it is 'fit for purpose' and delivers on the prevention strategy. Consideration be given to the inclusion of duty Health and Social Care Professionals within the Intake Team.		Wellbeing & Head of Integrated Community Services
COMPLETED – Progress:				
10. Recommendation 10 Ensures that local ward councillors are effectively engaged in locality approaches such as the Gower Model Outcome: Timeframe	The Integration of Health and Social Care now means that Integrated Community Services are being delivered geographically across the 3 hubs of Swansea, Central, North and West.	To arrange a presentation for Councillors on the new Integrated Community Services and the plans that are in place regarding the continuing evaluation of outcomes.	No later than September 2015	Head of Integrated Community Services
COMPLETED Progress:				
11. Recommendation 11 Involves external providers when any significant aspects of the service are redesigned Outcome Timeframe:	An initial workshop, facilitated by APSE and attended by key stakeholders, has been held to develop a scope for a commissioning review of domiciliary care. A recent Provider Forum has been used to consult with existing	Commissioning review to consult with stakeholders including staff and managers and/or their representatives throughout the review process.	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care

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		domiciliary care providers on alternative models of delivery and to identify examples of best practice elsewhere to inform the commissioning review.			
COMPLETED Progress:					

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12	<p>Recommendation 12 Adopts and implements the UNISON Ethical Care Charter</p> <p>Outcome:</p> <p>Timeframe:</p>	<p>Consultation commenced with key stakeholders on implications of adopting Unison's Ethical Care Charter.</p>	<p>Subject to further discussions, incorporate agreed aspects of Unison's Ethical Care Charter in the commissioning review of domiciliary care in order to develop sustainable service delivery and procurement models for domiciliary care.</p> <p>Continued monitoring of domiciliary care against agreed standards, developed as part of the commissioning review of domiciliary care, to ensure that care delivered, is of a quality standard and is provided by staff who have the skills to deliver the service and that feel that the</p>	November 2015	Director of People Chief Operating Officer, Social Services

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		job they do is valued.			
COMPLETED – Progress:					
13.	<p>Recommendation 13 Stipulates living wage in contracts Outcome: Timeframe:</p>	<p>Survey conducted with existing domiciliary care providers to establish current rates of pay of care workers in the sector. Consultation with existing providers on relationship between procurement methods, the terms and conditions of care staff and the recruitment and retention of those staff in the sector. Consultation commenced with key stakeholders on implications of adopting Unison's Ethical Care Charter.</p>	<p>To incorporate the implications of adopting Unison's Ethical Care Charter in the commissioning review of domiciliary care in order to develop sustainable service delivery and procurement models for domiciliary care.</p>	November 2015	Director of People Chief Operating Officer, Social Services
COMPLETED – Progress:					
14	<p>Recommendation 14 Reviews the use of zero hours contracts Outcome: Timeframe:</p>	<p>Survey conducted with existing domiciliary care providers to establish current usage of zero hours contracts. Consultation with existing providers on relationship between procurement methods and the terms and conditions of care staff and the recruitment and retention</p>	<p>To incorporate the findings in respect of the use of zero hours contracts in the commissioning review of domiciliary care in order to develop sustainable service delivery and procurement models for</p>	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care

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	of those staff in the sector. Consultation commenced with key stakeholders on implications of adopting Unison's Ethical Care Charter.	domiciliary care.			
COMPLETED – Progress:					
15.	Recommendation 15 Holds a stakeholder conference for all partners and providers to discuss the future of social care at home and shared principles going forward- models of home care. Outcome: Timeframe:	APSE workshop held to develop the scope of a commissioning review of domiciliary care. Provider Forum used to consult with existing providers on alternative models of service delivery.	Commissioning review to consult with stakeholders and/or their representatives throughout the domiciliary care review process.	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care
COMPLETED – Progress:					
16.	Recommendation 16 Publishes a simple “ map “ of the home care process on the Council's website that can be downloaded and printed . Outcome: Timeframe:	New domiciliary care project group to streamline internal processes and improve existing care pathways.	Develop simple user-friendly map of home care process following the interim revision of care pathways in to a domiciliary care service. Once the commissioning review of domiciliary care, which incorporates Carers in	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care

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			its scope, is concluded review and update map accordingly.		
COMPLETED – Progress:					
17.	<p>Recommendation 17 Provide a simple up to date list of who to contact when you need help on the Council’s website that can be downloaded , printed and circulated..</p> <p>Outcome: Timeframe:</p>	<p>The City & County of Swansea website was re-launched in September 2014 post evidence gathering by the Social Care At Home Scrutiny Inquiry Panel. There is a list, as described in the report available at http://www.swansea.gov.uk/contact/socialservices</p>	To continue to monitor and review information on the Council’s website to ensure that there is sufficient detail written in a form that is accurate, accessible to everyone, and offers links and signposts to alternative support websites.	Ongoing	Corporate Communications & Public Information Officer
COMPLETED – Progress:					
18.	<p>Recommendation 18 Ask the Health Board to review the system for providing basic support items eg. Incontinence pads.</p> <p>Outcome: Timeframe:</p>	<p>The integration of Community Services, bringing together Health and Social Care, has resulted in a new referral process via the Intake Team.</p> <p>Continance products are currently assessed and prescribed by a district nurse and more complex continence issues are managed by the HB wide Continance service. There are no proposed changes to this process at this point</p>	Monitor and review the effectiveness of the new referral process and service.	Ongoing	Head of Integrated Community Services

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19.	Recommendation 19 Holds local events for community connectors to network with councillors and other informal connectors Outcome: Timeframe:	Community Connectors already hold local networking meeting which local councillors have been invited to, albeit not routinely or across all areas	Ensure that councillors and other informal connectors are invited routinely to local network meetings. Focus on co-ordinating activities across the range of voluntary agencies to ensure that there are an appropriate variety of places, groups and activities for users to be involved in, further develop, and maintain.	Ongoing	Head of Prevention & Wellbeing Local & Local Area Coordination Implementation Manager
COMPLETED – Progress:					
20.	Recommendation 20 Investigates the delays between assessment and brokerage whilst broader changes are being considered. Outcome: Timeframe	New dom care project group is looking to reduce delays in an individual's care pathway.	Conclude commissioning review of domiciliary care, which has, as its scope, the reshaping and remodelling of domiciliary care services. In the interim, amend pathway into a domiciliary care service to incorporate findings from the domiciliary care project group to reduce unavoidable delays.	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care
COMPLETED					

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21.	Recommendation 21 Check whether all unpaid carers are receiving their assessments and annual reviews Outcome: Timeframe:	Research into Carers and their Caring Role is underway.	Conclude commissioning review of domiciliary care which incorporates Carers in its scope. Review of information on the web site will be pursued using information from new research if necessary.	November 2015	Head of Adult Services & Commissioning Officer Domiciliary Care
COMPLETED – Progress:					
22.	Recommendation 22 Ensure that complaints information is easy to find on the Council website Outcome: Timeframe:	The City & County of Swansea website has been updated and re-launched (September 2014). The Corporate Complaints Process was reviewed and a new policy ratified by Cabinet in March 2015 which meets the new Social Services Complaints regulations.	Discussion to be had between Complaints Manager and Webmaster regarding ownership and administration of all complaints pages. Ongoing monitoring and review of accessibility of complaints information on the Council's website.	September 2015	Corporate Complaints Manager
COMPLETED – Progress:					