



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 05 December 2022
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 8 November 2022. It covers Matters Arising, WAO Report on Direct Payments for Adult Social Care, recent CIW Inspection Reports and Work Programme 2022-23.

Dear Cllr Gibbard

The Panel met on 8 November 2022 to discuss Matters Arising from the Previous Meeting; the Authority's response to Wales Audit Office (WAO) published recommendations following their review of direct payments across adult services in Wales in April 2022 and receive a briefing on recent Care Inspectorate Wales (CIW) Inspection Reports. The Panel also received the Director of Social Services Annual Report 2021/22 and discussed the Work Programme 2022-23.

We would like to thank you, Dave Howes, Amy Hawkins, Helen St John and Richard Davies for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Matters Arising from Previous Meeting

We raised a query in relation to the public question at the previous meeting on learning disabilities. We wanted to know how many people in Swansea are in the same

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SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE

www.swansea.gov.uk / www.abertawe.gov.uk

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situation as the person mentioned in the public question, and the types of accommodation people with these needs could go to. Officers thought it was approximately 52 individuals in Swansea who are in the same situation but agreed to confirm following the meeting. Regarding types of accommodation, we heard that it is a whole mix of housing options, whether it is individual units where people are supported or supported living. You mentioned 'Shared Lives' as one option, where people have different housing options for living or people living with them to help. We heard that there are different approaches being applied, it is down to individual circumstances, and it changes over people's lifetimes. We felt it would be useful to know what the Authority has been able to do for these individuals and the range of need on an individual or collective basis.

Response to WAO recommendations: Direct Payments for Adult Social Care

We were pleased to hear that of the 10 recommendations, the Council is meeting its requirements and exceeding in some areas.

In relation to recommendation 1, we requested to see the Carers and Practitioners' leaflet that has been developed. Officers agreed to circulate this to the Panel once ready for publication.

We queried who checks if the leaflet is easy to read and heard that members of the Direct Payment Forum provide observations and feedback on all communication.

In relation to recommendation 2, we asked if the wider care team have up to date knowledge of direct payments and understand how they can be used. We were informed that Welsh Government is currently consulting regarding continuing health care and looking at direct payments being conjoined with continuing health care and whether it is a viable option. We heard that in relation to practitioners, the Direct Payments (DP) Team liaise regularly with information sessions etc. but it is a slow process. The Head of Service confirmed that in terms of general understanding of direct payments in community services and primary care services, it is much higher than it was but there is still some work to do around GP practices. We heard that the DP team is producing some quantitative data but is also hoping to increase its qualitative data ie telling people's stories. We are keen to see this qualitative data when it is available.

We queried if Local Area Coordinators (LACs) are involved and heard the DP team works very closely with the LAC team particularly when identifying personal assistants and people who need support within the area.

In relation to recommendation 9, we asked if the service has a picture of the categories of users of DP services. We were informed the Panel has high level information on this in the Performance Monitoring Report and this can be broken down further if we wish. We confirmed it would be useful to have the information refined further so we can see the categories, as there may be other developing social and health issues for which direct payments may be better than the alternative currently being used.

We queried how the Service captures everything that direct payments are used for as it seems extremely flexible. For example, are they being used properly; are they being used for what they are intended; is the Authority capturing where money is actually

being spent and are clients having a good deal out of it. You responded that this is where qualitative data ie personal stories can be used, as it would be really helpful for people to share what they used direct payments for.

Recent CIW Inspection Reports

We were informed that the report highlights four unscheduled inspections and one scheduled inspection and that all inspections took place during Covid. We heard that CIW found no non-compliance with regulations and no priority action notices were issued. 11 areas of improvement were identified across the different services and an action plan is in place to work towards the areas of improvement.

We queried whether CIW was clear about the analytical framework being used for the inspection to compare one part of an organisation to another and one local authority with another, as there was little reference in the report to inputs, processes or outputs. Officers stated they could not comment for CIW but the Authority was inspected in the same framework as everywhere else and inspected on four areas compared to the regulations – Wellbeing; Care and Support; Environment; Leadership and Management. We were concerned about the fluidity of the framework but commended both Services for what they did during and since covid.

We mentioned that there was no dialogue in the report from CIW to indicate the extenuating external factors in play or being recovered from during the inspections. We did not feel CIW took these factors into consideration. We heard that the Authority was inspected in the same way as every other authority across Wales, and that all local authorities have been working through the pandemic, that is probably why it does not come out strongly in the report. We were pleased to hear that there was a lot of acknowledgements of this in the verbal debrief from CIW.

We expressed concern about the point raised by CIW with regard to medication and wanted clarification that it has been picked up and taken right across the board of all the establishments. We were reassured that robust processes and monitoring are in place on a weekly basis across all sites in terms of medication administration.

We felt the problem with a lot of inspections is they are snapshots of what is happening and that there really needs to be a number of them to have a truer picture across one to two years. We felt that the issues raised by CIW in the report are minor compared to the overall care of the people looked at.

Work Programme Timetable 2022-23

We noted the item, Update on West Glamorgan Transformation Programme is scheduled for the meeting on 21 March 2023 and asked what 'Complex Care' is defined as. Officers agreed to provide the definition to the Panel following the meeting.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is required by 29 December 2022 to the following:

- Confirmation of number of individuals with Learning Disabilities in Swansea in the same situation as person in public question, information on what the Authority has been able to do for them, and the range of need.
- Carers and Practitioners' Leaflet to be circulated to the Panel when ready for publication.
- Personal stories of how direct payments are used to be shared with the Panel when available.
- Information in Performance monitoring report on categories of users of direct payment services to be refined and shared with the Panel.
- Definition of 'Complex Care' to be provided to the Panel.

Yours sincerely

A handwritten signature in cursive script that reads "S. Jones".

SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK