



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

On: Wednesday, 28 June 2023

Time: 4.30 pm

Convenor: Councillor Susan Jones

Membership:

Councillors: C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner and C L Philpott

Co-opted Members: T Beddow

Agenda

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- | | | |
|----------|--|----------------|
| 1 | Confirm Convener of the Panel and Co-optee | |
| 2 | Apologies for Absence | |
| 3 | Disclosure of Personal and Prejudicial Interests
www.swansea.gov.uk/disclosuresofinterests | |
| 4 | Prohibition of Whipped Votes and Declaration of Party Whips | |
| 5 | Minutes of Previous Meeting(s)
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 1 - 8 |
| 6 | Public Question Time
Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period. | |
| 7 | Performance Monitoring
<i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i>
<i>Helen St John, Head of Integrated Community Services</i> | 9 - 48 |
| 8 | Briefing on Recent Care Inspectorate Wales (CIW) Care Home Inspection Reports
<i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> | 49 - 57 |

Next Meeting: Monday, 7 August 2023 at 4.00 pm



Huw Evans
Head of Democratic Services
Monday, 19 June 2023

Contact: Liz Jordan 01792 637314

Agenda Item 5



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Remotely via Microsoft Teams

Tuesday, 2 May 2023 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C L Philpott
J W Jones

Councillor(s)

C A Holley
E T Kirchner

Councillor(s)

A J Jeffery

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Amy Hawkins
David Howes
Liz Jordan
Sarah Lackenby

Head of Adult Services & Tackling Poverty
Director of Social Services
Scrutiny Officer
Head of Digital and Customer Services

Apologies for Absence

Councillor(s): P R Hood-Williams and Y V Jardine

Co-opted Member(s): T Beddow

Officer(s): Helen St John

1 Disclosure of Personal and Prejudicial Interests

Chris Holley declared a personal interest.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the minutes of the meeting on 21 March 2023 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Adult Services Complaints Annual Report 2021-22

Louise Gibbard, Cabinet Member for Care Services and Sarah Lackenby, Head of Digital and Customer Services attended for this item and answered the Panel's questions.

Discussion Points:

- Cabinet Member stated the Report is for 2021/22 so impact of covid is very much evident, however, it did not lead to a significant increase in complaints. Also important to note compliments received.
- Panel queried how the complaints process works. Heard for Social Services is defined in legislation, so it is very specific and is quite a detailed and lengthy process.
- Panel queried why there is more of an effect from Covid on Adult Services (AS) than Child and Family Services (CFS). Heard capacity to deliver direct care and dramatic impacts on the workforce played out differently in AS to CFS. Also, AS much more impacted by pressure in the health service.

6 Update on how Council's Policy Commitments translate to Adult Services

Cabinet Member for Care Services, Director of Social Services and Head of Adult Services and Tackling Poverty attended for this item.

Discussion Points:

- Panel noted in report there is a distinct absence of homelessness and those who may be suffering from drug or alcohol abuse and queried if anything is done to help homelessness problem. Informed homelessness comes under the portfolio of Service Transformation but there is overlap with Social Services and Adult Services. Heard the Commissioning Reviews Update item (8) talks about temporary accommodation pathway for homelessness support, which is part of Adult Services commissioned activity. Cabinet Member offered to circulate to the Panel, reports on housing and homelessness which have gone to other Committees.
- Panel asked if there are any plans to revisit the qualifying period and qualifying entry into respite and into residential care. Heard it is all part of the transformation programme, which will be looking at use of day services and recommissioning and looking at the approach being taken with day opportunities. Criteria will potentially be looked at but not anticipating any changes. Also, in terms of planned respite there are no changes planned.

Actions:

- Reports on housing and homelessness to be circulated to the Panel for information.

7 Commissioning Reviews Progress Update

Amy Hawkins, Head of Adult Services and Tackling Poverty provided an update on this issue.

Discussion Points:

- Panel feels not all original commissioning reviews were successful and there is an opportunity now to revisit them, particularly respite and day care services. Informed things have changed and in terms of day services, they are hugely valuable but not everyone wants the traditional day service model. Looking at how the Service can deliver, use Local Area Coordinators and make use of things in the community.
- Officers confirmed they are not looking at it the same way as for previous commissioning reviews. It is through the transformation programme, improvement programme and commissioning cycle.
- Report states work on commissioning review of catering service was concluded in December 2019. Panel queried if this work was finished given the pandemic at the time, and if so, if it has been revised since. Received confirmation it was closed as a commissioning review and was embedded into business as usual in December 2019 and the efficiencies that were found were all implemented.
- Panel queried what capacity the Council has internally to support discharge through step up step down from hospital, and when capacity is reached if the private sector is used, or if it is used already. Informed there are approximately 150 beds across all services – a mixture of planned respite, long term complex, reablement and step up step down temporary placements. Currently temporary beds are used across all of residential services to provide support with pressures in hospital. Revisiting this now to see if this is a long term plan.

8 Panel Review of the Year 2022-23

Panel Members reviewed the year 2022/23 on the Adult Services Panel and made the following comments:

What went well?

- Engagement with Social Services officers and Cabinet Members has been good. Cabinet Members and Director have attended most meetings.
- Social Services officers and Cabinet Member have been quite honest with the Panel.
- Quality of presentations has greatly improved over the year. This has made it easier for the Panel to get a fuller understanding of the principles it has been talking about.

What, if anything, could be done better?

- Need to have a more in depth look at some of the items that came up eg commissioning reviews
- Concerns around Social Services provision by the Authority for people. Onus on people providing more and more for themselves. Think the Panel needs to look in more depth at this issue.

Has the Panel's work focused on the right things?

- Think it has focused on the right things.
- Need to keep in mind the relationship between Health and Social Services and how this is working and whether there are any tensions.

What have we learnt that will help us to improve and develop future scrutiny?

- The role of the Panel is to see that the operation of the Council is fair and equal and for the benefit of the people of Swansea.
- As a Panel we listen to things, we debate things, and we understand what Social Services is about as opposed to relying on officers telling us what it is about.
- The benefit that has been gained by the introduction of Local Area Coordinators. It seems to be working well and that is good to hear.
- How Social Services manage through these difficult times. The Council cannot provide everything it would like but see officers seriously looking at issues, and it is not just about cost, but what is best for the individual.
- To improve scrutiny could do with some more members joining the Panel.

The meeting ended at 5.15 pm.



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 23 May 2023
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 2 May 2023. It covers Adult Services Complaints, Update on Policy Commitments, Commissioning Reviews and Panel Review.

Dear Cllr Gibbard

The Panel met on 2 May 2023 to discuss the Adult Services Complaints Annual Report 2021-22, receive an update on how the Council's Policy Commitments translate to Adult Services and a Progress Update on Commissioning Reviews and to discuss the Panel's review of the year 2022-23.

We would like to thank you, David Howes, Amy Hawkins and Sarah Lackenby 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.

Adult Services Complaints Annual Report 2021-22

You stated that the Report is for 2021/22 so the impact of covid is very much evident, however, it did not lead to a significant increase in complaints. We heard that it is also important to note the compliments the Service receives.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

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

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

We queried how the complaints process actually works, for example, how does a request for a home visit evolve into a request for service. We heard the complaints process for Social Services is defined in legislation so it is very specific and is quite a detailed and lengthy process. Usually there is an initial acknowledgement but also a meeting with whoever is complaining to ascertain exactly what the complaint is about and if it can be resolved at that point.

We wondered why there is an effect from Covid on Adult Services but not so much on Child and Family Services. We heard capacity to deliver direct care and dramatic impacts on the workforce played out differently in Adult Services to Child and Family Services and that you might have expected worse in terms of numbers of complaints. We also heard that Adult Services is much more impacted by pressure in the health service, whilst beginning to see recovery in adult social care to pre-covid level, the health service is a long way from that. We were informed that there are some areas where Child and Family Services is impacted in a similar way to Adult Services – shortage of registered social workers and placement sufficiency. However, this has not shown through in the number of complaints as looking at much smaller numbers.

Update on how Council's Policy Commitments translate to Adult Services

We noted that there is a commitment for better care within the City and there is a vision for Adult Services. However, in the report there is a distinct absence of the mention of homelessness and those who may be suffering from drug or alcohol abuse. We queried if anything is done to help the homelessness problem, for example recovery programmes, because these people need further support. We were informed that homelessness comes under the portfolio of Service Transformation but there is overlap with Social Services and Adult Services. We heard that the Commissioning Reviews Update (item 8 on the agenda) talks about a temporary accommodation pathway for homelessness support, which is part of Adult Services commissioned activity. You offered to circulate to the Panel, reports on housing and homelessness which have gone to other Committees.

We asked if there are any plans to revisit the qualifying period and qualifying entry into respite and into residential care. We heard that it is all part of the Transformation Programme, which will be looking at use of day services and recommissioning and looking at the approach being taken with day opportunities. We were informed that the criteria will potentially be looked at but you are not anticipating any changes. Also, in terms of planned respite we heard that there are no changes planned. We heard that the Department wants to maximise the amount of availability of planned respite and that this might be what is offered internally but also what is commissioned from the external sector to provide for the Authority.

Commissioning Reviews Progress Update

We feel that not all the original commissioning reviews were successful and there is an opportunity now to revisit them, particularly respite and day care services to see if they can be changed to work better, being mindful of what we have learnt from the past and the pandemic. You stated the commissioning team, and everyone involved value co-production. We heard that things have changed and in terms of day services, they are hugely valuable but not everyone wants the traditional day service model, and that you

are looking at how it is delivered, using the Local Area Coordinators and making use of things in the community.

Officers confirmed you are not looking at it the same way as for previous commissioning reviews but through the Transformation Programme, Improvement Programme and commissioning cycle. The Director added that regular updates on the Transformation Programme and Improvement Programme should be factored into the work programme and there will be an opportunity to look at the detail of some bespoke pieces of work for the Panel to help influence and shape.

The report states work on the commissioning review of the catering service was concluded in December 2019 and there were 14 outcomes, of which 7 were reductions. We queried if this work was finished given the pandemic at the time, and if so, if it has been revised since. We received confirmation it was closed as a commissioning review and was embedded into business as usual in December 2019 and the efficiencies that were found were all implemented.

We queried what capacity you have got internally to support the discharge through step up step down from hospital, and when you reach capacity if you use the private sector, or if you use them already. We were informed the Council has approximately 150 beds across all services – a mixture of planned respite, long term complex, reablement and step up step down temporary placements. We heard you currently use temporary beds across all of residential services to provide support with pressures in hospital and you are revisiting this now to see if this is a long term plan.

Panel Review of the Year 2022-23

Panel Members reviewed the year 2022-23 and discussed four questions. The comments are noted below for your information:

What went well?

- Engagement with Social Services officers and Cabinet Members has been good. Cabinet Members and Director have attended most meetings.
- Social Services officers and Cabinet Member have been quite honest with the Panel.
- The quality of presentations has greatly improved over the year. This has made it easier for the Panel to get a fuller understanding of the principles it been talking about.

What, if anything, could be done better?

- Need to have a more in depth look at some of the items that came up eg commissioning reviews.
- Concerns around Social Services provision by the Authority for people. Onus on people providing more and more for themselves. Think the Panel needs to look in more depth at this issue.

Has the Panel's work focused on the right things?

- Think it has focused on the right things.
- Need to keep in mind the relationship between Health and Social Services and how this is working and whether there are any tensions.

What have we learnt that will help us to improve and develop future scrutiny?

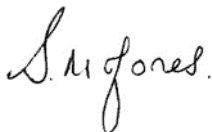
- The role of the Panel is to see that the operation of the Council is fair and equal and for the benefit of the people of Swansea.
- As a Panel we listen to things, we debate things, and we understand what Social Services is about as opposed to relying on officers telling us what it is about.
- The benefit that has been gained by the introduction of Local Area Coordinators. It seems to be working well and that is good to hear.
- How Social Services manage through these difficult times. The Council cannot provide everything it would like but see officers seriously looking at issues, and it is not just about cost, but what is best for the individual.
- To improve scrutiny could do with some more members joining the Panel.

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 not required but please provide the following:

- Reports on housing and homelessness to be circulated to the Panel for information.

Yours sincerely



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

Agenda Item 7



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 28 June 2023

PERFORMANCE MONITORING

Purpose	To present the Adult Services monthly performance report for April 2023.
Content	The Adult Services report includes the latest performance management information, including; enquires through the Common Access Point, Client Reviews, Carers Assessments, Residential and Community Reablement, Domiciliary and Residential Care, and Safeguarding responses.
Councillors are being asked to	Consider the report as part of their routine review of performance in Adult Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty Helen St.John, Head of Integrated Services
Report Author	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 Amy.Hawkins@swansea.gov.uk Helen St.John, Interim Head of Integrated Services Helen.StJohn@wales.nhs.uk 01792 636245

Adult Services
Management Information
Headline Report
Data for April 2023



Adult Services Vision

People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives.

Doing What Matters

Adult Services will focus on strengths, prevention, early intervention and enablement. We will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

Agreed Service Objectives for 2022/23

1. Promoting people's voice
2. Ensuring a valued & skilled workforce
3. Better Prevention & Early Help
4. Keeping People Safe
5. Enabling & Promoting Independence
6. Financial Efficacy
7. Resources which meet the needs of our community
8. Focus on quality & continuous improvement

Amy Hawkins, Head of Adult & Tackling Poverty Summary

April's performance has shown that whilst we have still had a number of vacancies and an increase in demand for Assessment and Care planning, along with service provision, both delivered internally and externally commissioned, the output continues to increase.

The Social Work assessments and Mental Health Act assessments, care and support plans and reviews have increased during April, this is in addition to an overall increase of 30% during 2022/23, compared to 2021/22.

During April we saw a decrease in the amount of Carers identified, although a higher percentage of assessments completed. This is a trend we see at this time of year and could be linked to the Easter Holidays. During 2022/23 we saw a 53% increase in identified Carers, with an increase of 557 offered an assessment (1620 in total offered). There is still not a high take up of assessments, with less than 40% of identified carers having an assessment, although the number of assessments increased by 76% compared to 2021/22. We are planning for another increase in 2023/24 and we will be reviewing our commissioned services for Carers and coproducing new offers for Carers.

The external domiciliary care market has increased stability, with more new requests for care being able to be accommodated and waiting lists decreasing, although work continues to support the sector and develop ways to increase the social care workforce.

During April there was an increase in the number of people in internal residential services and we continue to focus on increased step-up from the community and step-down from hospital bed capacity, respite capacity and long-term beds. Planned respite use continues to increase with bookings being taken up to six months in advance.

The total attendance at Day Services has increased again during April 2023, with 498 people attending Older People, Special Needs, LD, MH and Flexible Support services.

The number of Direct Payments for Adults increased in April, resulting in decreased pressures on commissioned services and more choice and control for people. There continues to be successful recruitment of Personal Assistants to provide care and support.

During 2022/23 more Safeguarding consultations were held resulting in less Adult at Risk reports, more respite, reablement and short-term and long-term residential placements were provided and more places were provided in day opportunities.

There has been a return to the figures we are used to seeing for Safeguarding Adult at Risk Reports (AAR) following the high volume of AAR Reports during March. The Team have managed 91% of cases to be determined within 7 days. Compared to 82.8% and 82.9% in March and February. Overall there continues to be an increase in consultations and a decrease in the AAR and inappropriate referrals.

New DoLS applications and the backlog had increased towards the end of the 22/23 financial year, but a reduction was seen in April.

Helen StJohn, Head of Integrated Services Summary

The performance for the month of April does reflect the annual trend of a reduced level of activity across all areas linked to the Easter holiday fortnight and reduced staffing presence across this period.

Whilst the number of front door enquiries recorded for April follows the seasonal pattern for Easter (521 vs 725) this gap is stretched due to the spike in contacts during March. Within this overall reduction however the proportion of complex presentations referenced in the March narrative remains on an increasing trajectory with 32.8% of enquiries requiring onward referral to the MDT.

The reducing volume of tasks created within WCCIS evidences the improvement in respect of utilising the Common Access Point appropriately and directing existing clients to the involved team / staff members. This facilitates the delivery of improved experience for the user who is more frequently being linked directly to the right person to assist first time. The volume of email enquiries has been brought under control through focussed work and the response time for these non urgent enquiries has been brought in line with the Corporate response target.

Different working practices referenced in March PFM narrative are now up and running with a temp Senior Practitioner recruited to support the A&I staff with the management of the presenting contacts.

Adult Social Work assessment and review activity is reduced which is linked to both the seasonal staffing deficit and likely to reflect the reduced volume of front door contacts as mentioned above. The recruitment process to fill vacant posts is proceeding at pace with positive response to the campaign.

The excellent reablement outcomes for residents leaving Bonymaen House continue month on month. We plan to explore the reasons for the cases where individuals stay in the establishment over the target 42-day reablement period to minimise any process issues that might be influencing this to further improve the performance of the offer. It should be noted however that this figure is on a decreasing trajectory.

The long standing high number of individuals being bridged with care support within the Reablement service is being actively managed to ensure that the improved external care capacity it being accessed in the most timely manner – this improved flow will support the reduction in waiting time for those on the duty desk.

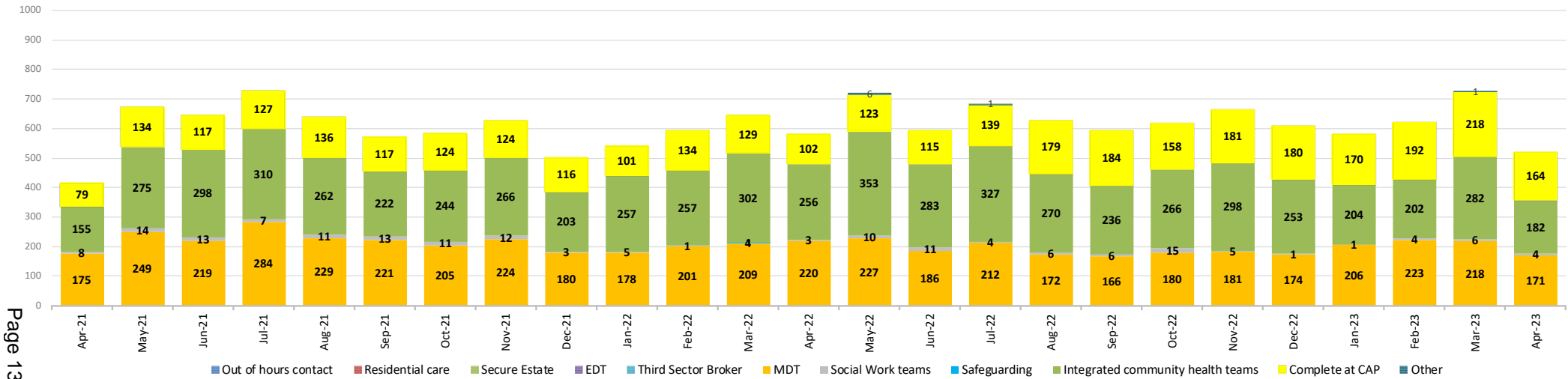
The Long term complex Homecare team continue to actively review current care and support provision to try to safely identify capacity in addition to undertaking the same approach to slicker brokerage processes. This team has had a number of resignations and will be seeking to recruit to vacant posts within the agreed establishment. We are noticing an increased complexity in respect of mental health and associated behaviour in individuals receiving support and are actively pursuing supportive training for the care staff in supporting this.

The ongoing work to review the balance between the reablement and long term complex components in the context of the issues continues with active service involvement.



Common Access Point

Referrals created at the Common Access Point - Data is being further validated but it has been confirmed that the process is for all referrals for social care (not closed in CAP) go via MDT rather than directly to the Social Care teams.



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It is important to note that referrals for Safeguarding, DOLS and PPNs are now going directly to the Safeguarding team rather than via CAP. This partly accounts for the reduction in Enquiries created from Aug 2020. **85 referrals** (AAR, PPNs & Suicides) **were recorded directly in the Safeguarding team in April** (164 in March 2023).

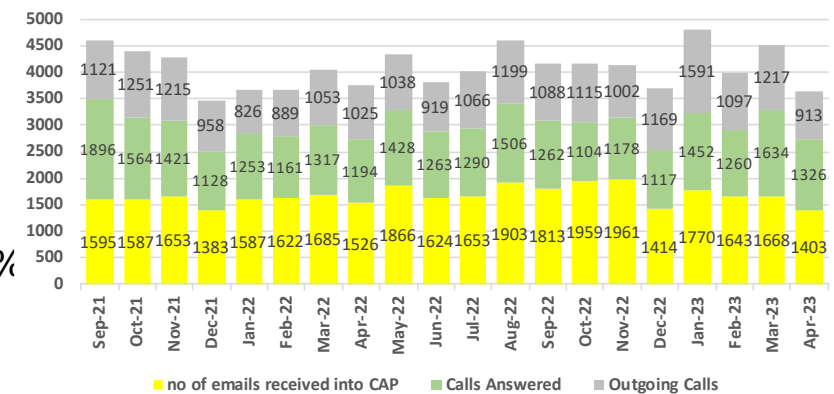
521 Referrals in Apr 23 725 Referrals in Mar 23

164 Closed - Provided Advice & Information (31.48%)
171 MDT(32.82%)
4 directly to SW Teams (<1%)
182 to integrated therapies (34.93%)

218 Closed - Provided Advice & Information (30.1%)
218 MDT (30.1%)
6 directly to SW Teams (<1%)
282 to integrated therapies (38.9%)

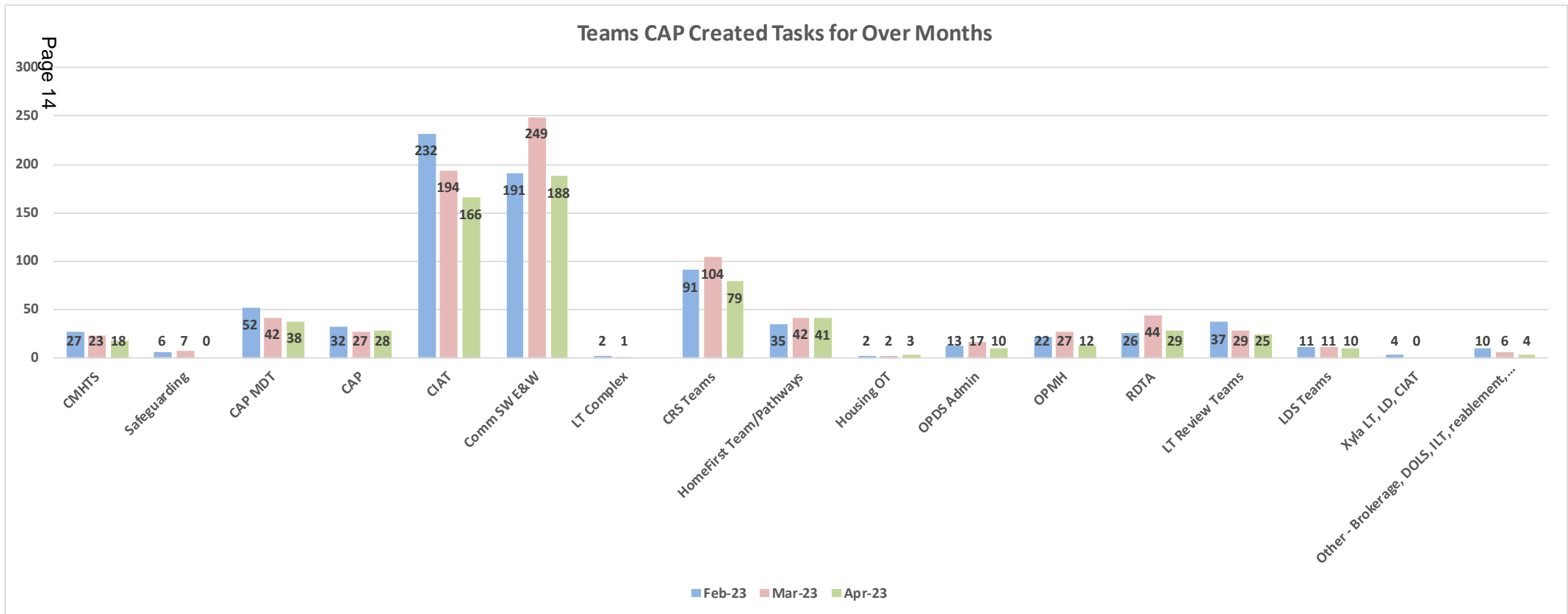
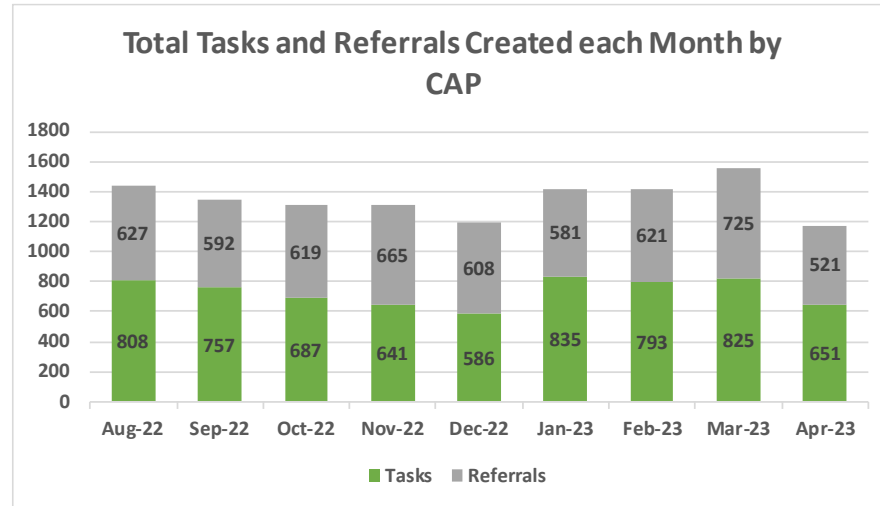
581 Referrals were created by CAP in Mar 2022

Common Access Point Number of Calls Answered, Outgoing Calls and Number of Emails Received



Referrals are recorded on to WCCIS by CAP for all new requests for information or Advice/Support.

However, for existing clients, CAP will record a Task for the appropriate owning/involved team if they are unable to support. The number of Tasks is reducing each month which indicates service users are contacting the involved teams/staff members directly rather than via CAP

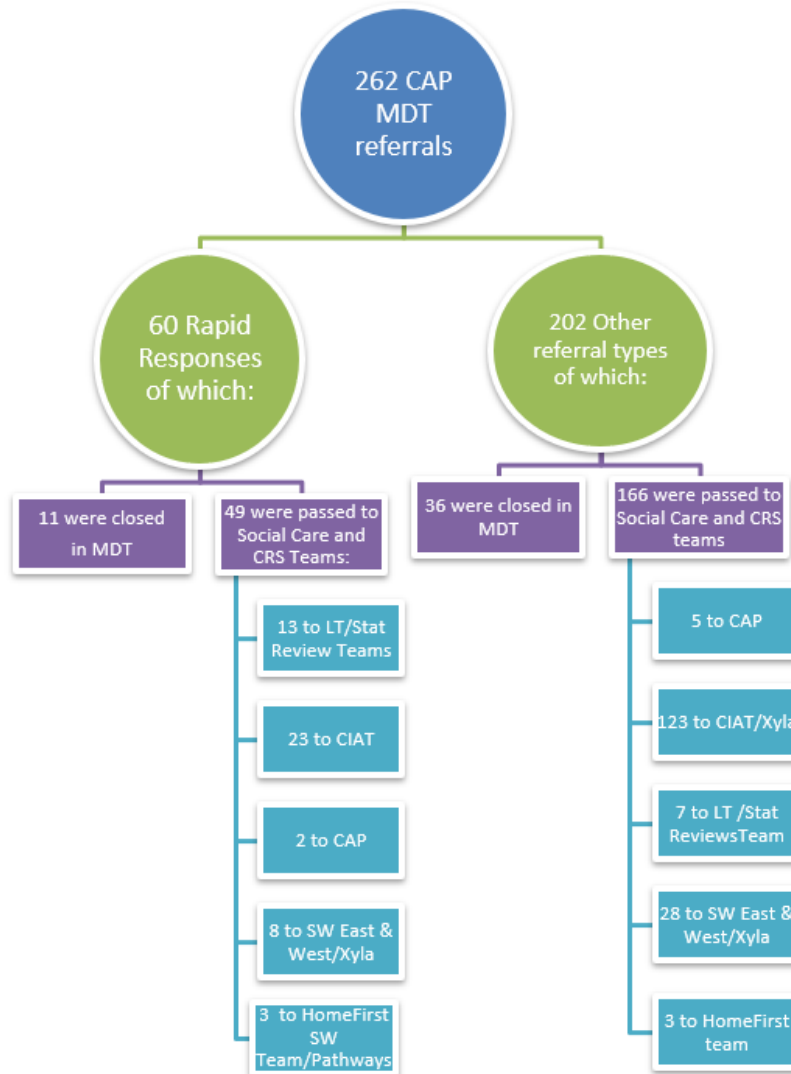




CAP MDT

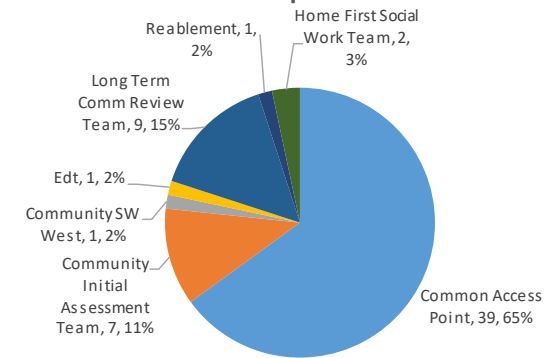
CAP MDT Data for April 2023 – further development & validation work is being undertaken

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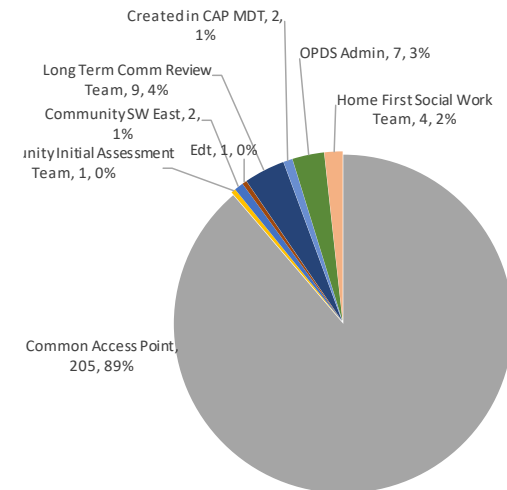


Sending team of Rapid Response Referrals Passed to CAP MDT

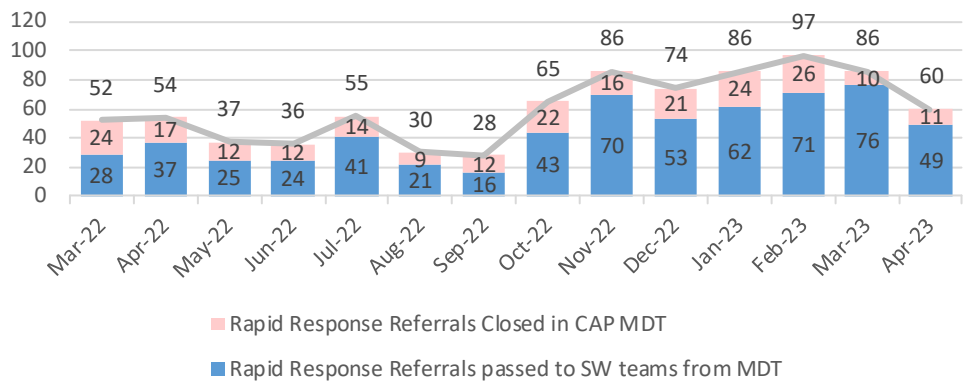
CAP MDT Rapid Response Referral Source Team April 2023



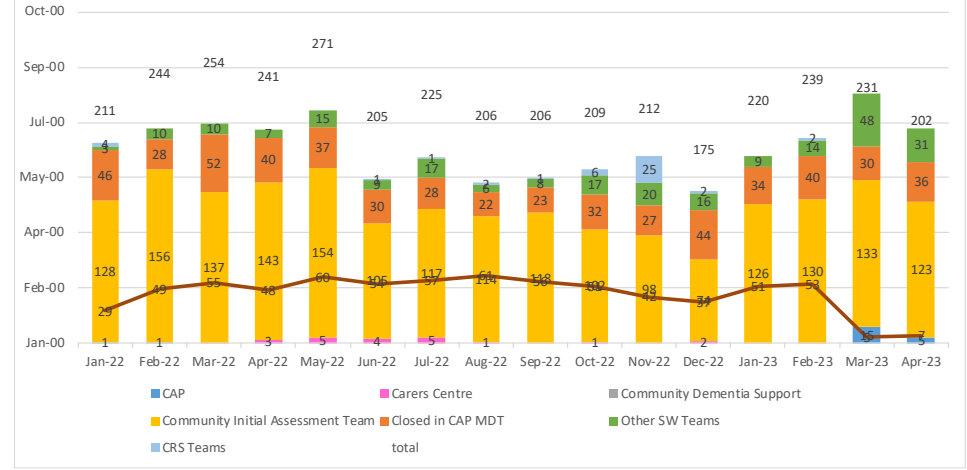
Sending team of Non RR Referrals Passed to CAP MDT



Rapid Response Referrals into CAP MDT and Outcome

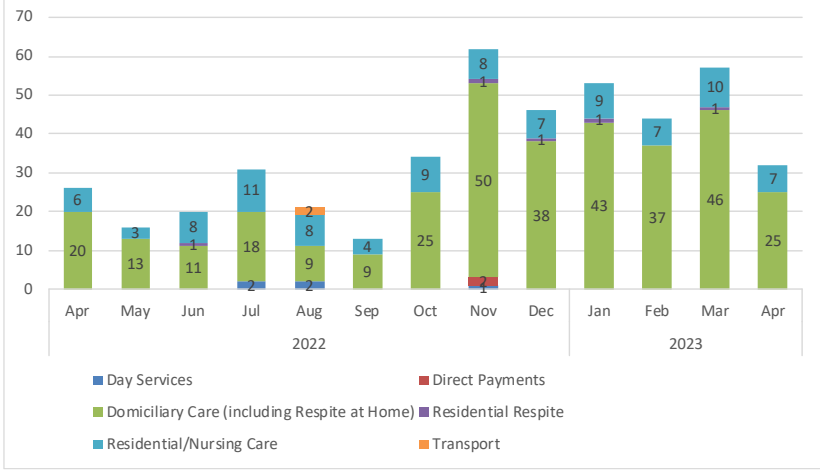


Non Rapid Response Referrals in MDT and their Destination

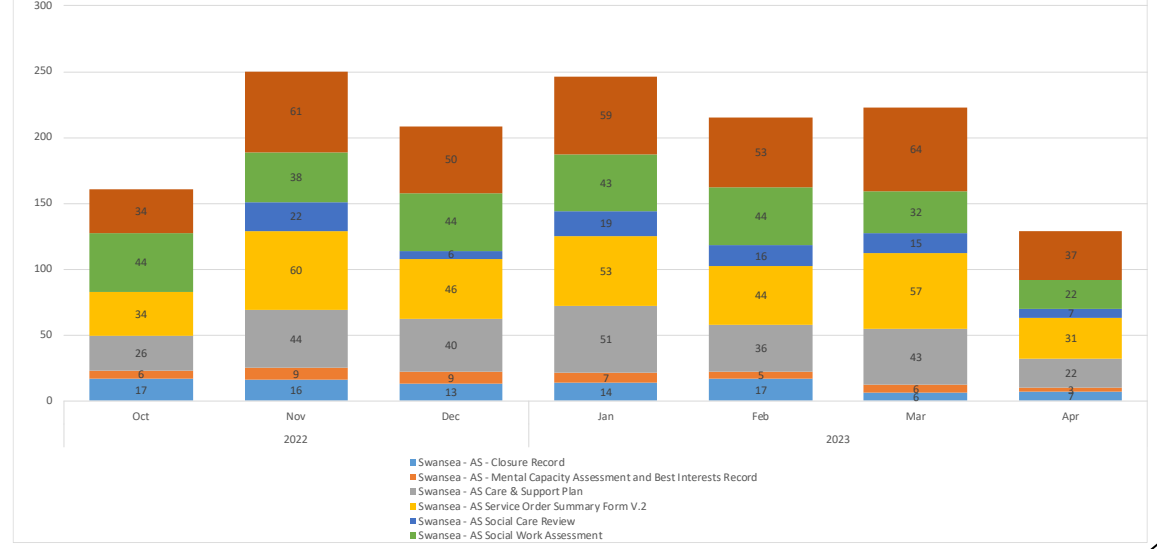


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Type and Amount of Services Requested by CAP MDT each month (via a Service Order Summary Form)



Assessments Undertaken/Forms Completed by CAP MDT



What is working well?	What are we worried about?	What we are going to do?
<p>Page 17</p> <ul style="list-style-type: none"> Assistive technology team having direct links with CAP and being based in the CAP office is working well. Referrals are screened at the front door. Confirmation to fill a temp Social Work post to cover Maternity Leave, which will be crucial going in to the Summer months. Completion of a series of Wellbeing Workshops with staff which the CAP manager is positive about the feedback the suggestions made will assist with the opportunity to develop the service. CAP staff have worked incredibly hard to reduce the number of emails and referrals in the inbox. This has made a significant difference to the service provided. In addition, the team have been able to update the response time on the online referral to within 3 working days (instead of 24hrs), which is a more realistic response time for the Citizens of Swansea. The role of the CMO in CAP continues to work well with really good relationships being developed with Dom Care agencies and Brokerage. There has been a noticeable decrease in the referrals assigned to other teams. 	<ul style="list-style-type: none"> Concerns about a more robust Management support with a skill mix at the front door to offer support for the A&I's Due to the nature of the team concerns about having the opportunity to have time out as a team to discuss some of the team suggestions and to have team building time together. 	<ul style="list-style-type: none"> The team have been able to recruit a Temp Senior Practitioner from with CAP MDT (with backfill from CIAT). This will enable the team to have a more robust and supportive Management structure at the front door with the Senior Practitioner working with the A&I's with cases along with the earl help offer. Management to explore options of cover for the team, or using the answer machine function for a few hours in order for the team to have training/team building



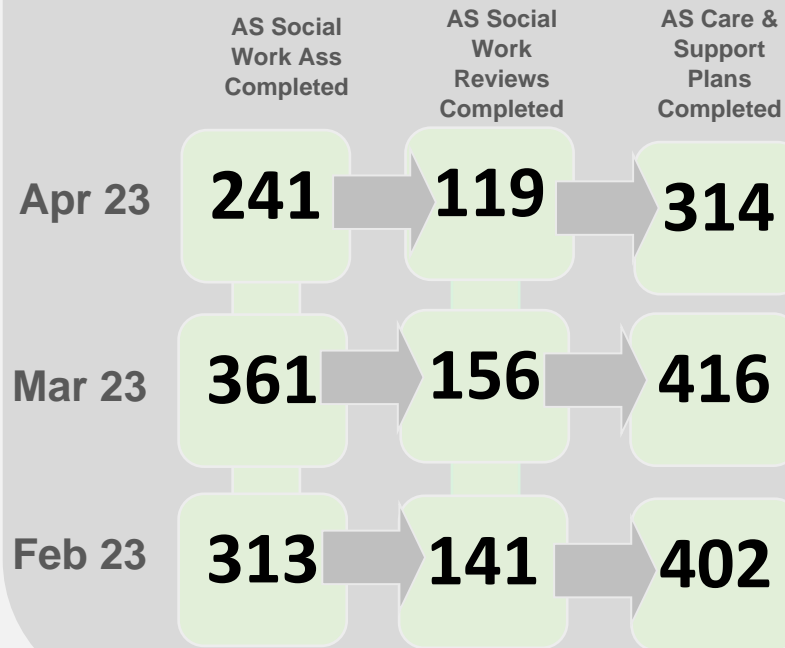
Assessments & Reviews

Reviews

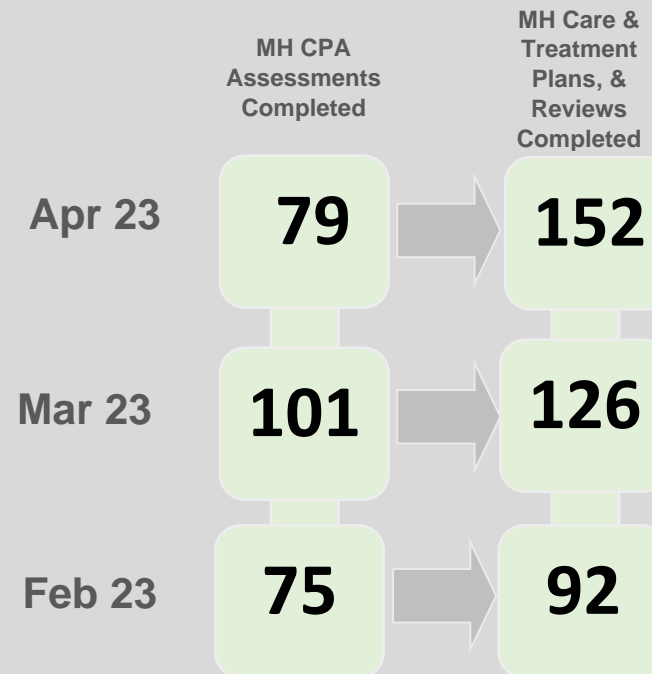
Information on completed reviews in timescales are part of the new Welsh Government Performance Framework and Corporate Reporting. The reports have been developed but require substantial validation, currently this data will only be available on an annual basis.

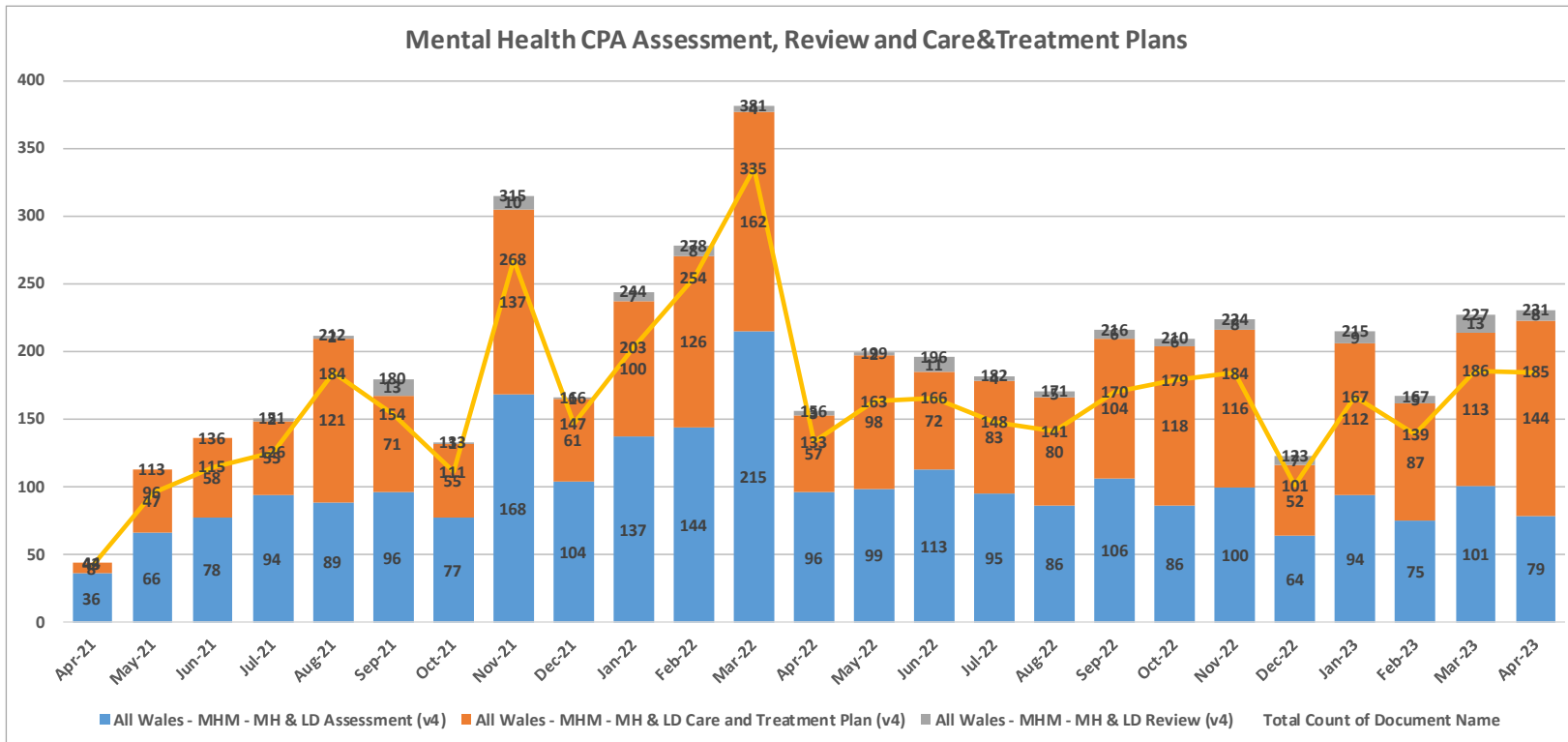
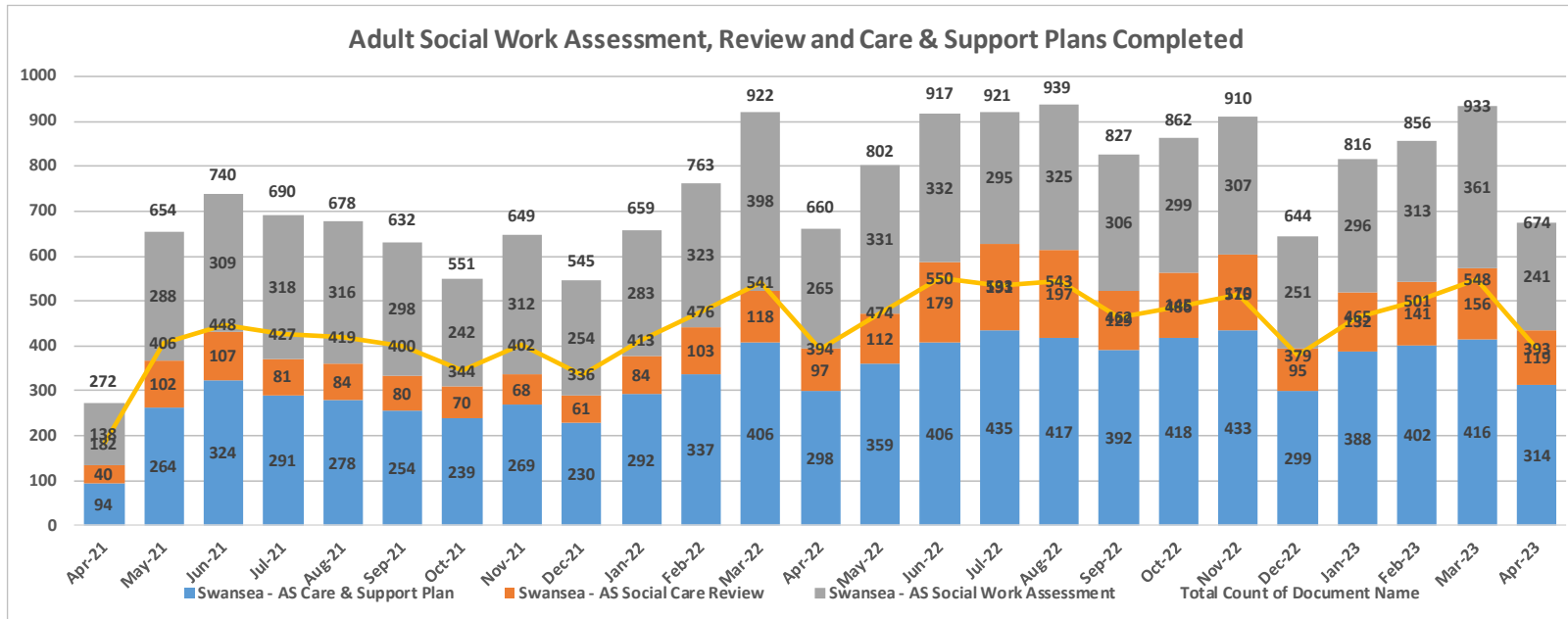
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Adult Social Work Assessments Completed



Mental Health CPA Assessments Completed by CMHTS & OPMH





Community Teams:

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> The number of assessments and reviews being completed is increasing however during April there was a bank holiday so numbers have reduced this also coincides with the lower number of referrals coming in through the front door during April.(Common Access Point). Number of reviews being completed. 	<ul style="list-style-type: none"> Staffing within the community teams (Registered staff) Social workers in the teams reducing in numbers. 	<ul style="list-style-type: none"> Recruiting further social workers. Interview process arranged to appoint more social work staff for the community teams.

Mental Health and Learning Disability Services:

What is working well?	What are we worried about?	What we are going to do?
<p>Page 20</p> <ul style="list-style-type: none"> Recruitment to the OPMH team vacancies are concluded with a full compliment of staff in post. LD staff continue to priorities and provide applications to the Court of Protection (COP) in significant numbers. Development of the first regional accommodation scheme via the Housing with Care fund is due to come online on the 26th May. 	<ul style="list-style-type: none"> Recruitment and retention in LD services remains an issue with 4 vacant posts presently, although we are going through the recruitment process to fill these. The volume and complexity of referrals to the COP provides an on-going challenge for both care management and legal services. Level of need for specialist housing remains high and it is hoped that the Housing with Care fund will continue to support development. 	<ul style="list-style-type: none"> Continue to advertise internally and externally for new staff. Outsourcing work to private legal services. Regional Housing Group remain focussed on developing accommodation to meet the needs of people with complex health conditions and those in transition from Childrens services.



Carers and Carers Assessments

Updated Carers Information:

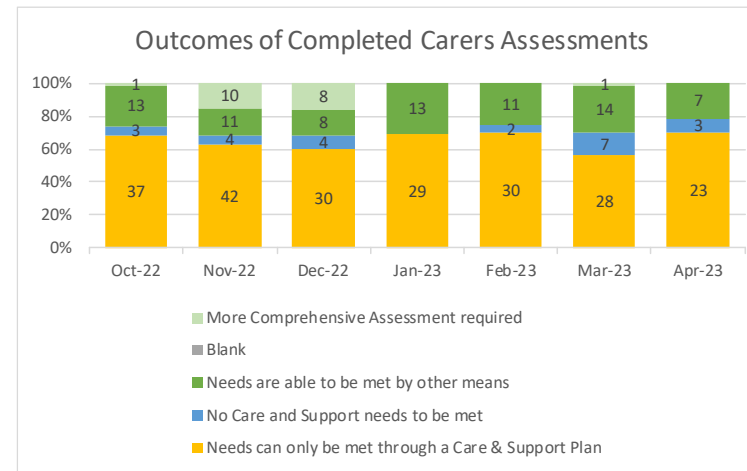
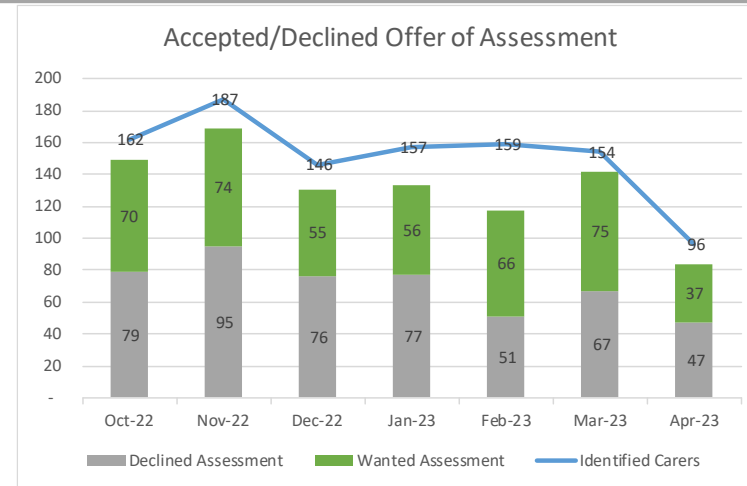
Carers Information is now successfully being extracted from WCCIS however it continues to be validated with a view to improve on accuracy and completeness of information. Work to be undertaken to ensure data is appropriately entered and completed on WCCIS.

96 carers identified in Apr 23
84 offered assessment (87.5%)
33 assessments/reviews undertaken

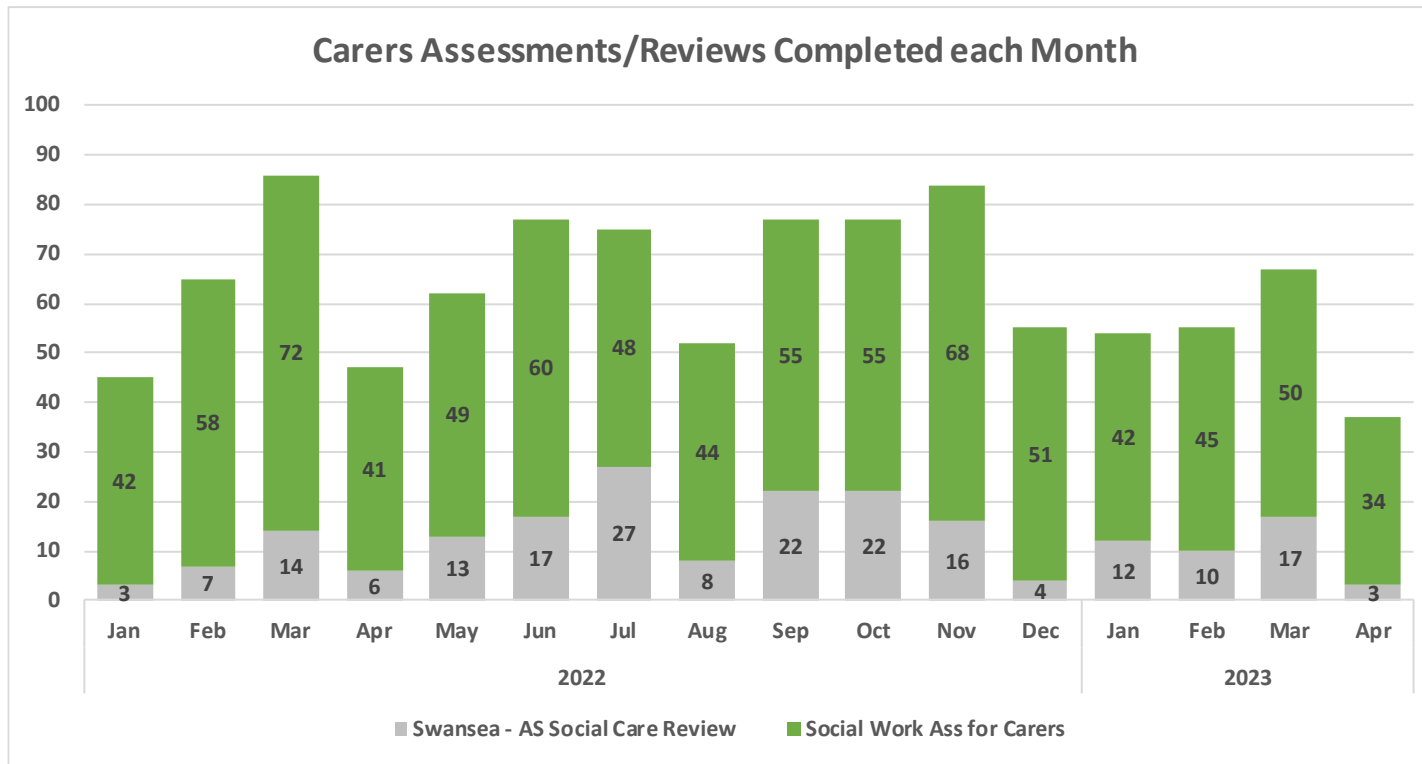
154 carers identified in Mar 23
142 offered assessment (92.2%)
50 assessments/reviews undertaken

159 carers identified in Feb 23
142 offered assessment (76.1%)
55 assessments/reviews undertaken

Page 21



Carers Assessments and Reviews completed



What is working well?	What are we worried about?	What we are going to do
<ul style="list-style-type: none"> Regional Carers Programme which demonstrates considerable and effective support for carers via 33 community based services and provided carers support to approx. 6000 carers during 22-23 Review of existing externally commissioned services for carers and development of co-produced re-commissioning options 	<ul style="list-style-type: none"> Reduction in carer's assessments – possibly seasonal. Meeting the needs of carers ongoing. Use of direct payments to support Carers is not optimal. 	<ul style="list-style-type: none"> Redesign contract specifications for externally commissioned services to improve offer to carers. Systems thinking review of direct payment processes to improve / enable use of DP for carers.



Residential Reablement

During February, March and April Residential Reablement services in Bonymaen had an overall percentage of 68% of people returning to their own homes, independently and with care packages.

19

**Admissions
(Apr 23)**

17 from Hospital
2 from Community

20

**People left residential
reablement (Apr 23)**

13 people left residential reablement
in Apr 22

17

People went home

(2 with care, 15 with no care)

2 Hospital, 1 Residential



16

**Admissions
(Mar 23)**

15 from Hospital
1 from Community

19

**People left residential
reablement (Mar 23)**

20 people left residential reablement
in Mar 22

14

People went home

(0 with care, 14 with no care)

1 Hospital, 4 Residential



19

**Admissions
(Feb 23)**

14 from Hospital
5 from Community

18

**People left residential
reablement (Feb 23)**

5 people left residential reablement
in Feb 22

8

People went home

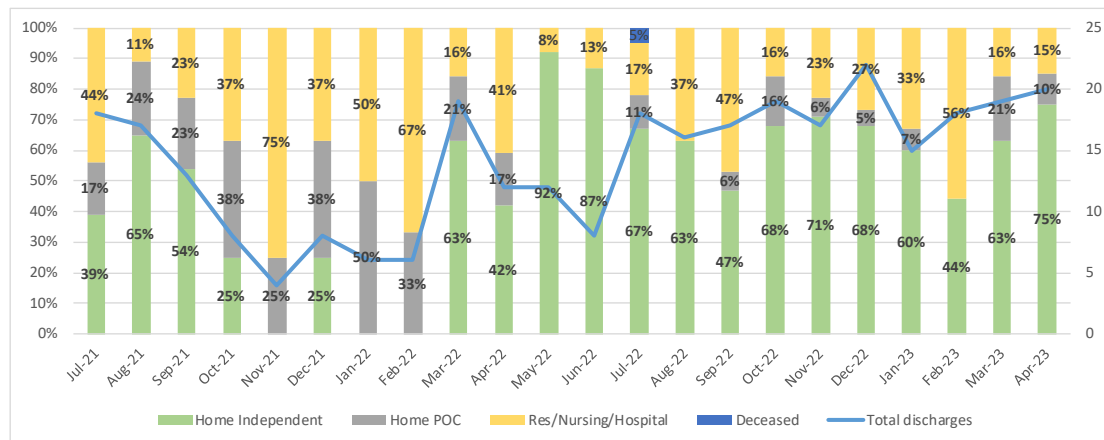
(0 with care, 8 with no care)

1 Hospital, 4 residential



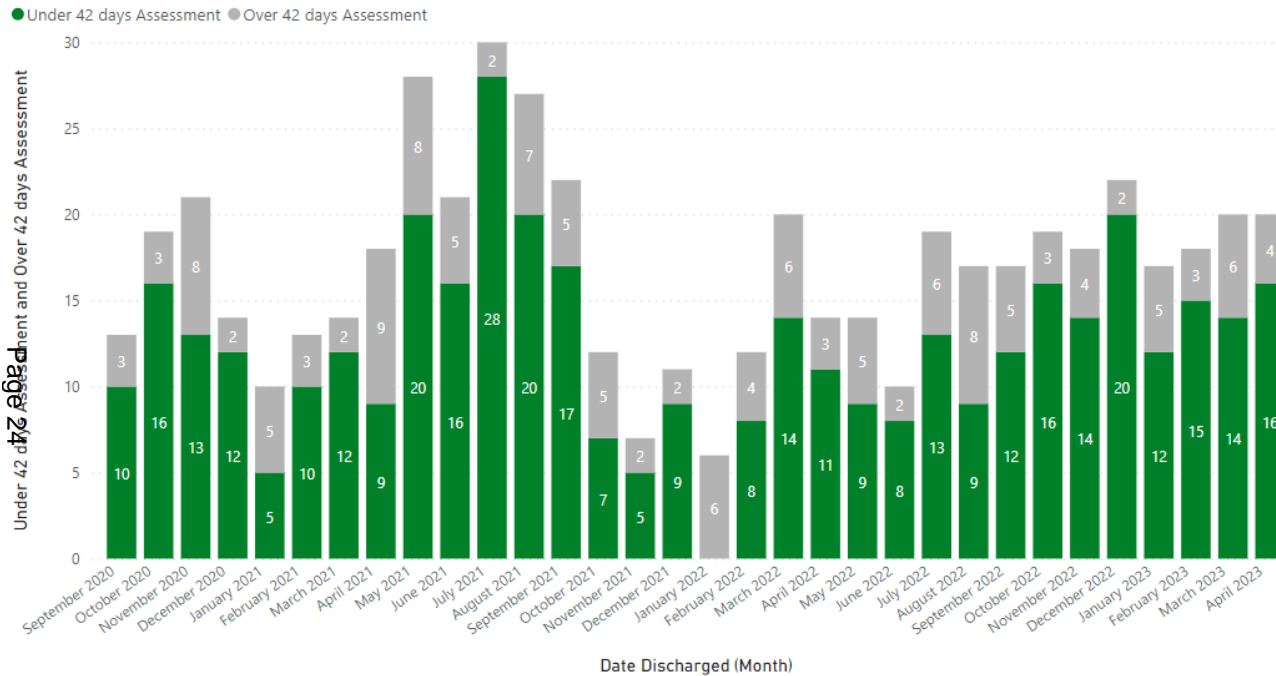
Page 23

Percentages
Leaving
Residential
Reablement
& Outcomes

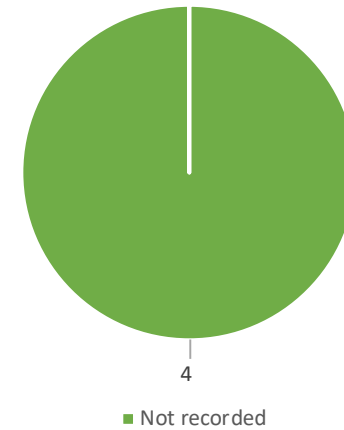


Bonymaen House - Total Discharges each month Within and over Targeted 42 Day Assesments period

Under 42 days Assessment and Over 42 days Assessment by Date Discharged (Month)



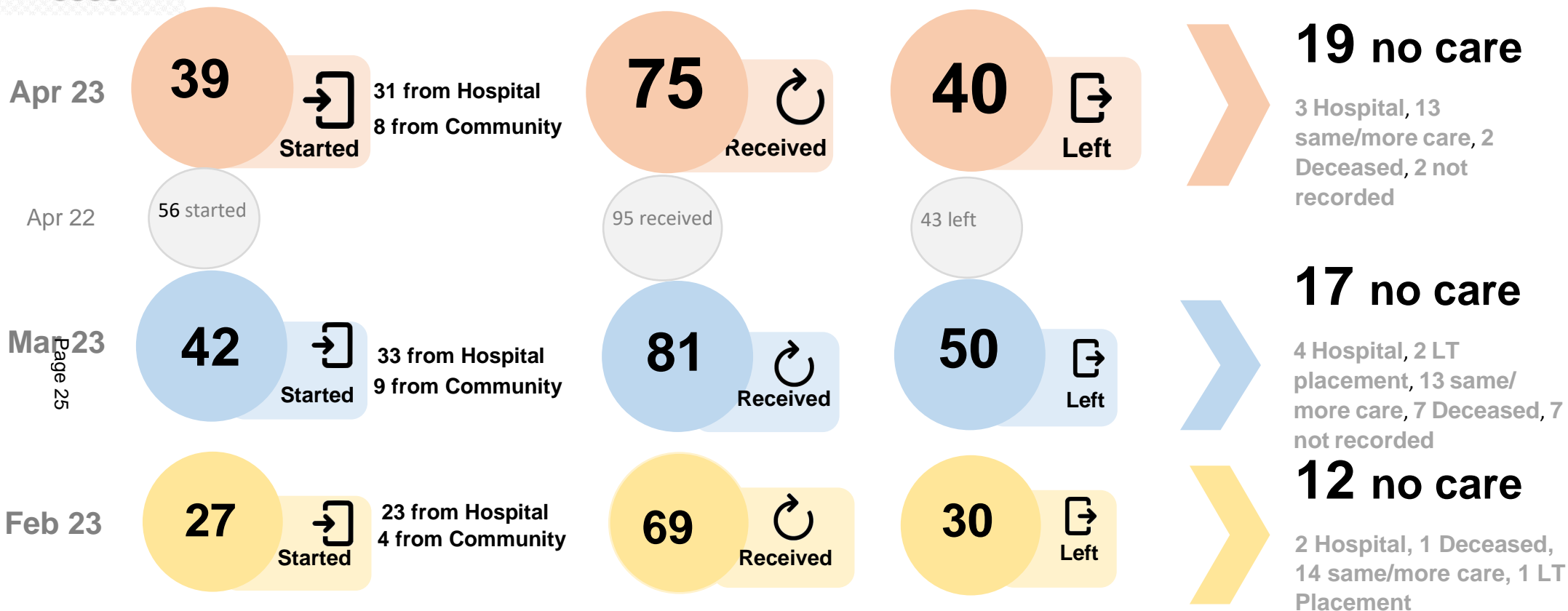
Reasons for discharge over 42 days - April 2023



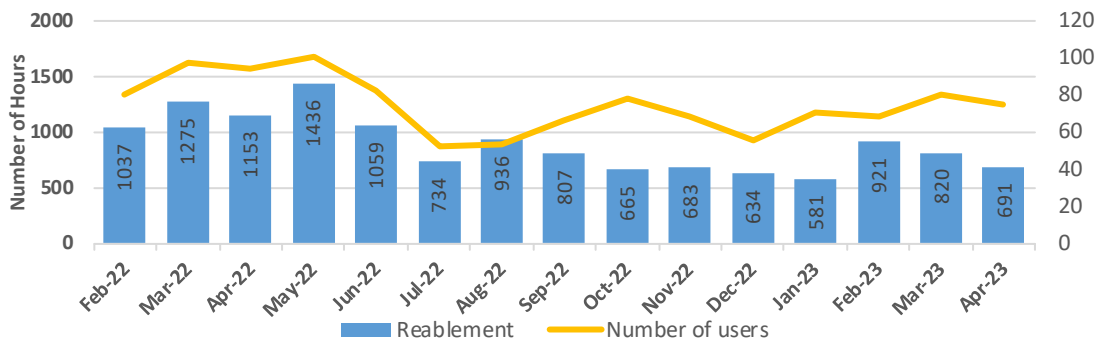
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Continue to have a high percentage of people returning home, particularly without a package of care. Increased admissions and discharges. 	<ul style="list-style-type: none"> There are still a small number of people requiring readmission to hospital Discharges over 42 nights due to SW delays 	<ul style="list-style-type: none"> Continue to monitor Reviewing reasons for discharges over 42 nights.



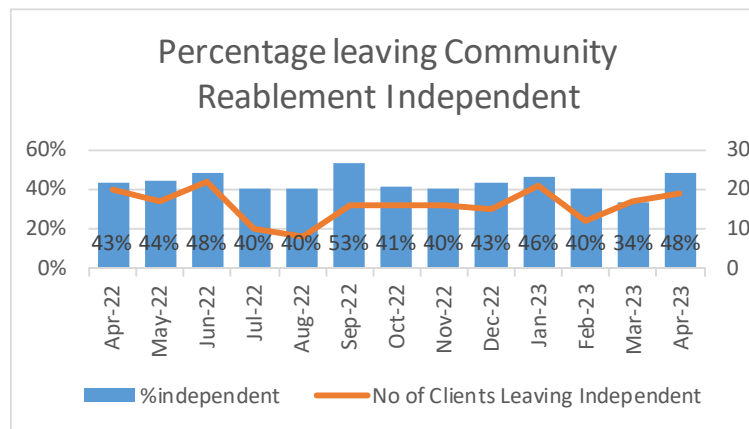
Community Reablement



Hours of Reablement Provided a Month



Percentage leaving Community Reablement Independent



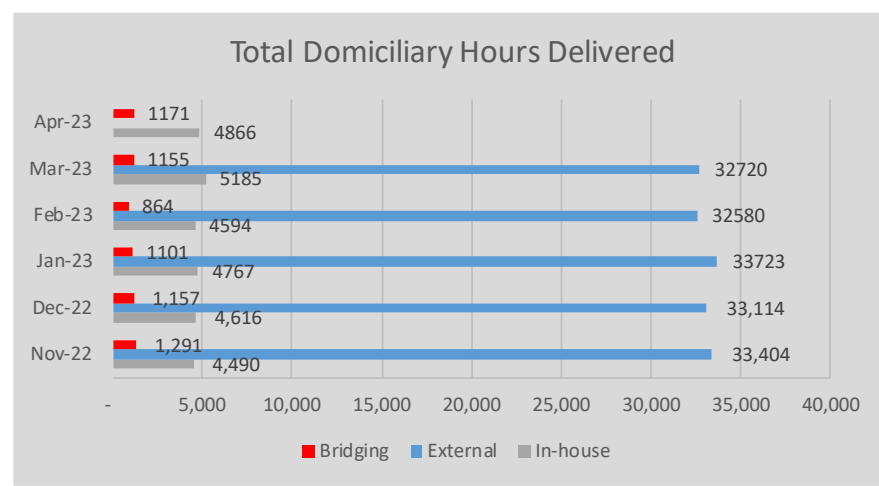
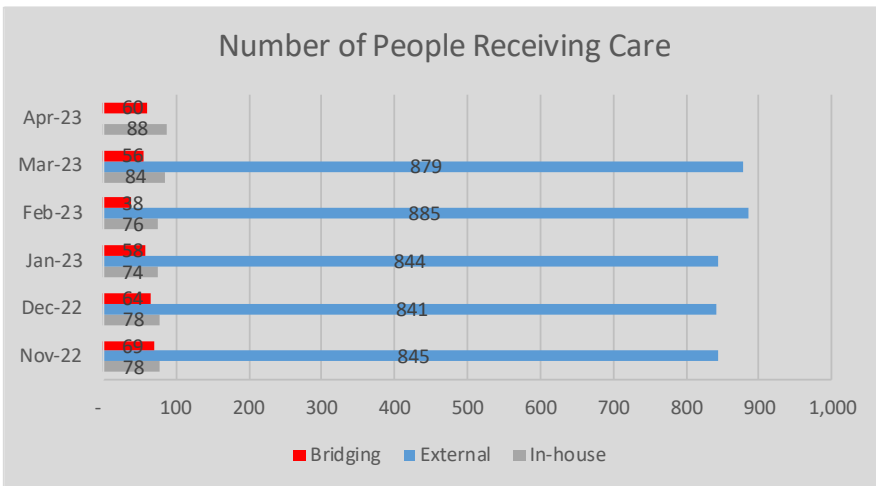
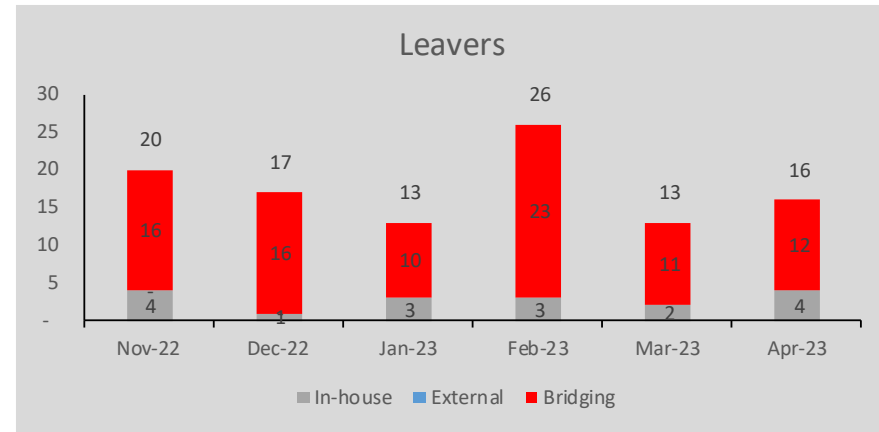
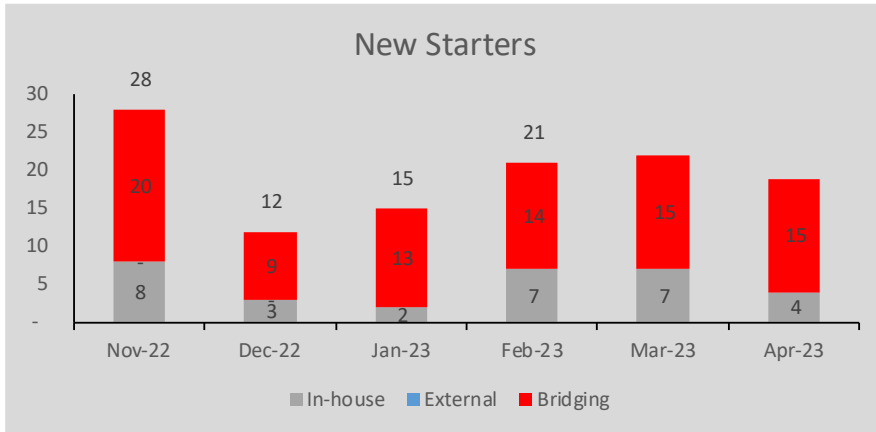
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> The third way of working as part of the pilot management restructure. Both long term and reablement have been brought together under geographical Managers - Central, North and West - which is aimed at maximising use of the capacity available to provide care and support across both service types. The percentage of individuals that are now leaving the service as independent has increased. 	<ul style="list-style-type: none"> Numbers of packages of care that are being bridged/awaiting onward package of care and support via brokerage blocking flow. The increase in the number of individuals now waiting for care on our WCCIS duty desks. Staffing deficits including annual leave and vacancies are still above where we would like them to be at 38% for Reablement and changes in Welsh Government Guidance around attendance at work for respiratory illnesses including covid may further add to our deficits in the coming months. Failure to recruit to all of our community care assistant vacancies across the service – 4 x 28 hour posts across reablement service combined with staffing deficits is restricting capacity. 	<ul style="list-style-type: none"> CMO resource identified from the Home First Social Work team to support with getting packages of care onto the brokerage list via a formal social work assessment. This is part of the wider discussions around the Trusted Assessor model. Recruit to vacant posts, subject to authorisation at panel. It is anticipated that the above will help increase admissions into service and flow.



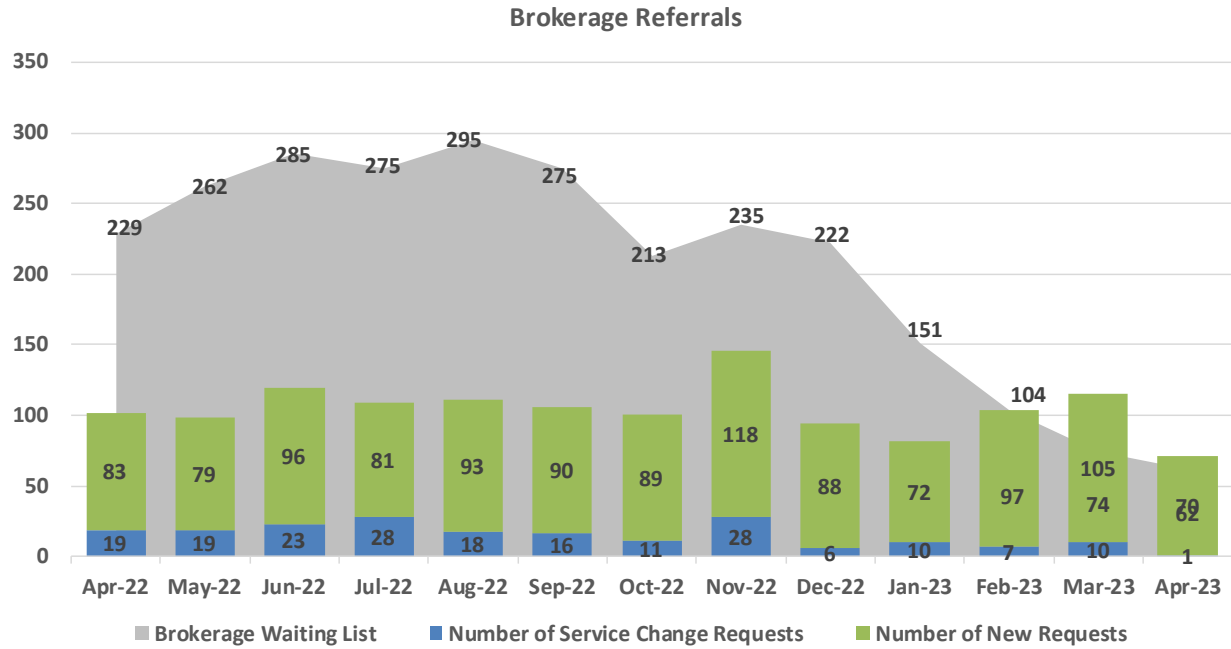
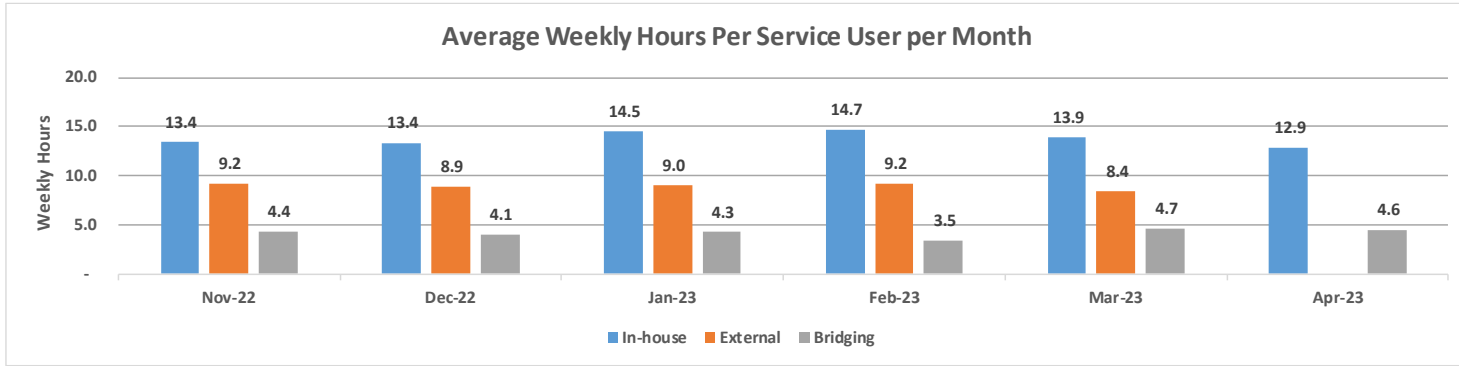
Long Term Domiciliary Care

Due to when the service receive Call Monitoring logs and invoices from external providers, we are always 2 months behind in reporting for externally commissioned care. In addition, our dom care hours and number of people receiving care are based on actuals from invoices. This can lead to delays in achieving accurate results as some providers are 8 weeks behind in their invoicing

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Brokerage Reports are on the development list for the WCCIS team.



External Domiciliary Care:

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Continued stability of services Effective and timely allocation of care leading to reduced brokerage numbers meaning fewer people waiting for care. Ongoing gradual increase in market capacity. 	<ul style="list-style-type: none"> Ongoing operational cost pressures Ongoing workforce recruitment and retention pressures. 	<ul style="list-style-type: none"> Continue to Review service and commissioning models to achieve more sustainable and stable services. Review pricing strategy as part of dom care framework refresh. Maintain fuel subsidies for 23/24 to help with increased fuel costs. Explore free parking permits to enable dom carers to park free of charge at council locations. Continue to attempt to develop ways to increase social care workforce. Widen FACS processes to enable hybrid solutions which include use of Micro enterprises and Direct Payments.

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Internal Long Term Care:

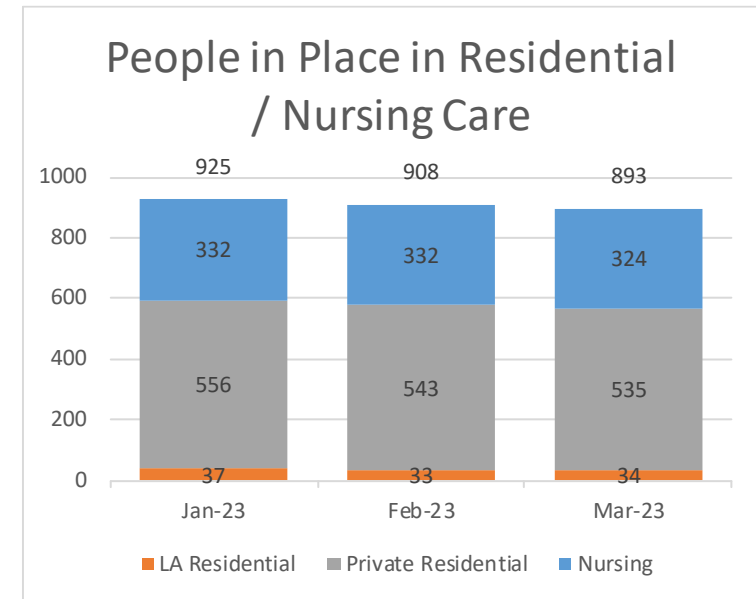
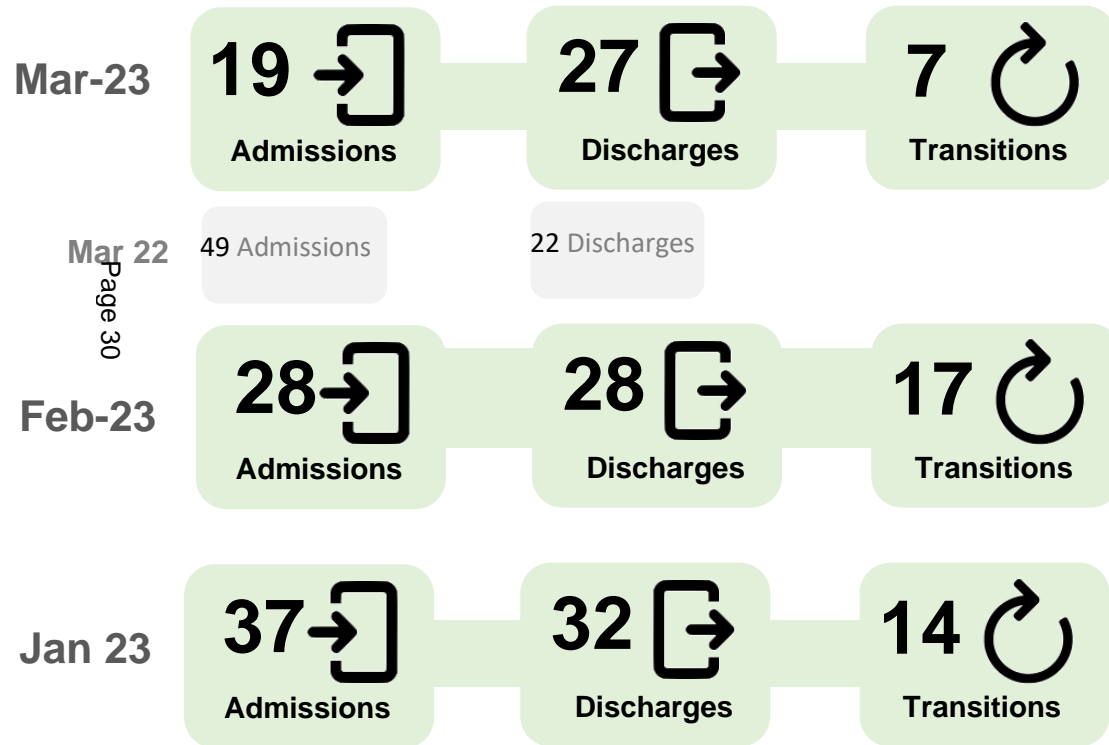
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Right sizing work within the long-term complex service is resulting in smaller packages of care and therefore we using available capacity to support more people. Third way of working asp for the reablement service return. 	<ul style="list-style-type: none"> Volume of individuals being bridged in long term complex is also utilising capacity that could otherwise be used for the growing number of individuals awaiting care on our WCCIS duty desks. Mental health and behaviour complexities of individuals being supported in the long-term complex team. Staffing deficits as for Reablement (as above in reablement) Vacancies – we’re currently holding 14 x 28 hour vacancies in Long-term complex plus 1 resignation pending. 	<ul style="list-style-type: none"> Re-visit the criteria for Long Term Complex care as part of the wider work on Rebalancing Domiciliary Care. Pursuing Positive Behaviour Management (PBM) training for staff coupled with enhanced training in substance abuse and mental ill health via Staff Development & Training. Recruitment activity as for Reablement.



Residential/Nursing Care - Permanent

We have worked with the finance teams and fully revised our methods to ensure accurate information. Alternative methods of gathering this data are being investigated to see if we can get faster accurate data. WCCIS is being developed to fully meet requirements for internal & external residential care and reports have been developed. We are in the process of ratifying data.

Previous months information is updated as systems are updated.



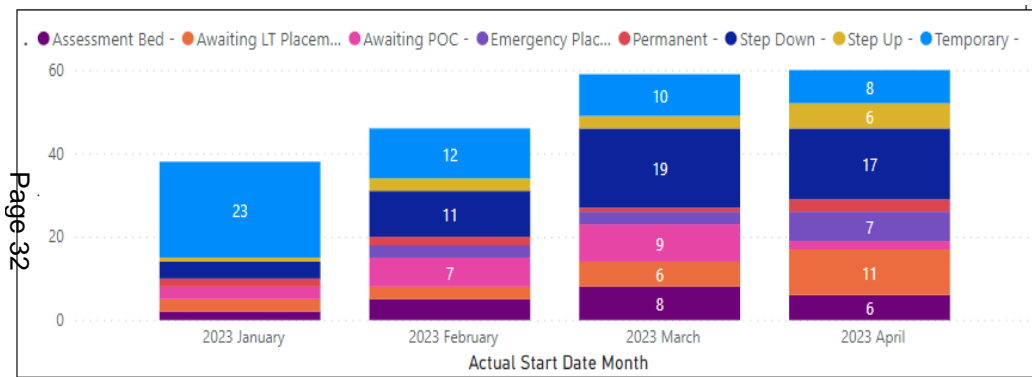
What is working well?	What are we worried about?	What we are going to do?
<p>External Provision</p> <ul style="list-style-type: none"> • Collaborative work with Providers and Health Board to monitor costs pressures • Development of joint monitoring processes with Swansea Bay Health Board. • Creation of two block booked Residential Respite Beds to support carers 	<p>External Provision</p> <ul style="list-style-type: none"> • Ongoing workforce recruitment and retention pressures • Ongoing inflationary pressures • Continued low occupancy levels at some homes creating potential financial instability for some providers. 	<p>External Provision</p> <ul style="list-style-type: none"> • Implement joint contract monitoring arrangements with SBUHB • Implement increased rates to address RLW and rising costs • Ongoing monitoring of occupancy levels and discussion with fees subgroup to assess cost impacts.
<p>Internal Provision</p> <p>Planned respite continues to increase and bookings being taken up to 6 months in advance.</p> <ul style="list-style-type: none"> • Increase in awaiting long term residential. • Increase in individuals returning home independently. 	<p>Internal Provision</p> <ul style="list-style-type: none"> • Still some delays in return home due to POC supply. • Increase in individual's length of stay which may be linked to increase in long term residential being identified. • Slight Increase in individuals returning to hospital. 	<p>Internal Provision</p> <ul style="list-style-type: none"> • Continue to track and monitor referrals and level of need.



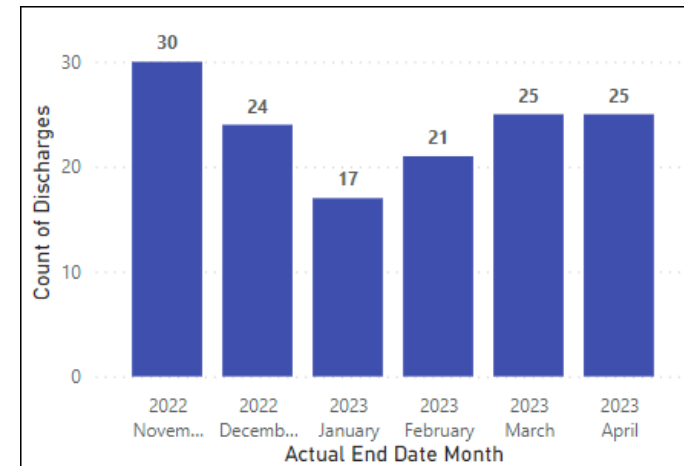
Older People Internal Residential Care – Permanent & Step Up / Step Down

WCCIS is now being used to record and collect data on Internal Residential Care. All data continues to be validated.

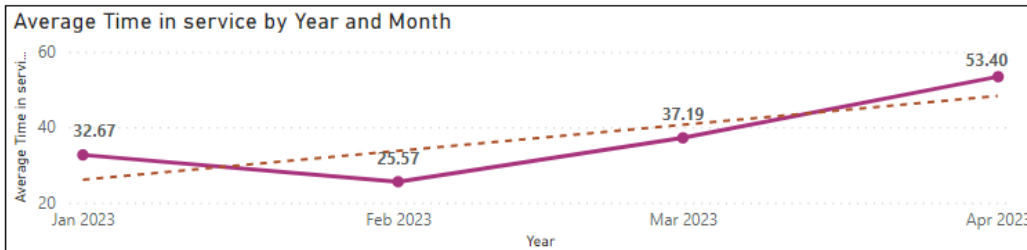
Admissions



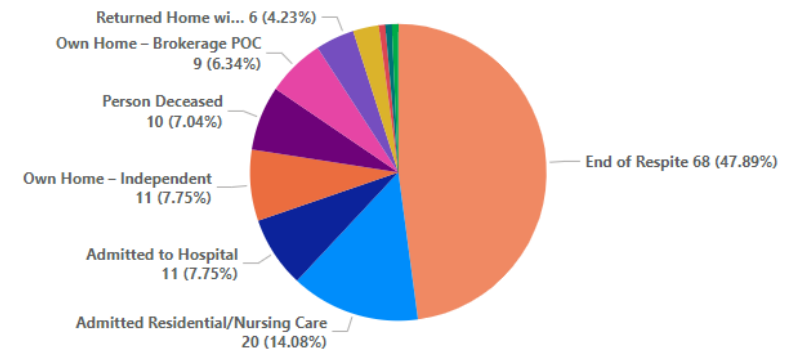
Discharges:



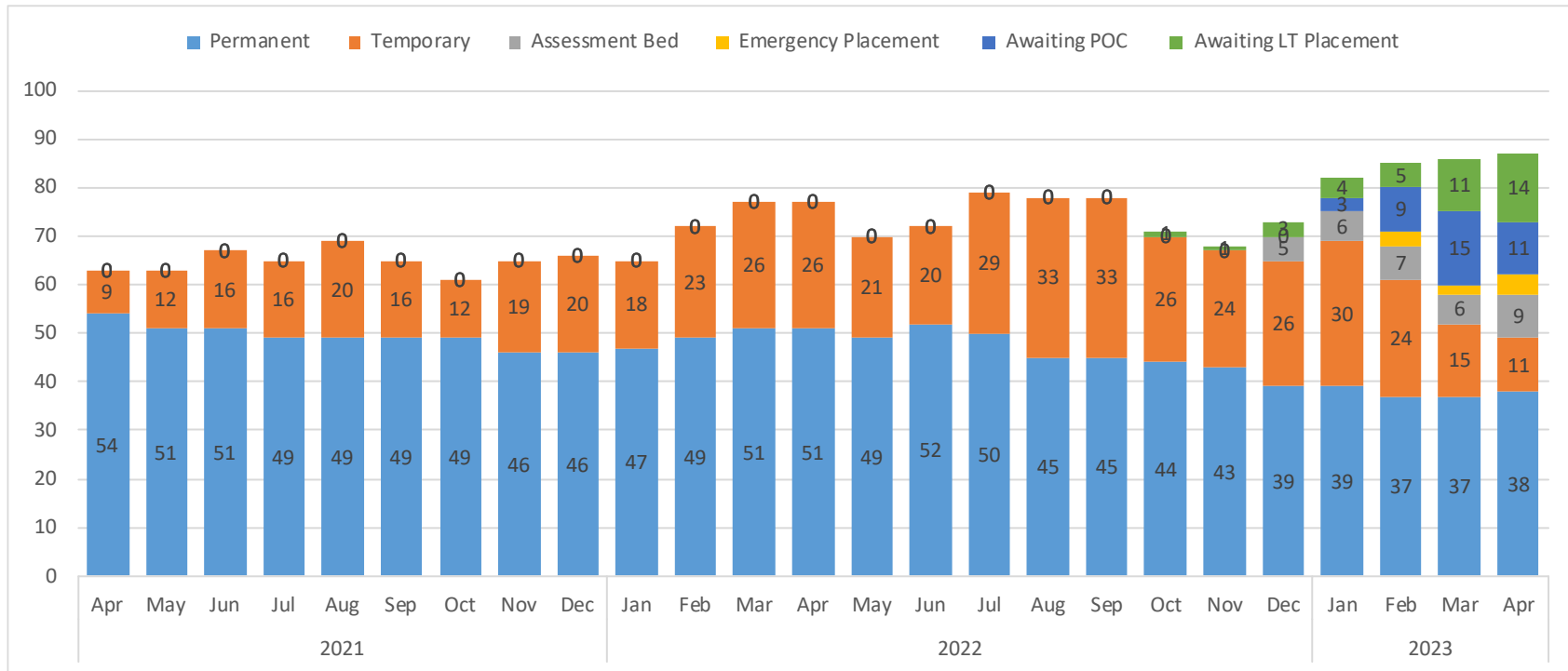
Average time in Service for Temp Placements only over Period
Nov 22 to Apr 23



Discharge Destinations over Period Nov 22 to Apr 23



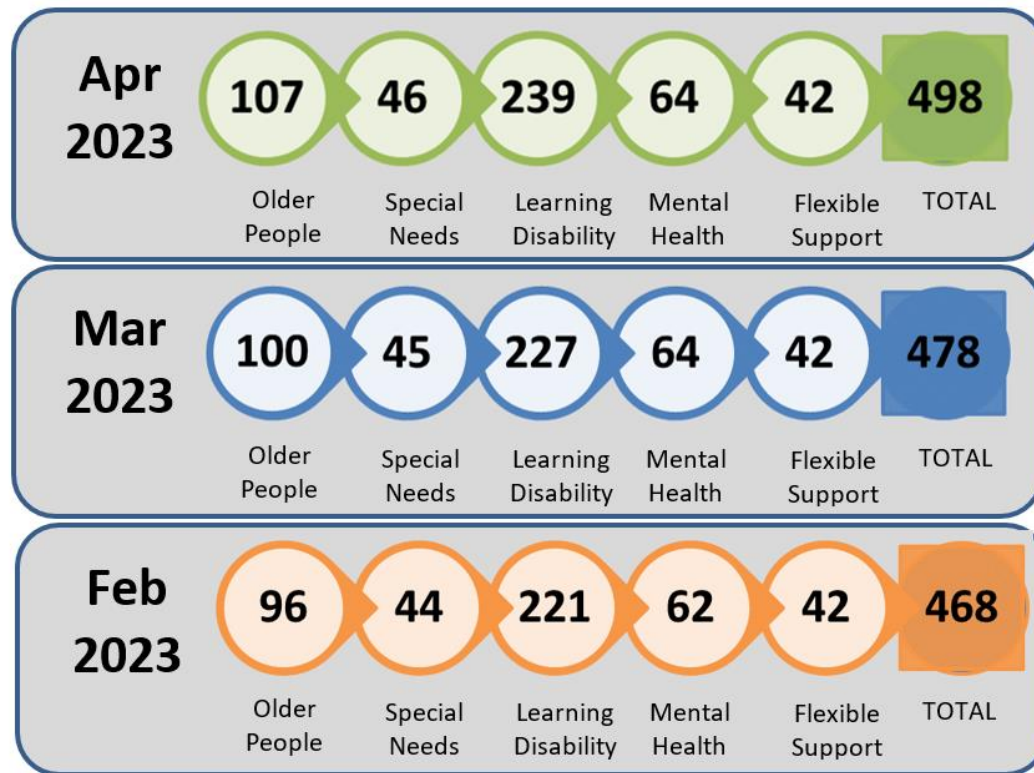
Clients in Place During Each Month:



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Planned respite continues to increase and bookings being taken up to 6 months in advance. Increase in awaiting long term residential in the private sector. Increase in individuals returning home independently. 	<ul style="list-style-type: none"> There are still a small number of people requiring readmission to hospital. Discharges over 42 nights. 	<ul style="list-style-type: none"> Continue to monitor. Reviewing reasons for discharges over 42 nights.

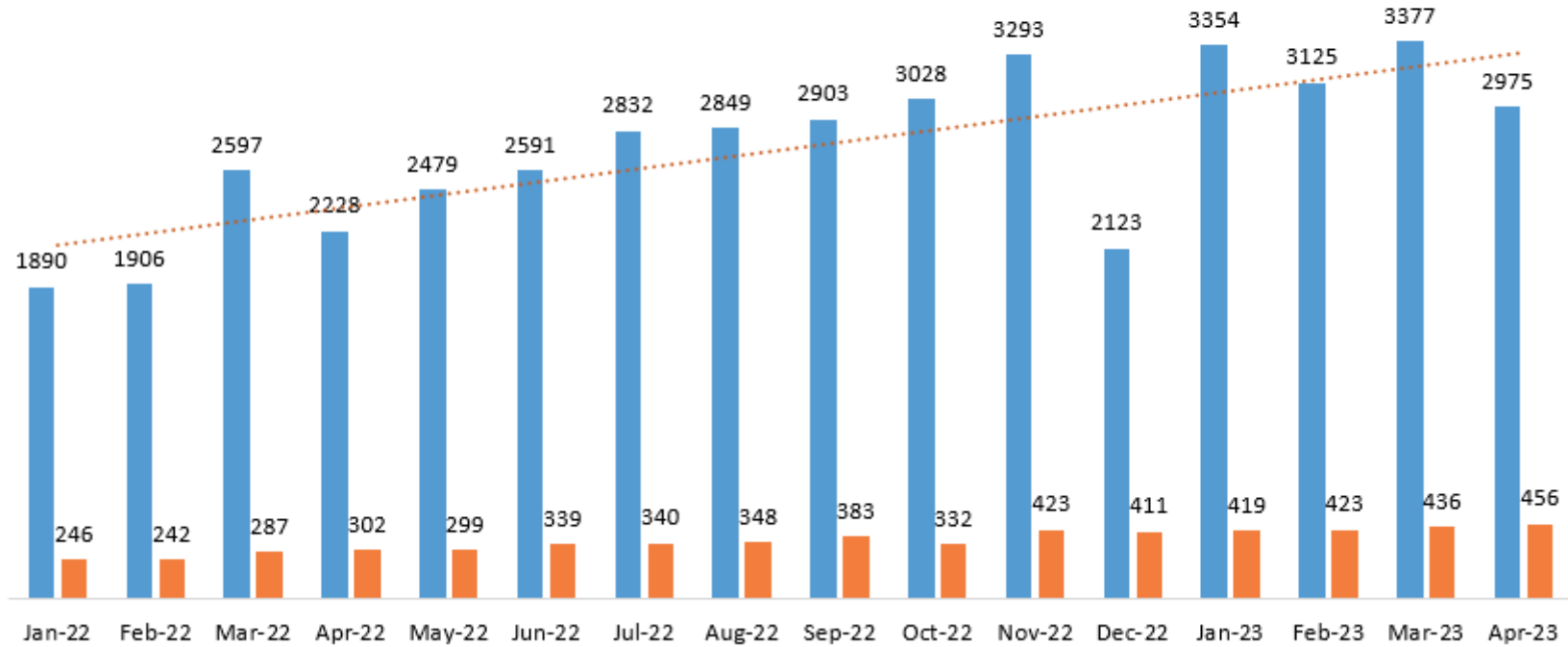
Internal Day Services for Older People, Special Needs and Learning Disabilities

The data below is extracted from Abacus plus a manual record of Health users and a number of other recording systems. This is the number of unique people who have attended a day service, together with the number of places used each month. Updates on attendance are made by the service and therefore there can be some delays in achieving accurate fully up to date data. Internal Day Services Service Provisions are soon to officially 'go live' on onto WCCIS. This will provide a streamlined approach to gathering data on unique service users and admissions and discharges. Work has also commenced on External Day Services Provision.



Day Services

■ Total Attendance over month
 ■ Number of people receiving a service
 ⋯ Linear (Total Attendance over month)



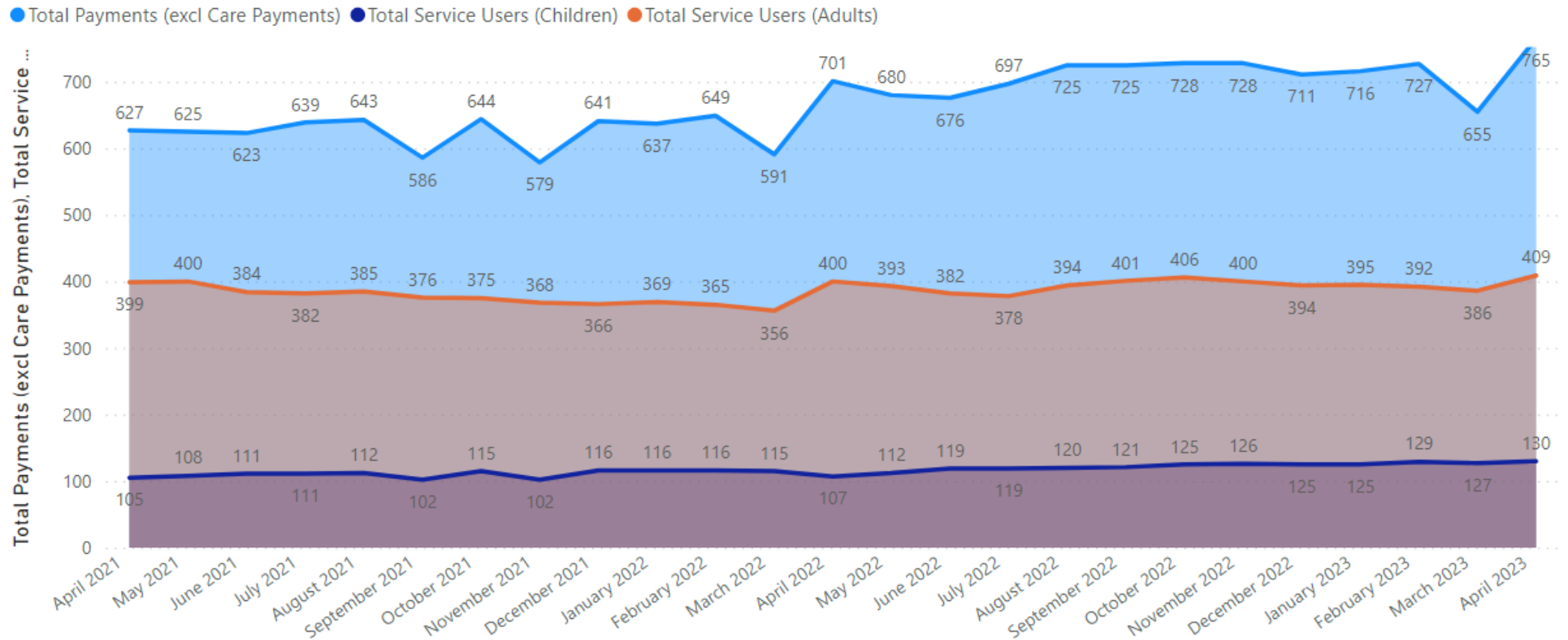
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What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Increase in referrals 	<ul style="list-style-type: none"> Slight decrease in attendance – Covid, other sickness. 	<ul style="list-style-type: none"> Monitoring use and attendance in LD day services.

Direct Payments

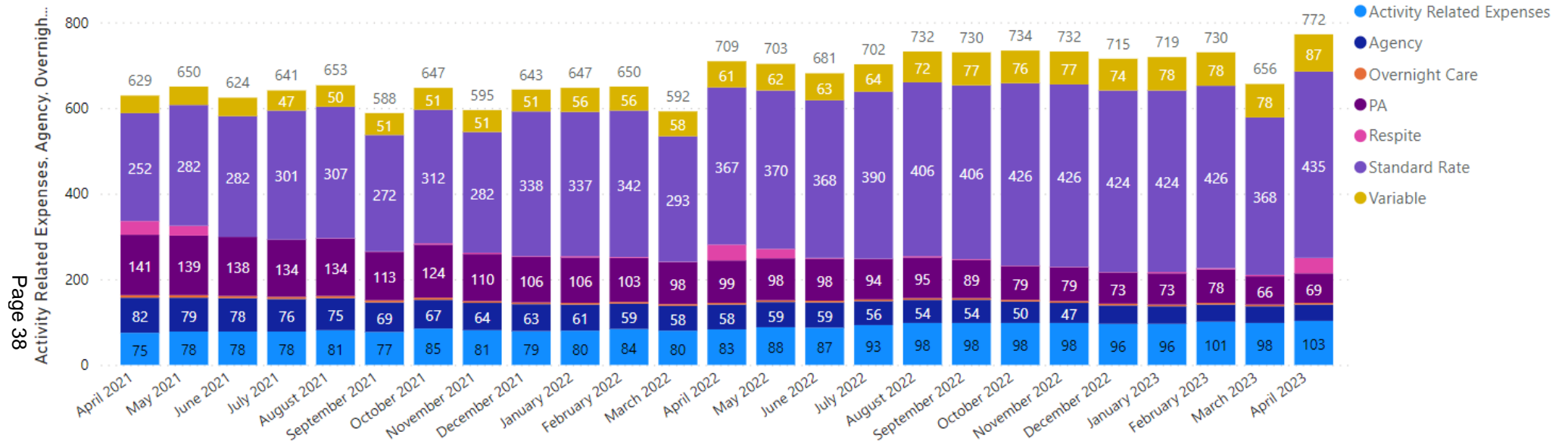
Number of Payments each Month Plus number of Unique Service Users

Total Payments (excl Care Payments) and Number of Service Users by Month



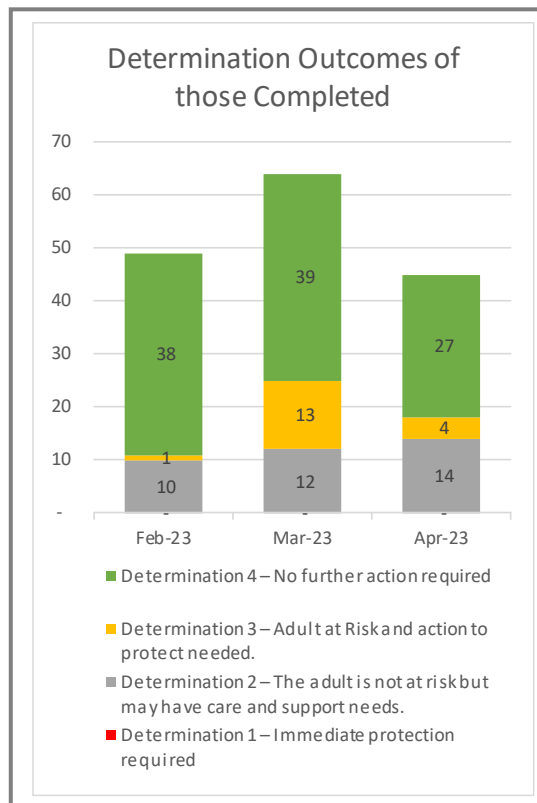
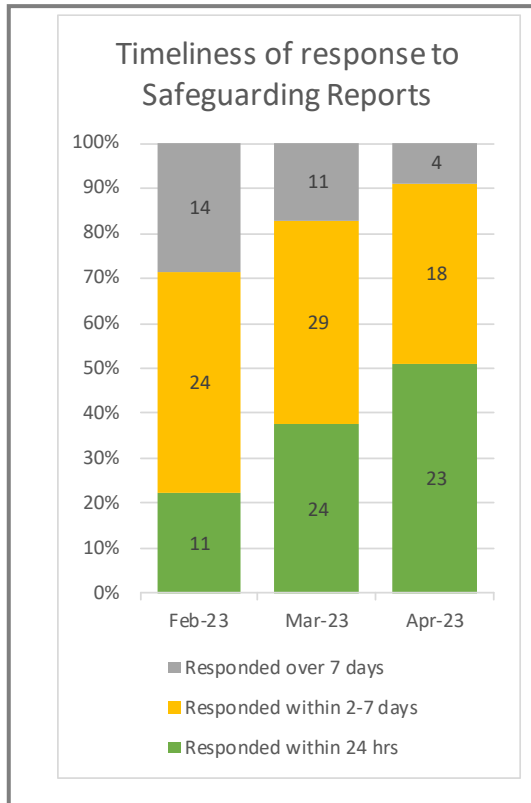
Number of Payments each Month based on Type of Payment

Number of payments based on payment type



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Stabilisation of services from new Managed Account service Provider (Compass) • Successful recruitment of PAs which has significantly increased additional no of PAs available to provide care and support. • Combined DP and Dom care FACS panels to create process efficiencies and improved access to services. • Gradual increase in use direct payments across all areas (meaning reduced pressure on commissioned services and more cost-effective options for meeting needs) <p>Page 39 Commencement of systems thinking review to improve performance of DP services.</p>	<ul style="list-style-type: none"> • Opportunities to use DPs to create alternatives to traditional services are not optimised. • DPs for carers are underused. • Systems and processes to ensure payments are recovered if not used require review. • Resources and processes are impeding capacity to match PAs with people waiting to receive care. 	<ul style="list-style-type: none"> • Legal advice regarding recovery of additional costs. • Review systems and processes and identify improvements where possible. • Improve Performance management (of internal staff, systems and processes). • Expand use of DPs to support the development of micro enterprises. • Recruit to vacant post to expand capacity of team.

Safeguarding Response



Reports /Actions

52 Reports received in Apr 23

45 Determinations completed
91% responded to within 7 days
107 Consultations held,
30 inappropriate

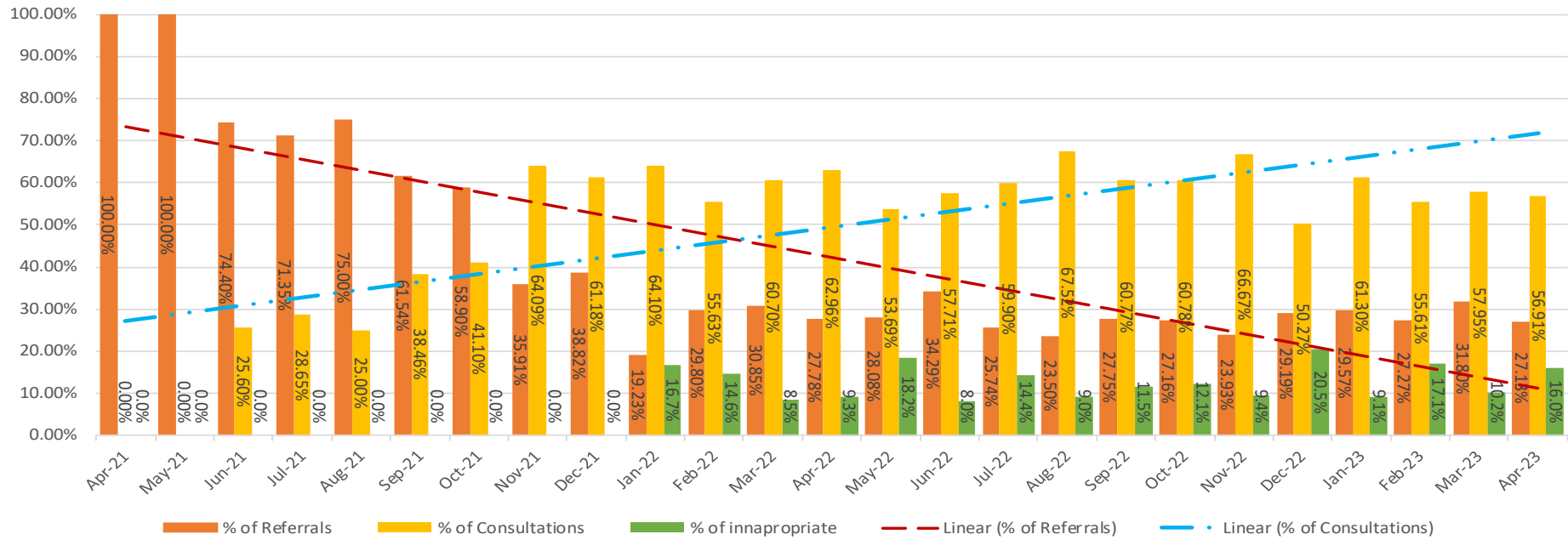
45 Reports were received in Apr 22,
 44 Determinations completed

64 Determinations completed
82.8% responded to within 7 days
162 Consultations held,
28 inappropriate

41 Determinations completed
82.9% responded to within 7 days
104 Consultations held,
32 inappropriate

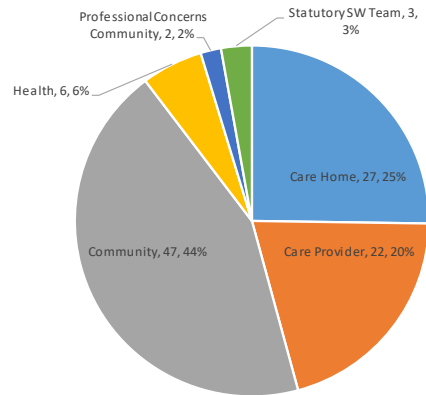
Safeguarding are now recording Inappropriate Referrals as Casenotes on WCCIS, therefore they are no longer counted/included in the Referrals total. Consequently, Referral numbers will be less than previous reported and Consultations & Inappropriate Casenotes will be higher.

Referrals/Consultations % Breakdown

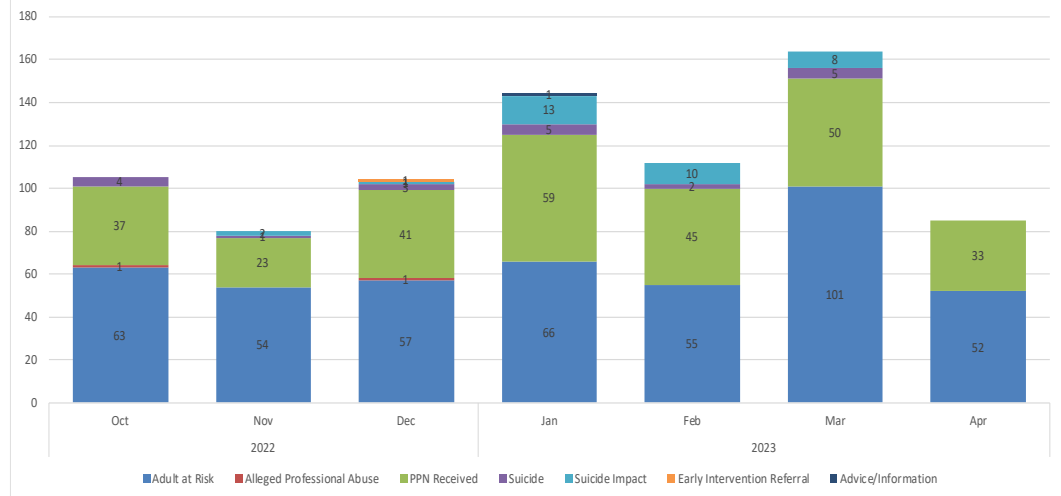


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Consultations 2023 Apr



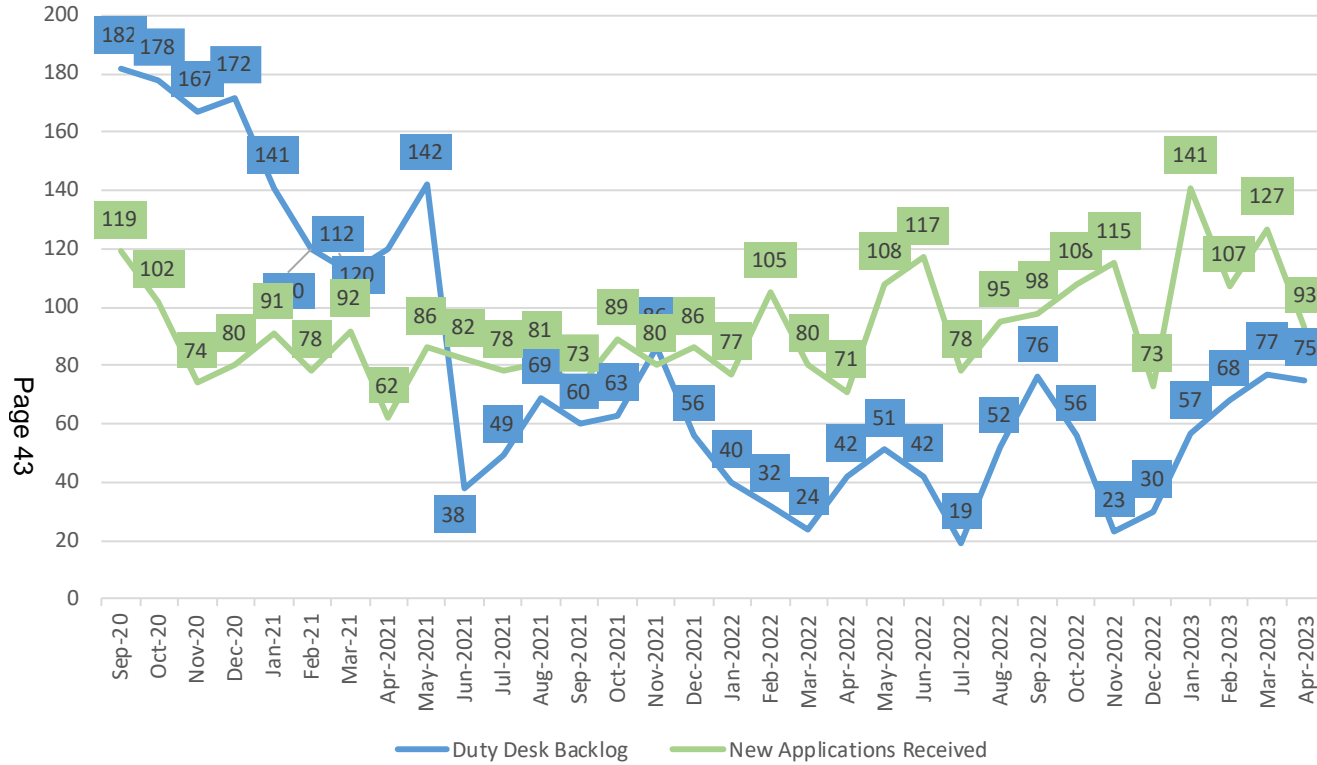
All Referrals Recorded in the Safeguarding Team with Reason for Referral



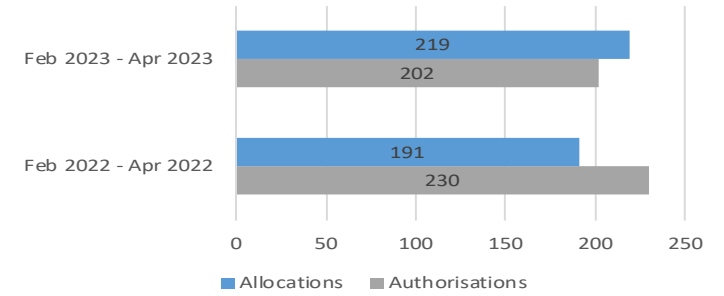
What is working well?	What are we worried about?	What we are going to do?
<p data-bbox="94 730 125 836" style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 42</p> <ul style="list-style-type: none"> • The team has developed strong links with safeguarding specialist within DWP, who is able to support the Team with financial abuse cases where benefits are involved. This is effective in determining financial abuse. • The Team are routinely attending multi-agency meetings and ensuring a joined up approach to safeguarding issues relating to domestic abuse and other areas where risk is predominant. • There has been a return to the figures we are used to seeing for AAR Reports following the high volume of AAR Reports during March. The Team have managed 91% of cases to be determined within 7 days. Compared to 82.8% and 82.9% in March and February. • The team has recently had three students which was helped hugely with the demands on the team 	<ul style="list-style-type: none"> • The team has a vacancy in the team due to a member of staff being seconded. • There are higher levels of sickness in the team this is concerning as there is limited resilience in numbers due to the size of the team. • Safeguarding cases are more complex which results in cases being open for longer, impacting on caseloads. • Need to ensure that systems are able to capture all relevant Welsh Government/regional data requirement, which is changes from time to time. 	<ul style="list-style-type: none"> • Advertise the vacant position. • Continue to promote Team resilience and engage and encourage the Team to recognise the importance of their emotional well-being. • Work alongside WCCIS Team to update the system to reflect what is required.

Timeliness of Deprivation of Liberty Assessments

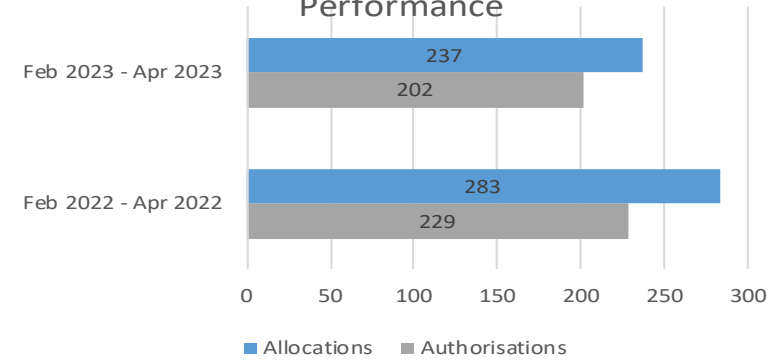
DoLS Backlog and New Referrals



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Working towards regional shared practice in relation to Mental Capacity (MCA), DOLS and DOLO. • There is team resilience given that independent best interest assessors are being used to support the team and free up capacity for the team to undertake more complex work. • The two new MCA role will start shortly, this will help improve staff understanding and the quality of best interest assessments. There will be an additional role to support MCA work in C & F Services. • One best interest assessor has returned to work from being on long term sick leave. 	<ul style="list-style-type: none"> • The update on LPS, is that it's going to be postponed until at least 2025. This means that we must continue to work within the current DOLS framework for the next few years, which is challenging. • Backlog remains high. • Shortage of good section 12 doctors, quality varies a lot between section 12 doctors. This is a risk given that cases appear in the court of protection on a regular basis, where the assessment comes under scrutiny. • There has been a delay in the start date of the two MCA roles, this means that the TL is undertaking two roles, current and the new one. • There is massive pressure on business support team due to ongoing sickness. • The move over to oracle fusion is causing problems with paying our suppliers and this is still ongoing. 	<ul style="list-style-type: none"> • The DOLS forms are being revised to ensure that the role undertaken is more streamlined and proportionate. • Continue to use independent BIA to help address the backlog. • Discuss further training courses with Swansea University to help improve the quality of section 12 doctors assessment. • Liaise with relevant professionals to move the appointments forward. • Regular meeting to prioritise work given the pressures. • Issues with oracle fusion has been reported and awaiting a proportionate response. C & F Services have step in to support payment of invoices

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Adult Social Services

Directorate: Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

This is an IIA Screening for the latest Adult Services Performance Report for Adult Services for the Adult Services Scrutiny Panel. The report outlines the key performance areas of Adult Services provision outlining how we're meeting our statutory obligations and requirements of relevant legislation and procedures we are required to follow e.g. Wales Safeguarding procedures.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Co-productive approaches with residents, service users and partners continue to shape our strategic delivery across Adult Services. All Social Work assessments and care and support plans are co-produced with service users, applying a strength based approach. Specific workstreams are being co-produced including a revision of the (Unpaid) Carers Assessment.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

- Yes No **If yes, please provide details below**

Integrated Impact Assessment Screening Form

The performance of Adult Services does impact on other areas of the Council including Revenues and Benefits in relation to social care charging and Housing in relation to people maintaining their tenancies.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

We recognise that the delivery of Adult Services impacts people and communities at different times and often when they are most vulnerable, and the scrutiny of the performance is a key aspect of ensuring maximum impact and quality of the services where they are needed.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

This is an IIA Screening for the Report on the latest Adult Services Performance report.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Care Services.

(NB: This summary paragraph should be used in the 'Integrated Assessment Implications' section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

Integrated Impact Assessment Screening Form

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Amy Hawkins
Job title: Head of Adult Services and Tackling Poverty
Date: 15/06/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 15/06/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 8



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 28 June 2023

Care Inspectorate Wales Inspection Reports on Regulated Care Home Services 2023

Purpose	To consider CIW reports of regulated Care Home services and associated Areas of Improvement.
Content	This report includes a summary of CIW recent inspections of two regulated Care Home services and progress with identified Areas of Improvement.
Councillors are being asked to	<ul style="list-style-type: none">• Give their views.• Consider the report as part of their scrutiny function.• Make recommendations to the Cabinet Member / Council.
Lead Councillor(s)	Cabinet Member for Care Services – Cllr. Louise Gibbard
Lead Officer(s)	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins
Report Authors	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 Amy.Hawkins@swansea.gov.uk

1. Background

1.1 Care Inspectorate Wales carry out scheduled and unscheduled inspection visits to all registered services. Recently they have inspected two of our Care Homes.

1.2 The following areas are inspected: Well-being, Care and Support, Environment and, Leadership and Management.

1.3 CIW respond to any non-compliance of regulations and / or risk to people's well-being identified by issuing Priority Action Notices, where immediate steps are required to address and make improvements.

1.4 Where CIW find non-compliance with regulations but no immediate or significant risk for people using the services is identified they highlight these as Areas for Improvement. CIW expect us, as the provider to take action to rectify this and they will follow this up at the next inspection. Where the provider has fails to make the necessary improvements, they will escalate the matter by issuing a Priority Action Notice.

2. Swansea's Regulated Services Inspections

2.1 Across the two recent Care Home inspections CIW found no non-compliance with the regulations and no Priority Action Notices were issued. One area of improvement was identified in one service.

2.2 Further detail of the Area of Improvement, associated actions and progress, is in section 4 and Appendix A.

3. Inspection findings

3.1 Rose Cross Residential Home

Rose Cross is a care home in Penlan registered for a maximum of 33 people age 55 and above. It provides a service for individuals diagnosed with dementia and/ or high physical complex care support needs who require personal care, on a long-term and short stay / respite basis. The service consists of four unitised houses of seven to ten bedrooms.

CIW made an unannounced inspection on 29/3/23. The inspection report is in Appendix B.

The report highlights:

- People told CIW they were happy with the service provided.
- The service has a warm and relaxed atmosphere.
- Staff understand what matters to people and are committed to ensuring they have the best possible experience.
- There is a strong sense of teamwork among staff who are led by a well-respected proactive manager.
- Staff report feeling happy in their roles, they report *"They are really good and listen to what you have to say"*.
- The Responsible Individual makes themselves available to speak to people.
- Individuals are encouraged to make everyday choices to maintain their independence as much as they are able... *"The staff here are very kind and treat me with respect"*.
- Plans are regularly revised to ensure they are up to date and reflect people's current needs.

- CIW were told by a relative, *“I only have positive things to say, the manager has been up front, they know your name when you come in and you’re included.”*
- The provider ensures steps are taken to identify and reduce risk to people.
- The service has good systems in place to monitor and review the quality of care and support being provided.

No areas for improvement and no areas of non-compliance were identified during the inspection.

3.2 Ty Waunarwydd Care Home

Ty Waunarwydd is a care service in the village of Waunarwydd, registered for up to 40 people. It provides residential care to people predominantly living with dementia and short-term care to people discharged from hospital awaiting to go home or to more suitable accommodation.

CIW made an unannounced inspection on 19/04/2023. The inspection report is in Appendix C.

The report highlights that:

- People are happy with the care and support they receive.
- People told CIW; *“The home is really friendly, everybody is friendly, and everything is good I don’t dislike anything.”*
- Residents are supported to make choices about the things that are important to them to support their well-being.
- People’s physical and emotional well-being is supported well.
- People receive good quality care which is person centred and meets their needs.
- Personal plans give instructions to staff on the support of people to meet their personal outcome.
- A professional told CIW; *“I am very happy to place people here, I have no concerns they are approachable, and they will be open and honest with me.”*
- CIW saw a comprehensive safeguarding policy and procedure in place to safeguard people.
- Staff feel they have the skills and knowledge to report issues and feel confident they will be addressed. Staff told CIW; *“You need to ensure the care they need is given, and I would challenge any abuse”.*
- CIW saw people are engaged and supported to maintain daily living skills.
- The management team show a good knowledge and understanding of the people living in the service.

No non-compliance was identified, and no Priority Action notices were issued.

One new area for improvement was identified. This was for the timely completion of annual appraisals in line with regulations. Two areas for improvement identified in previous inspection (May 2022) were achieved.

4. Areas for Improvement, Associated Actions and Progress

4.1 Appendix A outlines actions and progress being made to address the Area of Improvement identified in the Ty Waunarwydd inspection.

5. Integrated Assessment Implications

5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015

and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.2 An IIA screening has been undertaken (Appendix D). The IIA demonstrates there are positive impacts for service users accessing quality services inspected by CIW. Some areas of improvement have been identified and these are being actioned. A full IIA is not required.

Appendix A – Areas for Improvement, Associated Actions and Progress



CIW inspection action
plan 2023.docx

Appendix B – Rose Cross CIW report

[Link to CIW website Rose Cross report](#)



Rose Cross
Residential Home CIW

Appendix C – Ty Waunarlwydd CIW report

[Link to CIW website Ty Waunarlwydd CIW report](#)



Ty Waunarlwydd CIW
Report.pdf

Appendix D – Integrated Impact Assessment Screening



IIA_screening_form
CIW 2023.doc

CIW Regulated Services Improvement Areas Action Plan

Reg	Improvement Areas	Action	Timescales
36	Annual appraisals have not been carried out in line with regulations.	Schedule and complete all outstanding annual appraisals in the next three months. Manager, Assistant Managers and Senior Residential Care Officers.	August 2023

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Adult Services

Directorate: Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

Adult Services Scrutiny report of Care Inspectorate Wales inspections of two registered services and associated recommendation.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

**Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches?
Please provide details below – either of your activities or your reasons for not undertaking involvement**

Each of the services inspected place people at the heart of the service. Care planned is coproduced by the service user and teams, identifying what goals are important to people and their representatives and how these are being achieved. Quality assurance monitoring processes within the registered services includes engagement with users of services, their carers and families. As part of the CIW inspections they inspect Well-being and Care and Support and this includes feedback from service users and families.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan's Well-being Objectives when considered together?
Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
Yes No
- c) Does the initiative apply each of the five ways of working?
Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No **If yes, please provide details below**

The inspected services include reablement support and short-term care which support people to return home, live independently or in more suitable accommodation, which may result in less demand on other Council Services.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Integrated Impact Assessment Screening Form

We need to publish links to the CIW reports on our website. The recommendations and any resulting actions from any Area for Improvements identified will be communicated to staff and where relevant updated in our practice processes on the intranet.

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

This is not a proposal, but an IAA for CIW reports for Scrutiny. The implementation of the recommendations will positively impact on the users of services, which are all individuals with care and support needs, along with their carers / family members. Inspections are a part of the quality control measures to ensure we are providing safe services to those with care and support needs, providing opportunities for service users to exercise, voice, choice and control and meet their personal outcomes. CIW inspect the services and how they are meet the regulations in relation to Well-being, Care and Support, Environment and, Leadership and Management. As the reports identify, CIW found no non-compliance of the regulations, no priority action notices were issued, but they made one area for improvement recommendation.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

There are positive impacts of service users accessing quality services, inspected by CIW. There is demonstration of involvement of service users, carers and families in services and the coproduction of care plans. All of the inspected services contributed towards the Future Generation considerations. The risk is low, CIW found there were no non-compliance of the regulations and no priority notice applications.

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Amy Hawkins
Job title: Head of Adult Services & Tackling Poverty
Date: 15/06/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services & Tackling Poverty
Date: 15/06/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 9

ADULT SERVICES PERFORMANCE PANEL WORK PLAN 2023-24 **DRAFT**

Meeting Date	Items to be discussed
Meeting 1 28 June 2023 4.30pm	Confirm Convener of the Panel and Co-optee Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> Briefing on Recent CIW Care Home Inspection Reports <i>Amy Hawkins</i> Draft Work Plan 2023-24
Meeting 2 7 August 2023 4pm	WAO Report 'Together we Can' – Community Resilience and Self-reliance <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Lee Cambule, Tackling Poverty Service Manager</i>
Meeting 3 5 September 2023 4.30pm	Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> Wales Audit Office Report 'A Missed Opportunity' Social Enterprises <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Peter Field, Principal Officer Prevention, Wellbeing Commissioning</i>
Meeting 4 31 October 2023 4pm	Director of Social Services Annual Report 2022/23 <i>David Howes, Director of Social Services</i>
Meeting 5 12 December 2023 4.30pm	Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> Update on Adult Services Transformation and Improvement Programme <i>Amy Hawkins / Helen St John</i> <i>Lucy Friday, Principal Officer Transformation</i>
Meeting 6 30 January 2024	Local Area Coordination Update <i>Hayley Gwilliam, Cabinet Member for Community</i>

4pm	<p><i>Lee Cambule, Tackling Poverty Service Manager</i></p> <p>Briefing on Dementia (including case studies) <i>Amy Hawkins / Helen St John</i></p>
<p>BUDGET MEETING ? February 2024</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Draft Budget Proposals for Adult Services / Child and Family Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p> <p>Adult Services / Child and Family Services Complaints Annual Report 2022-23 <i>Louise Gibbard</i> <i>Sarah Lackenby, Head of Digital and Customer Services</i></p>
<p>Meeting 7 20 March 2024</p> <p>4pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Update on West Glamorgan Transformation Programme <i>Kelly Gillings, Programme Manager</i></p> <p>Briefing on Annual Review of Charges (Social Services) 2022-23 <i>David Howes, Director of Social Services</i></p>
<p>Meeting 8 7 May 2024</p> <p>4pm</p>	<p>Update on how Council's Policy Commitments translate to Adult Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p> <p>Update on Adult Services Transformation and Improvement Programme – including progress on Reviews <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> <i>Lucy Friday, Principal Officer Transformation</i></p> <p>End of Year Review</p>

Future Work Programme items:

- Recruitment and Retention of Care Staff (dates tbc once new policies developed)
- Wales Audit Office Reports (dates to be confirmed):