



Dinas a Sir Abertawe

**Cofnodion Cyfarfod y Panel Perfformiad Craffu -
Gwasanaethau i Oedolion**

Ystafell Bwyllgor 3A, Neuadd y Ddinas, Abertawe

Dydd Mawrth, 24 Medi 2019 am 4.00 pm

Yn Bresennol: Y Cynghorydd P M Black (Cadeirydd) oedd yn llywyddu

Y Cynghorydd(wyr)
E T Kirchner
S M Jones

Y Cynghorydd(wyr)
P R Hood-Williams
J W Jones

Y Cynghorydd(wyr)
P K Jones

Aelodau
Cyfetholedig(wyr)
T Beddow

Hefyd yn bresennol
Mark Child

Aelod y Cabinet – Gofal, Iechyd a Heneiddio'n Dda

Swyddog/ion)
Peter Field
Liz Jordan
Deborah Reed

Prif Swyddog - Ataliaeth, Lles a Chomisiynu
Swyddog Craffu
Pennaeth Dros Dro'r Gwasanaethau i Oedolion

Ymddiheuriadau am absenoldeb

Y Cynghorydd(wy): J A Hale, C A Holley, H M Morris a/ac G J Tanner
Aelodau Cyfetholedig(wyr): Katrina Guntrip

1 Datgeliadau o fuddiannau personol a rhagfarnol.

Ni ddatgelwyd unrhyw fuddiannau.

2 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau

Ni wnaethpwyd unrhyw ddatganiadau.

3 Cofnodion y cyfarfod ar 30 Gorffennaf 2019 a 20 Awst 2019

Cytunodd y panel fod nodiadau'r cyfarfodydd a gynhaliwyd ar 30 Gorffennaf 2019 ac 20 Awst 2019 yn gofnod cywir o'r cyfarfodydd .

4 Cwestiynau'r Cyhoedd

Nid oedd unrhyw aelodau'r cyhoedd yn bresennol yn y cyfarfod.

5 Datblygiadau Byw â Chymorth ar gyfer y Gwasanaethau Anabledd Dysgu

Roedd Deborah Reed, Pennaeth Dros Dro'r Gwasanaethau i Oedolion, yn bresennol i frifio'r Panel ar y mater hwn ac i ateb cwestiynau'r Panel.

Pwyntiau i'w trafod:

- Cynhaliodd aelodau'r Panel ddu ddigwyddiad anffurfiol gyda rhieni oedolion ag anableddau iechyd meddwl a rhieni oedolion ag anableddau dysgu cyn y cyfarfod i gael eu hadborth am drefniadau byw â chymorth.
- Y prider mwyaf ar gyfer rhieni mewn perthynas ag aildendro'r gwasanaeth oedd sut yr ymdrinnir â'r trawsnewid. Mae angen sicrhau sefydlogrwydd ar gyfer defnyddwyr gwasanaeth. Cadarnhaodd yr adran y bydd ymdeimlad o ddilyniant i'r rhan fwyaf o'r defnyddwyr gwasanaeth.
- Trafodwyd trefniadau tenantiaeth. Holodd y Panel a ehangwyd ar ddisgrifwyr 'annibyniaeth' yn y cytundebau tenantiaeth. Rhoddwyd gwybod iddynt nad ydynt wedi'u cynnwys yn y cytundebau tenantiaeth am eu bod yn ymwneud â chefnogaeth a byddent yn cael eu cynnwys mewn trefniadau cefnogaeth gofal.
- Trafodwyd cyd-gynhyrchu a rôl rhieni yn yr adolygiad comisiynu. Rhoddodd y rhieni'r argraff nad oeddent yn cael dweud eu dweud am fywydau eu plant pan gât eu symud i leoliad byw â chymorth. Clywyd bod rhieni'n cael eu hannog i gymryd rhan.
- Mewn digwyddiadau anffurfiol, roedd aelodau'r panel yn cael yr argraff nad oedd gwasanaethau eiriolaeth annibynnol ar gael i ddefnyddwyr gwasanaeth. Rhoddwyd gwybod bod y gwasanaethau ar gael i ddefnyddwyr gwasanaeth ag anableddau dysgu a phroblemau iechyd meddwl.
- Codwyd y mater o restrau aros gan rieni mewn cyfarfodydd anffurfiol. Clywyd nad oes rhestr aros ffurfiol ar gyfer y Gwasanaethau Anableddau Dysgu. Mae rhestr aros ffurfiol ar gyfer y gwasanaethau iechyd meddwl ond mae llai na 20 o unigolion arni ar adeg benodol. Efallai bod lleoedd byw â chymorth ar gael ond mae'n bosib nad ydynt yn addas ar gyfer yr unigolion sydd ar y rhestr aros.
- Cadarnhaodd Aelod y Cabinet fod diffyg llety gwely sengl i unigolion â phroblemau iechyd meddwl i symud iddynt ac mae hyn yn broblem y bydd angen i'r awdurdod lleol ei ystyried ymhellach.
- Mae gan yr awdurdod gyswilt â'r darparwr gwasanaeth ac maent yn derbyn adborth rheolaidd ganddynt. Mae'r awdurdod yn llunio ei fframwaith sicrhau perfformiad ei hun ar hyn o bryd.
- Nid yw'r awdurdod yn argymhell bod darparwyr unigol yn cwrdd â rhieni'n rheolaidd ond byddai disgwyl iddynt gwrdd er mwyn bodloni eu hamcanion.
- Roedd rhai rhieni yn y cyfarfodydd anffurfiol yn teimlo nad oedd pwynt cyswllt amlwg i gysylltu ag ef yn yr awdurdod os oeddent yn cael problemau gyda'r darparwr. Rhoddwyd gwybod bod dau newid wedi'i gyflwyno i wella'r cyswllt hwn.
- Ymholodd y Panel am ddealltwriaeth yr adran o effeithlonrwydd a rhoddwyd gwybod ei fod yn ostyngiad yn yr oriau comisiynu (arbedion costau).
- Mae'r adran yn dibynnu ar reolwyr gofal (gweithwyr cymdeithasol) i sicrhau bod cynlluniau gofal a chefnogaeth yn cael eu cyflwyno.
- Mewn perthynas â llety byw â chymorth, roedd gan rieni bryderon ynghylch hyfforddiant, profiad, oedran staff a'r defnydd o weithwyr asiantaeth. Nid yw'r

Panel yn siŵr os gall yr awdurdod wneud unrhyw beth yngylch hyn.
Rhoddwyd gwybod yr asesir trosiant staff y darparwyr yn flynyddol a dylent ddarparu data ar gyfer hyn. Hefyd, gall staff a gyflogir gan ddarparwyr gael mynediad at hyfforddiant y gwasanaethau cymdeithasol a chael mynediad at rai cyrsiau hyfforddi annibynnol.

Camau Gweithredu:

- Aelod y Cabinet a'r swyddogion i ddarparu sylwadau ar y nodyn briffio a luniwyd yn dilyn dau ddigwyddiad anffurfiol gyda'r rhieni.
- Panel i weld copi gwag o ddwy ddogfen - cytundeb tenantiaeth a chytundeb cefnogaeth gofal ac esboniad o'r 'annibyniaeth' a ddefnyddiwyd.
- Cylchredeg y cyflwyniad a roddwyd yn y digwyddiad gyda'r rheini i'r Panel er gwybodaeth.
- Y Panel i dderbyn rhagor o wybodaeth am y sefyllfa o ran rhestrau aros ar gyfer llety byw â chymorth.

6 Arfer a Sicrwydd Caffael mewn Gofal Cymdeithasol

Roedd Peter Field, Prif Swyddog Ataliaeth, Lles a Chomisiynu yn bresennol i frifio'r Panel ac i ateb cwestiynau.

Pwyntiau i'w trafod:

- Ymhollodd y Panel yngylch pa mor dda mae adborth defnyddwyr gwasanaeth yn cael ei fwydo i'r broses sicrwydd a rhoddwyd gwybod iddynt nad yw mor dda ag y gallai fod ond bydd trefniadau'n gwella wrth i amser fynd yn ei flaen.
- Bu cyfleoedd rheolaidd i ddefnyddwyr gwasanaeth roi adborth am wasanaethau presennol y Gwasanaethau Anabledd drwy gwblhau arolwg wyneb yn wyneb. Clywyd gan y Gwasanaethau Iechyd Meddwl fod hyn wedi'i gynnal gan y Gwasanaethau Byw â Chymorth ond nid yw swyddogion yn sicr pa mor aml y gwnaed hyn.
- Mae tybiaeth bod darparwyr yn darparu gwybodaeth/pecynnau croeso i ddefnyddwyr gwasanaeth wrth iddynt fynd i lety byw â chymorth.
- Nid yw'r broses gaffael yn parhau hyd at y broses archwilio mewnol.
- Mae ymgynghori â gofalwyr yn faes y mae angen i'r adran ei wella a bydd yn edrych ar hyn (cynlluniau gofalwyr) dros y 12-18 mis nesaf.

7 Amserlen Rhaglen Waith 2019/20

Derbyniwyd ac ystyriwyd y rhaglen waith gan y panel.

8 Llythyrau

Cafodd llythyrau eu derbyn a'u hystyried gan y panel.

Daeth y cyfarfod i ben am 5.30 pm.



To:
Councillor Mark Child
Cabinet Member for Care, Health and Ageing Well

*Please ask for:
Gofynnwch am:* Scrutiny
*Scrutiny Office
Line:
Llinell
Uniongyrochol:* 01792 637314
*e-Mail
e-Bost:* scrutiny@swansea.gov.uk
*Date
Dyddiad:* 14 October 2019

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 24 September 2019. It covers Supported Living Developments and Procurement Practice and Assurance.

Dear Cllr Child

The Panel met on 24 September to receive a briefing on Supported Living Developments for Mental Health and Learning Disability Services and to discuss Procurement Practice and Assurance in Social Care. We would like to thank you, Deborah Reed and Peter Field 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 learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

Supported Living Developments for Mental Health and Learning Disability Services

Deborah Reed, Interim Head of Adult Services briefed the Panel on this issue.

We informed you that the Panel had held two informal events with parents of adults with mental health issues and parents of adults with learning disabilities prior to the meeting to get their feedback on supported living arrangements. A note was produced of the issues raised at these events and you agreed to provide comments on it, which

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together with this letter and your response will be shared with the parents who provided their contact details.

We discussed how the biggest concern for parents in terms of the re-tendering of the service was how transition was going to be handled. We all agreed the need to ensure stability for service users. You confirmed that there will be continuity for the majority of service users, particularly as most of the providers will remain the same.

We raised the issue of tenancy arrangements for service users in supported living, and queried whether descriptors of 'independence' were expanded upon in tenancy agreements. We were informed that they are not included in tenancy agreements, but they will be included in care support agreements, as they are to do with support. You agreed to provide us with a blank copy of a tenancy agreement and a care support agreement, and to provide us with the descriptors of independence used.

We discussed co-production and the role of parents in the commissioning review. We were given the impression at the events that parents did not have as much say over their adult child's life when they went into supported living. You told us that parents were actively encouraged to get involved, that there are regular events held with parents and also that they were involved in the tender evaluation process. Officers agreed to circulate the presentation given to parents at the events to the Panel for information.

At the informal events, panel members got the impression that there did not appear to be independent advocacy services available for service users. We were informed that these services are available to service users with learning disabilities and mental health issues.

Another issue raised by parents at the events was that of waiting lists. You told us that there is no formal waiting list for Learning Disability Services, there is a formal waiting list for mental health services but there are less than 20 individuals on it at a particular time. We heard that there may be supported living vacancies but they may not be appropriate for the individuals on the waiting list. Officers agreed to provide further information on the situation with waiting lists to the Panel.

You confirmed there is a lack of single bed accommodation for individuals with mental health issues to move on too in Swansea, and that this is an issue the Authority may have to look at further.

We heard that the Authority has a contract with the provider of the service and has regular feedback from them, although this has not been proactively sought in recent months. We also heard that the Authority is currently producing its own performance assurance framework. We were pleased to hear this.

We heard that the Authority does not prescribe that individual providers meet with parents regularly but that it would expect them to in order to meet their outcomes.

We discussed how some parents at the informal events did not feel there was an obvious point of contact to go to in the Authority if they are having issues with the provider. We were informed that two changes have been introduced to improve this contact. This is good to hear.

We queried the Department's understanding of efficiencies, and were informed it is a reduction in commissioning hours (cost savings).

We heard that the Department relies on care managers (social workers) to ensure care and support plans are being delivered as determined.

We mentioned that in terms of staff in supported living accommodation, parents had concerns about training, experience, age of staff and use of agency workers. We queried whether the Authority is able to do anything about this. We were informed that staff turnover of providers is looked at annually and that providers should provide data on this. We heard that staff employed by providers can access some of the social services training and also access some independent training courses.

Procurement Practice and Assurance in Social Care

Peter Field, Principal Officer Prevention, Well-being and Commissioning attended to brief the Panel.

We queried how well service user feedback is fed into the assurance process and were informed it is not as good as it could be but arrangements will improve as time goes on.

We heard that there have been regular opportunities for service users to feed back on existing services in Learning Disability Services, by completing a survey and face to face. We also heard that for Mental Health Services this has been undertaken by Supported People Services but officers are unsure how frequently this has been done.

We were informed that there is an assumption by the Department that care providers provide information/welcome packs to service users when they go into supported living accommodation.

We were informed that the procurement process does not go through the internal audit process.

We heard that consultation with carers is an area the Department needs to improve on and you will be looking at this and the development of a carers plan over the next 12 to 18 months. We were very pleased to hear this, particularly as it was a recommendation from the recent Equalities Scrutiny Inquiry, and we will want the carers plan to come to the Panel in the future.

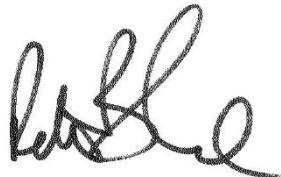
Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a written response by Monday 4 November 2019 to the following:

1. Comments on the issues raised in the briefing note from the informal events held with parents of service users.

2. Information on the descriptors of independence used and provide a blank tenancy agreement and care support agreement.
3. Further information on the situation with waiting lists.

Yours sincerely

A handwritten signature in black ink, appearing to read "Peter Black".

PETER BLACK
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.PETER.BLACK@SWANSEA.GOV.UK



To:
Councillor Mark Child
Cabinet Member for Care, Health and Ageing Well

*Please ask for:
Gofynnwch am:* Scrutiny
*Scrutiny Office
Line:
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Uniongyrochol:* 01792 637314
*e-Mail
e-Bost:* scrutiny@swansea.gov.uk
*Date
Dyddiad:* 21 October 2019

Summary: This is a follow up letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 24 September 2019. It covers Supported Living Developments.

Dear Cllr Child

The Panel met on 24 September to receive a briefing on Supported Living Developments for Mental Health and Learning Disability Services and I wrote to you following that meeting.

Since then I have received further correspondence from a parent carer, who attended one of the informal events held prior to the panel meeting, seeking some clarification. I am therefore writing to you on their behalf.

They have asked for, and I quote, “clarification of work which has been mentioned in recent meetings with parents about the re-tendering of supported living services. This relates, as I understand it, to work being or to be carried out by Western Bay (or the West Glamorgan Regional Partnership as it may now be called). I am afraid I do not have much information about this work but I believe it involves, in some way, reviews of care plans for people in supported living arrangements (like my son) which is linked in some way to the retendering process. What I would like to know is more precisely what this work involves, what the outcomes of the work would be and how this might affect the people involved and whether this work will involve parents and the individuals themselves.”

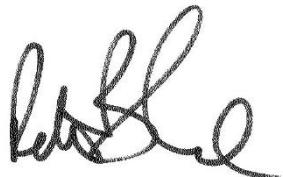
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Your Response

Please provide a written response by Monday 11 November 2019 for me to pass on.

Yours sincerely

A handwritten signature in black ink, appearing to read "Peter Black".

PETER BLACK
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.PETER.BLACK@SWANSEA.GOV.UK