



Dinas a Sir Abertawe

Cofnodion Cyfarfod y Panel Perfformiad Craffu - Gwasanaethau I Oedolion

O bell drwy Microsoft Teams

Dydd Mercher, 14 Gorffennaf 2021 am 3.30 pm

Yn Bresennol: Y Cyngorydd S M Jones (Cadeirydd) oedd yn llywyddu

Y Cyngorydd(wyr)

H M Morris
J W Jones

Y Cyngorydd(wyr)

C A Holley

Y Cyngorydd(wyr)

Y V Jardine

Aelodau

Cyfetholedig(wyr)

T Beddow

Hefyd yn bresennol

Mark Child

Aelod Y Cabinet - Gwasanaethau Gofal i Oedolion ac
Iechyd Cymunedol

Swyddog(ion)

Amy Hawkins
David Howes
Liz Jordan
Helen St John

Pennaeth Dros Dro'r Gwasanaethau i Oedolion
Cyfarwyddwr y Gwasanaethau Cymdeithasol
Swyddog Craffu
Pennaeth Dros Dro'r Gwasanaethau Integredig

Ymddiheuriadau am absenoldeb

Y Cyngorydd(wy): P R Hood-Williams, E T Kirchner a/ac G J Tanner

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 Cyfarfod(ydd) Blaenorol

Cytunodd y panel fod cofnodion y cyfarfodydd a gynhaliwyd ar 2 Mehefin yn gofnod cywir o'r cyfarfod.

4 Cwestiynau Gan y Cyhoedd

Ni chyflwynwyd unrhyw gwestiynau.

5 Monitro Perfformiad

Roedd Amy Hawkins, Pennaeth Dros Dro'r Gwasanaethau i Oedolion a Helen St John, Pennaeth Dros Dro'r Gwasanaethau Cymunedol Integredig, yn bresennol i friffio'r panel ar yr Adroddiad Monitro Perfformiad ar gyfer mis Mai 2021.

Pwyntiau i'w trafod:

- Dyma'r adroddiad cyntaf ers newid y system i System Wybodaeth Gofal Cymunedol Cymru (WCCIS). Adroddwyd am rhai anghysondebau yn y system newydd.
- Teimlai'r panel y bydd y Tîm Iechyd Meddwl Cymunedol yn dod o dan fwy a mwy o bwysau yn y misoedd i ddod. Nododd y panel nad oedd y rhan fwyaf o'r data perfformiad yn 'gydweddol' oherwydd COVID etc. a holwyd pryd bydd gan y panel ffigurau mwy cywir ar y Tîm Iechyd Meddwl. Holwyd hefyd ynghylch sut y gellid sicrhau'r cyhoedd fod y Gwasanaethau Iechyd a'r Gwasanaethau Cymdeithasol yn ymdopi â'r broblem. Cadarnhaodd swyddogion mai'r system newydd sy'n gyfrifol am yr anghywirdebau. a'u bod yn gweithio ar y data perfformiad. Dywedodd swyddogion fod gwaith sy'n ymwneud â Thimau Iechyd Meddwl yn cael ei lywio gan gynlluniau sy'n ymwneud â'r Bwrdd Iechyd Meddwl a Lles. Mae'n ymagwedd ranbarthol. Hysbyswyd y panel y bydd pwynt mynediad unigol cyhoeddus yn cael ei lansio dros y misoedd nesaf. Teimlai'r panel y dylid anfon gwybodaeth at bob aelod am yr un pwynt mynediad, a rhoi syniad iddynt o'r hyn sydd ar gael yn awr, gyda phwy y gallant gysylltu a pha brosiectau sy'n cael eu cynnal ar hyn o bryd.
- Teimlai'r panel fod y geiriau 'pwysau' a 'COVID', problemau gyda niferoedd staff, cyflogi staff a phwysau mewn cymunedau yn cael eu crybwyll yn aml. Hefyd, roedd y Gwasanaethau Cymdeithasol wedi newid i ddarparu gofal i bobl gartref. Holodd y panel a yw'r pwysau'n deillio o COVID neu oherwydd bod pobl yn disgwyl gormod gan y gwasanaeth. Cadarnhaodd swyddogion eu bod yn dechrau gweld pobl yn dod i'r Gwasanaethau Cymdeithasol mewn argyfwng ac mae'r pwysau'n deillio o gymysgedd o bopeth.
- Gofynnodd y panel ynghylch Anableddau Dysgu a Gwasanaethau Dydd – mae llawer o'r rheini sy'n gofalu am bobl ag Anableddau Dysgu yn oeddrannus. Roedd y panel yn meddwl tybed faint o gymorth sy'n cael ei roi i'r gofaluwr hyn. Cadarnhaodd swyddogion fod gwasanaethau dydd wedi bod yn gyfyngedig o ran gallu oherwydd cadw pellter cymdeithasol. Cynigir asesiadau gofaluwr a thaliadau uniongyrchol ac mae'r tîm yn ceisio darparu dewisiadau amgen i deuluoedd yn lle'r gwasanaethau dydd
- Yn yr adroddiad soniwyd y bu cynnydd sylweddol mewn atgyfeiriadau diogelu a mwy o atgyfeiriadau DoLS. Holodd y panel a oedd thema gyffredin rhwng y ddau hyn a'r hyn sy'n ei ysgogi. Cadarnhaodd swyddogion nad ydynt yn ymwybodol o unrhyw gysylltiad uniongyrchol rhwng y ddau. Nid ydynt yn siŵr pam y mae cynnydd ond nid ydynt yn credu ei fod oherwydd COVID ac maen nhw'n cadw briff gwylio.

Camau Gweithredu:

- Dylai pob aelod dderbyn gwybodaeth am yr pwynt mynediad unigol ar gyfer Gwasanaethau Iechyd Meddwl.

6 **Adborth cychwynnol o Ymweliad Sicrhau Ansawdd Arolygiaeth Gofal Cymru (AGC)**

Roedd Mark Child, Aelod y Cabinet dros Ofal Cymdeithasol i Oedolion a Gwasanaethau Iechyd Cymunedol, Dave Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol, Amy Hawkins, Pennaeth Dros Dro'r Gwasanaethau i Oedolion a Helen St John, Pennaeth Dros Dro'r Gwasanaethau Cymunedol Integredig, yn bresennol i roi adborth anffurfiol cychwynnol i'r panel yn dilyn Ymweliad Sicrwydd AGC a'r adborth ar yr arolygiad penodol o Wasanaethau Gofal Cartref Abertawe.

Pwyntiau i'w trafod:

- Dywedodd Aelod y Cabinet ei fod yn dyfalu hyd nes y daw'r adroddiad terfynol ar yr Ymweliad Sicrwydd i law.
- Teimlai'r arolygwyr fod ganddynt drawstoriad da o ddefnyddwyr gwasanaeth, gofalwyr, staff ac asiantaethau partner.
- Teimlai'r gyfarwyddiaeth eu bod, fel tîm, yn cyflwyno ymagwedd gref sy'n seiliedig ar gryfderau cydweithredol, bod yr adborth yn adlewyrchu'r gwaith da y mae'r timau'n ei wneud ac mai'r meysydd y mae angen eu datblygu ac y mae'r gyfarwyddiaeth yn bwrw ymlaen â nhw yw'r rheini a gydnabuwyd gan yr arolygwyr hefyd.
- Cadarnhaodd swyddogion fod yr adroddiad terfynol newydd gael ei gyhoeddi ar yr Arolygiad Gofal Cartref a gynhaliwyd ar 24 Mai 2021. Cadarnhaodd yr arolygwyr mai arolygiad Gwasanaethau Gofal Cartref Abertawe yw'r mwyaf y maent yn ei gynnal.
- Dan feysydd i'w gwella, nid oedd unrhyw feysydd i'w gwella'n sylweddol.
- Roedd tri maes lle'r oedd angen cymryd camau gweithredu i wella. Eir ar drywydd y rhain yn ystod yr arolygiad nesaf. Nid oedd yr un o'r materion yn annisgwyl ac roedd y gyfarwyddiaeth yn ymwybodol ohonynt cyn yr arolygiad.
- Cafwyd adborth cadarnhaol ardderchog gan y staff o ran cefnogaeth a hyfforddiant ac roedd adborth gan unigolion sy'n defnyddio'r gwasanaethau yn rhagorol.
- Gofynnodd y panel i swyddogion ddiolch yn ddiffuant i'r holl staff am eu holl waith caled.
- Dywedodd y cyfarwyddwr ei fod yn gwerthfawrogi gwaith staff, Penaethiaid Gwasanaeth a'u huwch-dimau rheoli'n fawr. Teimlai fod y gweithlu wedi gweithio'n galed ac wedi dangos hyn yn yr adeg fwyaf anodd, sydd wedi bod yn wirioneddol ragorol ac mae adborth yr arolygiad yn adlewyrchu hyn.
- Holodd y panel a oedd yr awdurdod wedi meddwl am gydnabyddiaeth bendant er mwyn diolch yn iawn am ymroddiad staff. Dywedodd Aelod y Cabinet fod yr awdurdod yn gobeithio gallu estyn diolch y ddinas i weithwyr gofal ac eraill ar draws y ddinas sydd wedi gweithio y tu hwnt i'r hyn a oedd yn angenrheidiol. Nid yw'n gwybod beth fydd y digwyddiadau.

7 **Adolygiad Panel y Flwyddyn 2020-21 a Rhaglen Waith Ddrafft 2021-22**

Adolygodd aelodau'r panel y flwyddyn 2020-21 a thrafodwyd pedwar cwestiwn.
Beth aeth yn dda?

- Nodwyd nifer o bynciau manwl

Panel Perfformiad Craffu - Gwasanaethau I Oedolion (Dydd Mercher, 14 Gorffennaf 2021)
Parhad

- Aeth y gwaith craffu'n dda
- Roedd y cyflwyniadau'n dda
- Roedd y staff wedi llwyddo i gadw trefn ar bethau er gwaethaf yr hyn sy'n digwydd ac roedd ganddynt amser i roi'r wybodaeth ddiweddaraf i'r panel am yr hyn a oedd yn digwydd
- Roedd cyfarfodydd ar y cyd yn ddefnyddiol yn y tymor byr ond nid oeddent am gynnal y rhain yn barhaol.

Beth oedd heb weithio cystal?

- Nid oedd unrhyw beth nad aeth yn dda. Ni allwn fod wedi gofyn mwy gan y staff

Ydy'r panel wedi canolbwyntio ar y pethau cywir?

- Nid oedd ganddynt ddewis. Roedd yn rhaid canolbwyntio ar COVID.
- Helpodd cyfarfodydd ar y cyd wrth ganiatáu i staff gwblhau tasgau.

Beth rydym wedi'i ddysgu a fydd yn ein helpu ni i graffu ar y Gwasanaethau i Oedolion yn y dyfodol?

- Mae monitro perfformiad yn ddetholgar iawn mewn llawer o achosion. Mae'r ffordd y'i cyflwynir i'r panel yn eithaf cymhleth ac nid yw'n amserol. Mae'r monitro perfformiad yn cael ei gyflwyno chwarter ar ei hôl hi bob amser. Oherwydd COVID, roedd data perfformiad yn gamarweiniol, a chymaint felly fel nad yw'n gywir nac yn berthnasol. Roedd y Gwasanaethau Cymdeithasol wedi ymwneud cymaint â COVID a gofalu am bobl, mae monitro perfformiad wedi cymryd cam yn ôl ac mae'n hawdd deall pam. Nid yw staff yn cael eu beirniadu mewn unrhyw ffordd, mae eu perfformiad wedi bod yn rhagorol.
- Wrth wrando ar adborth cychwynnol yn dilyn ymweliadau AGC – yr hyn y mae'r panel wedi'i wneud yn dda yw cefnogi'r gwasanaethau, y Gwasanaethau i Oedolion a Phlant a Theuluoedd. Yr hyn sydd wedi digwydd yw bod data perfformiad yn amherthnasol i'r sefyllfa bresennol.

O ran rhaglen waith ddrafft 2021-22, teimlai'r panel fod angen dealltwriaeth glir o'r hyn y mae'r gyfarwyddiaeth yn ceisio'i gyflawni o ran y gwasanaeth. Yn y cyfarfod ar 20 Hydref 2021, bydd disgrifwyr gwasanaeth yn cael eu trafod. Dyddiad eto i'w gadarnhau ar gyfer eitem ar gyllidebu canlyniadol. Mae'r panel yn teimlo bod angen eglurder ynghylch faint o'r gyllideb sydd i'w fesur o ran canlyniadau yn hytrach nag o ran allbwn.

Hysbyswyd y panel y disgwyli'r ymateb i lythyr y cynullydd diwethaf ac y disgwyli'r cadarnhad o'r hyn y gall y gyfarwyddiaeth ei wneud i'r panel eleni 2021-22 o ran yr eitem ar gyllidebu canlyniadol.

The meeting ended at 4.35 pm



To:
Councillor Mark Child
Cabinet Member for Adult Social Care and
Community Health Services

Please ask for: Scrutiny
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Date 09 August 2021
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Adult Social Care and Community Health Services following the meeting of the Panel on 14 July 2021. It covers Performance Monitoring, Initial Feedback from Assurance Visit, Panel Review and Draft Work Programme.

Dear Cllr Child

The Panel met on 14 July to discuss the Adult Services Performance Monitoring Report for May 2021, to receive initial feedback from the Care Inspectorate Wales (CIW) Assurance Visit and to discuss the Panel's review of the Year 2020-21 and draft Work Programme 2021-22.

We would like to thank you, Dave Howes, Amy Hawkins and Helen St John for attending to present 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.

The main issues discussed are summarised below:

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

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

Performance Monitoring

We heard that this is the first report since the change of system to Wales Community Care Information System (WCCIS). There are some reporting anomalies on the new system.

We felt the community Mental Health Team will come under more and more pressure in coming months. We noted that most of the performance data is 'out of synch' due to Covid etc and queried when the Panel will have more accurate figures on the Mental Health Team. We also queried how the public could be reassured that both Health and Social Services are on top of the problem. Officers confirmed the inaccuracies are due to the new system and they are working on the performance data. We were informed that it will improve and the Panel will see a much better position when it looks at performance data next.

Officers stated work around Mental Health Teams is very much in partnership with the Health Board and Third Sector organisations. It is driven by plans around the Mental Health and Wellbeing Board and it is a regional approach. We were informed that more information on activities can be provided at a future meeting and that a public single point of access will be launched in the coming months. We felt that all Members should be sent information on the single access point, given an idea of what is available now, who they can contact and what projects are currently running. You commented that this was a very good point about all Members having a reminder about the single point of access contact point and how to refer people to it but reminded us that Members would not be able to refer individuals to specific projects themselves; it would have to be through assessment by a professional.

We felt the words 'pressure' and 'Covid', problems with staff numbers, employing staff and pressure in communities were often mentioned. Also Social Services has moved to people being looked after at home. We queried if pressures are due to Covid or because of expecting too much of people. Officers stated that there is a little bit of a legacy from people not wanting to come in. In addition, people who were working from home have now gone back to work and people are starting to say they have been suffering under pressure for 12 months and now need help. As a result, you are seeing people coming to Social Services in crisis. Therefore, officers felt the pressures are a mixture of everything.

We raised a query about Learning Disabilities and Day Services – many of carers for people with Learning Disabilities are elderly. We wanted to know how much support is being given to these carers. Officers confirmed that day services have been limited in capacity due to social distancing and only around one third of those service users who were accessing it currently are. We heard that carers assessments and direct payments are being offered and the team are trying to accommodate families with alternatives to day services.

You stated that a lot has been asked of carers who have taken on a lot more than they would have done in normal circumstances and that the Directorate has always acknowledged there would be a later demand of need when we came out of lockdown. You added that people who are struggling are coming forward now and it is important

that carers have an assessment of their needs so Social Services can work out how to support them and the people they care for.

In the report it was mentioned that there had been a significant increase in safeguarding referrals and more DOLS referrals. We queried if there was a common theme between these two and what is driving it. Officers confirmed that there is no direct link that they know of between the two. They are not sure why there is an increase but do not believe it is because of Covid and are keeping a watching brief.

Initial Feedback from CIW Assurance Visit

We received initial informal feedback on the CIW Assurance Visit and feedback on the specific inspection of Swansea's Domiciliary Care Services.

You stated that all your feedback on the Assurance Visit is speculative until the final report is received.

We heard that inspectors felt they had a good cross section of service users, carers, staff and partner agencies for the visit. We also heard from officers that they felt as a team they presented a strong collaborative strength based approach, that the feedback reflected the good work the teams are doing and that areas that need development, and that the Directorate are taking forward, are the ones the inspectors recognized also.

Officers confirmed that the final report has just been published on the Domiciliary Care Inspection that took place on 24 May 2021. We heard that inspectors had confirmed Swansea Domiciliary Care Services inspection is the most complex service that they inspect but that this will be broken down into specific service areas in future.

We heard that under areas for improvement, there were no areas for significant improvement. We also heard that there were three areas where action is needed to improve and that these will be followed up in the next inspection. Officers stated that none of the issues were unexpected and the Directorate was aware of them before the inspection.

We heard there was excellent positive feedback from staff in respect of support and training and feedback from individuals using the services was excellent.

We asked officers to take back to all staff our sincere thanks for all their hard work.

The Director stated he is hugely appreciative of the work of staff, Heads of Service and their senior management teams. He felt the workforce had properly represented all of their hard work demonstrated in the most difficult of times, which has been truly outstanding and the inspection feedback reflects this.

We queried if the Authority had thought about tangible recognition for the dedication of staff, to give proper thanks. You stated that the Authority hopes to be able to demonstrate the City's thanks to care workers and others across the City who have worked above and beyond. You stated that you do not know what the events will be.

Panel Review of the Year 2020-21 and Draft Work Programme 2021-22

Panel Members reviewed the year 2020-21 and discussed four questions. The comments are noted below for your information:

What went well?

- Identified a number of in-depth topics
- Scrutiny went well
- Presentations were good
- Staff very much on top of things despite what is happening and found time to keep Panel updated on what was happening
- Joint meetings useful in short term but would not want it as a permanent thing.

What did not go so well?

- Nothing that did not go well. Could not have asked any more of staff

Has the Panel focussed on the right things?

- Did not have a choice. Had to focus on Covid.
- Joint meetings helped with allowing staff to get on with jobs.

What have we learnt that will help us with future AS Scrutiny?

- Performance monitoring very selective in many cases. The way it is presented to the Panel is quite complicated and not timely. It is always at least a quarter behind. Due to Covid, performance data skewed so much it is not accurate or relevant. Social Services so involved with Covid and caring for people, performance monitoring has taken a backward step and rightly so. Not criticising staff in any way, their performance has been outstanding.
- When listen to initial feedback from CIW visits – What Panel has done well is to support the services, Adult and Child and Family Services. What has not happened is performance data is not relevant to what current situation is.

The Panel also discussed the draft work programme 2021-22.

We felt there is a need to have a clear understanding of what the Directorate is seeking to deliver in service terms. At the Panel meeting on 20 October 2021, service descriptors are scheduled for discussion, as well as income streams, as part of the Budget Monitoring item. We look forward to receiving this briefing.

We also noted a date was not confirmed for an item on 'Progress update on outcomes budgeting'. We felt clarity was needed on how much of the budget is to be measured in outcome terms as opposed to output terms. We were reminded by officers that a response to our last convener's letter, following the 02 June meeting, was due. In that response confirmation was expected of what the Directorate could do for the Panel this year 2021-22 in terms of an item on outcomes budgeting.

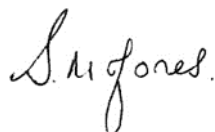
We can confirm that since the 14 July Panel meeting, your response to the convener's letter following 02 June meeting, has been received and states what you can do this year in terms of outcomes budgeting, that is 'you will incorporate relevant expenditure in addition to reporting on outputs and outcomes in performance reports' and there will be an item on outcomes of Local Area Coordination brought to the Panel.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, but in this instance please provide a formal written response by 30 August 2021 to the following:

- Confirmation all Members will receive information about the single point of access for Mental Health Services.

Yours sincerely

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

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