



To:

**Councillor Louise Gibbard
Cabinet Member for Care Services**

*Please ask for:
Gofynnwch am:*

Scrutiny

*Scrutiny Office
Line:
Llinell
Uniongyrchol:*

01792 637314

*e-Mail
e-Bost:*

scrutiny@swansea.gov.uk

*Date
Dyddiad:*

01 August 2024

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 9 July 2024. It covers Inspection of Adult Services and Performance Monitoring. A formal written response is required.

Dear Cllr Gibbard

The Panel met on 9 July 2024 to receive feedback on the Care Inspectorate Wales Inspection of Adult Services and to discuss the Performance Monitoring report for April 2024.

We would like to thank you, David Howes and Amy Hawkins for attending to present these 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.

Feedback on Inspection of Adult Services

You attended together with David Howes, Director of Social Services and Amy Hawkins, Head of Adult Services and Tackling Poverty to provide some initial verbal feedback and stated that Care Inspectorate Wales (CIW) had identified a number of

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

areas of positive practice, that the written Inspection Report will be published later in the week, and that it will be circulated to Panel Members when available. We agreed that a full briefing and action plan will be brought to a future meeting, and this has been added to this year's work plan.

We asked if the Directorate has any problems arising from a transient population moving around within the County. We were informed this did not come up as a specific issue in terms of the Inspection but generally, wherever the Directorate is supporting people on the continuum of need, which is a very diverse population, it is very good at it. We noted, however, there is a fundamental challenge around the levels of demand as demand exceeds capacity.

Performance Monitoring

Amy Hawkins, Head of Adult Services and Tackling Poverty briefed us on the Performance Monitoring Report for April 2024 and gave some context in terms of current demand. We heard there was a 21% increase in number of referrals; 18% increase in Domiciliary Care; 7% increase in number of residential placements funded by the Council, all leading to an increase in financial pressures.

Officers picked up on our earlier question around transient populations stating you are aware there is an increase in terms of people who are vulnerably housed or homeless or threatened with homelessness, and that this has a knock-on impact for social care in terms of the wider needs of individuals with people increasingly experiencing mental ill health, and this is projected to increase by 14% by 2026.

In terms of Social Work Assessments and Reviews Completed, we asked what percentage this is in terms of where the Department would like to be, as the Report does not currently include this. It was agreed current percentage figures be provided following the meeting and to include Trends in future Performance Monitoring reports so the Panel can monitor if it is going backwards or forwards.

We queried if the Common Access Point (CAP) is driving up demand for services, maybe because people are becoming more aware of some of the services it provides. We heard this is not known but because one of the core functions of the CAP is advice, information and assistance for individuals, you hope to ask people more questions this year to obtain quality information on whether they feel they are being supported well. We were informed currently around 25% of individuals are supported with information and advice and you want to increase it to 75%.

We expressed concern about the hold on recruitment and wanted to know how long this is for and what effect it has on providing the Service. We heard it is one of the current challenges you have as demand is great but staffing costs are also really high, so every single vacancy has to be scrutinised. We were informed jobs are still being advertised but you are looking at the critical need for them today as the Directorate is in an overspend situation.

We noted contracts have been re-let with external providers but there is a problem with one supplier. Officers stated the Directorate has a compliance approach and commissioning approach so could not go into detail. We heard that it is a supported

living provider and that if, as in this case, it is a supplier which provides care across Neath Port Talbot and Swansea, you work with them. We were informed you have escalating concerns, so you have action plans with those providers to try and make sure they turn around and ensure quality is there with individuals. We heard that if needed Safeguarding are involved in discussions and the regulators Care Inspectorate Wales to make sure it is compliant, and that if they do not meet the standards they are decommissioned, and another provider is brought in to supply that care.

We queried what 'Integrated Therapies' are and heard they are Occupational Therapists and Physiotherapists and any allied health professionals. Some are employed by the Health Board and some by the Authority, but they are totally integrated teams working together to assess the needs of an individual and provide support. We were informed mental health professionals do not come into Integrated Therapies but are in Community Mental Health Teams and they are also integrated. We heard they are Social Workers from the Council and mainly Community Psychiatric Nurses from the Health Board, but they also refer into the Health Board when a psychiatrist or others are needed to support individuals.

We asked if there are any problems with children or young people in the system transitioning from Child and Adolescent Mental Health Services (CAMHS) to Adult Mental Health Services, as we have heard there are issues. The Head of Adult Services commented that this has not been escalated to her in terms of Mental Health. It was agreed that more information on this be provided to Panel Members. We heard in terms of Learning Difficulties, you have a transition team who work closely with Child and Family Services around individuals from age 14 knowing they are going to come into Adult Services.

We noted Direct Payments were still static in April. We feel the more direct payments can be encouraged, especially for rural areas, the less demand on the Council's services. We were informed the Directorate would like to see levels increase if it is offsetting those that would come into domiciliary care providers. We heard the Authority has a contract with Swansea Council for Voluntary Service who are providing support for social enterprises and micro enterprises to help the Authority provide care. We also heard the Council cannot control which individuals set these up but can create an environment for them to be able to do so.

We have heard concerns recently about the time taken to deal with Deprivation of Liberty Safeguards (DOLS) and the Report for April shows a big increase in referrals in the Spring, and as a result that you are beginning to see some increase in the backlog. We asked about the situation currently. We heard there are a number of strategies in place to deal with this and the DOLS Teams are working closely with providers, carrying out training and going out to individual Homes to support in terms of ensuring they are completing paperwork and referring in a timely manner. We also heard some additional capacity is being brought in to the Team around authorisations as sometimes this is where the backlog is. We were pleased to hear the Team anticipates figures improving by the July Performance Monitoring Report.

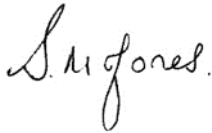
We were also interested to know in terms of DOLS, how many are made from afar on behalf of residents, either who have moved away from their families and happen to live in Swansea or who lived in Swansea and their families have moved away, and how this is managed. You agreed to provide information on this outside of the meeting.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is required by 22 August 2024 to the following:

- CIW Inspection Report of Adult Services to be circulated to the Panel.
- Percentage figures for Assessments and Reviews Completed to be provided to the Panel and Trends to be included in future Performance Monitoring reports.
- Information on issues with transition from CAMHS to Adult Mental Health Services.
- Number of Deprivation of Liberty Safeguard referrals made from afar to be provided.

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