



CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE

Councillor Uta Clay
Covener
Adult Services Scrutiny Panel

Please ask for:
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I dderbyn yr wybodaeth hon mewn fformat arall, cysylltwch â'r person uchod.**

Dear Councillor Clay

Impact Report: Scrutiny Inquiry – Social Care at Home

Thank you for your letter related to the impact report on the Scrutiny Inquiry – Social Care at Home and the recognition that there has been:

- Re-design of the Adult Services Model
- A commissioning review of domiciliary care services for older people
- Re-structure of the Adult Services Intake Team
- Introduction and expansion of Local Area Co-ordination
- A better understanding of the underlying issues contributing to delays (in sourcing packages of care)

I agree that information and evidence provided throughout the inquiry has been of value to councillors and officers and I believe has promoted open and useful debate about what is a very important area of work.

In response to the points 1 to 7 raised in your letter:

1. Recommendation 4. I can understand your wish for a more timely outcome to the day service and residential care reviews but Cabinet wishes to ensure due

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diligence in meeting the needs of the population and require additional work to be carried out before this is completed.

2. Recommendation 10. The participation of relevant scrutiny councillors is a process that encourages openness and thank you for endorsing good practice.

3. Recommendation 12. The development of a working group with unions to develop a Swansea version of the Unison ethical charter is relevant and helpful and thank you for endorsing good practice.

4. Recommendation 13. Whilst not stipulated in the contract, the living wage is a national legal priority and failure by providers to meet this priority would result in referral to the appropriate authority.

5. Recommendation 14. The use of zero hour contracts will be picked up via the Swansea Care Charter Working Group and appropriate measures put into the charter as agreed by all parties on the group.

6. Recommendation 18. The provision of incontinence items is a Health Board Service so is not a measure of Adult Services Performance. Information recently sought from the Health Board states that in the period April to November 2016, they received 726 referrals into the service for Swansea residents, 60 of these were direct referrals and 666 came via Intake.

7. Recommendation 20. More detailed information on delays in care pathways will be added to the next development of the monthly performance report.

If you need anything further, please let me know.

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Yours sincerely



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