

Adult Services Scrutiny Performance Panel Update

1. Remit of the Panel

The overarching purpose of the Panel is to provide ongoing challenge to performance in Adult Social Services to ensure that as the Service is undergoing major change, performance is maintained and that further improvements are made across all areas of the Service.

2. Key Activities

For three months from December 2020 to February 2021, joint panel meetings were held between the Adult Services Panel and Child and Family Services Panel due to the ongoing crisis with the Covid-19 pandemic and resulting increase in workload. The situation was reviewed in February 2021 with separate meetings reconvening in March 2021, still on a remote basis.

Since the last update to the SPC in March 2021, the Panel has looked at the following:

- a) Update on West Glamorgan Transformation Programme (including update on actions following WAO Report on Integrated Care Fund) (March)
- b) Performance Monitoring (April)
- c) Update on how Council's policy commitments translate to Adult Services (April)
- d) Update on Adult Services Transformation Programme (June)
- e) Briefing on Annual Review of Charges (Social Services) 2020/21 (June)
- f) Actions from WAO report 'Front door to Adult Social Care' (June)
- g) Performance Monitoring (July)
- h) Initial feedback from CIW Assurance Visit (July)
- i) Feedback on Inspection of Domiciliary Care Services (July)
- j) Review of the year and draft work programme (July).

3. Achievements / Impact

We have sent 4 letters to the Cabinet Member for Adult Social Care and Community Health Services since March 2021 in order to give our views, raise concerns and make recommendations, for example:

Positives:

- Performance Monitoring – Panel pleased to hear that there is an active group looking at support for carers, an action plan is being put in place and the department will be proactively identifying carers. The priorities will be recognizing support to enable individuals to continue to care; support to live alongside their caring responsibilities; and information, advice and guidance to ensure appropriate support for carers. It is a whole service responsibility for carers. It was suggested it might be useful for the Panel to look at Carers in more depth at a future meeting and this was added to the work programme.
- Performance Monitoring - Panel heard that Care Home data is much improved, that the position is more stable and that a number of vacancies across the provision are currently being advertised. This is good news.
- Update on Wales Audit Office Report on Integrated Care Fund and Action Plan – Panel pleased to hear that all recommendations from the WAO Report have been dealt with through the Action Plan.

- Adult Services Transformation Programme - Panel asked about domiciliary care in rural areas, the problems associated with this and development of social enterprises. Officers confirmed the re-commissioning of domiciliary care in 2019/20 improved expansion and coverage in rural areas. Use of the in-house reablement service and in-house long-term care service improved coverage in rural areas to deal with this issue. Also a number of new providers have been taken on during lockdown and this has improved coverage even in rural areas. Alongside this, department is trying to support development of appropriate social enterprise models or other approaches.
- Adult Services Transformation Programme - Panel queried if in addition to hospital to home discharge schemes there is scope for proactive inter agency assessments of people still living at home, that might prevent the use of emergency admission hospital facilities in the first place and supply residents with the services they might get after a period of care in hospital. Officers gave reassurance that a lot of the Directorate's work has a multi-disciplinary team focus in the community, for example, the front door to Social Services and the mental health single point of access. Also for residential the Authority offers some step up provision from the community and is considering doing more assessments within The Authority's residential settings around peoples' most appropriate at home package of support. Officers also confirmed that in terms of regional work streams, working alongside this is the 'Home First' and 'Keep me at home' programmes, which are working towards the same outcome, to prevent people going into hospital at all, or if they have to, making sure they can return home as quickly as possible and be re-abled to remain at home.
- Actions from the Wales Audit Office (WAO) Report 'Front Door to Adult Social Care' - Panel heard that work around all areas highlighted to the Panel in March 2020 have progressed significantly or been completed. In addition, further development of preventative services and access to the Service's own 'front door' have been expanded in response to the Covid pandemic and this has presented further opportunities for change and improvement particularly in respect of the Services carer's information, access and support.
- Feedback on Domiciliary Care Inspection - Officers confirmed that the final report has just been published on the Domiciliary Care Inspection that took place on 24 May 2021. Inspectors had confirmed Swansea Domiciliary Care Services inspection is the most complex service that they inspect. Under areas for improvement, there were no areas for significant improvement. There were three areas where action is needed to improve and 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. There was excellent positive feedback from staff in respect of support and training and feedback from individuals using the services was excellent.

Issues / Concerns:

- Performance Monitoring – Panel concerned that for Carers Assessments, not seeing much difference in terms of statistics but heard the department is more focussed in this area and work will develop in the coming year.
- Performance Monitoring - Panel queried the current provision for day services and how this compares with two years ago. Informed that in terms of residential, it is very much what the whole market looks like; the Authority has vacancies but so does everyone else. For day services, Panel heard that emergency provision is still being offered, that the same service is being provided but numbers are limited due to social distancing; at 30% capacity. Panel noted that generally, less people come in to the service now and there is some concern about this. Panel heard that some of the preventative work has really increased and there are many more complex cases. Panel feel it is important to look at occupancy levels in Domiciliary Care and Residential Care and safeguarding; agreed a snapshot every six months would be good.

- Performance Monitoring - Panel wanted to know what factors will influence the Integrated Care Fund and uncertainty about funding and when. Panel was informed that the Authority wants an understanding of what new scheme or arrangement might be put in place to support regional working, as early this year as possible, to plan ongoing programmes for next year. The Director told the Panel he believes the Welsh Government has a good understanding about all of the different work Local Authorities and the Health Board have been doing that cannot be absorbed within core funding.
- Performance Monitoring - Panel felt the community Mental Health Team will come under more and more pressure in coming months, 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. 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. Panel informed that it will improve and it will see a much better position when it looks at performance data next.
- Update on how Council's Policy Commitments translate to Adult Services - Panel queried how secure the Authority is about funding for LACs from housing associations etc; if there is any way they can be tied in for longer; and if there is any other external funding we can get to fund LACs. Officers confirmed that funding has been received from numerous sources this year – RSLs, University, Health - and that they are looking this year at how they can diversify funding streams. Panel heard that an evaluation is being undertaken with Swansea University to identify the financial and social impact of local area coordination. Officers agreed to keep the Panel updated on funding for LACs.
- Adult Services Transformation Programme - Panel asked if there was any data available on how many referrals have been prevented by anticipatory care and were informed that this is difficult to answer as anything preventative, by definition, does not touch the Service's formal recording system. Panel heard that there are figures on sign posting but in terms of outcomes there is work to be done in terms of understanding this better.

Action Recommended / Agreed:

- Performance Monitoring - 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. Panel 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. Panel 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. Cabinet Member 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 and reminded the Panel that Members would not be able to refer individuals to specific projects themselves; it would have to be through assessment by a professional. This action was agreed.

4. Future Work Programme

The programme for the remainder of this municipal year is as follows:

Meeting date	Item to be discussed
20 October 2021	<ul style="list-style-type: none">• Social Services Budget Monitoring• CIW Assurance Visit Full Report• Workforce Support Programme - Support for Health and Social Care Staff
30 November 2021	<ul style="list-style-type: none">• Performance Monitoring• Options Appraisal for Assistive Technology and Community Alarms• Commissioning Reviews Progress Update
12 January 2022	<ul style="list-style-type: none">• Update on how Council's policy commitments translate to Adult Services• Local Area Coordination Update
February 2022	<ul style="list-style-type: none">• Draft Budget Proposals for Adult Services
02 March 2022	<ul style="list-style-type: none">• Performance Monitoring• Update on West Glamorgan Transformation Programme

5. Action for the Scrutiny Programme Committee

None.