



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

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Date 19 July 2023
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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 28 June 2023. It covers Performance Monitoring and recent Care Home Inspections.

Dear Cllr Gibbard

The Panel met on 28 June 2023 to discuss the Performance Monitoring Report for April 2023 and receive a briefing on recent Care Inspectorate Wales (CIW) Care Home Inspection Reports.

We would like to thank you and relevant officers 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 learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Performance Monitoring

We noted that the annual return to Welsh Government 2022-23 is currently being completed and shows the contrast from the previous year and increase in demand in the Service, which we heard is not unexpected coming out of Covid and the pressures across the whole system and that this has flowed into April 2023.

We referred to the employment of social workers, noting from the report that the Authority is employing people but also losing people, and we wanted to know why they

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are leaving the Service. We were informed the Authority is recruiting and is keeping pace with the numbers being lost but is not fully established at this point. We heard that there is a national shortage of social workers and that the Service is trying to make Swansea the most attractive place to work but there is a huge choice for registrants, there are opportunities for people to gain promotion by going elsewhere and a number of people have left to take jobs closer to home.

The report states the Service has been supporting its external providers. We asked about the situation currently and heard that in terms of the domiciliary care market, the last three years have been precarious at times, and that providers and their staff have been incredible in very challenging times. We were pleased to hear there are 20 external domiciliary care providers currently which the Service commissions (two up from last year), that there are approximately 750 staff in the external domiciliary care sector so there is steady growth, and the Service is providing domiciliary care support to 100 more people than last year.

We noted there were previous problems discharging people from hospital and asked about the current position. We were pleased to hear that in terms of people being discharged and needing care, numbers are considerably improved. We heard that as part of the increased flow through brokerage and increased number of external care packages available, you are seeing increased flow from hospital for people waiting for packages of care and increased speed of provision to people wherever they are waiting. We were informed that for people waiting in hospital for domiciliary care provision it is a much-improved position. We heard for people waiting in hospital for a reablement offer, there are some people waiting. However, the Service is bringing people out of hospital with a therapy only reablement offer in place of care wherever it can, where there is family to bridge the care and support. We noted you are seeing a constant flow through Bonymaen House, which is very positive.

We queried how the increase in discharge from hospital impacted on the Service in terms of budget and noted that demand is greater at the moment, so costs are increasing. We heard that where individuals have been assessed and they have got a need for domiciliary care support, this is a service that would need to be provided anyway, whether they are in hospital or whether they are in the community needing support.

Regarding Deprivation of Liberty (DoL) arrangements, we understood that there were issues in the UK as well as Wales, and asked what the issues are. We heard the Service was working towards new legislation coming out called Liberty Protection Safeguards, which has been delayed until at least 2025, and that the Service is getting as prepared for it as it can but as it stands is working under the current legislation, the Deprivation of Liberty Safeguards (DoLS) framework and legislation. Officers did not feel there were issues with it, but that it is complex and there is high demand.

We were informed that in terms of the context in which DoL is perceived, apart from nursing homes and residential homes, other locations which give rise to someone challenging what is being done to particular individuals include hospital beds, temporary settings, also supported living accommodation potentially.

We requested a briefing on DoLS be brought to the next meeting and this has been added to the work plan.

We referred to the report where it states direct payments are not being 'optimised' and asked if there is a particular reason for that. We heard this is in reference to unpaid carers and that in the last 18 months the Service has tried to promote the opportunity to carers, when they have a carers assessment, to utilise direct payments and to inform them what they could use them for.

You informed us that there are lower numbers of some carers taking up assessments and it would be good if colleagues, when dealing with queries from residents about care, encourage them to take up an assessment because the support is there to help them. We heard the Service knows there is more targeted work it can do and is working in partnership with Third Sector organisations, those it commissions and directly with carers.

We believed from the report that 'Regional Housing Group' is an organisation providing a range of tailored accommodation to different client groups and queried how it works and who it is accountable to. We were informed it is part of the West Glamorgan Transformation Board and that under the Transformation Programme around Transforming Complex Care there is a sub-group looking at accommodation for people with complex care needs and that they look at population needs, individual cases that they are aware of and solutions.

We requested a glossary of terms in future reports as there are lots of acronyms in the report.

Recent Care Inspectorate Wales (CIW) Care Home Inspection Reports

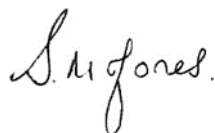
We were informed that these were unscheduled inspections on two Care Homes, Rose Cross and Ty Waunarlwydd.

We heard that feedback from residents, families, professionals and staff themselves was very positive with only one recommendation made for Ty Waunarlwydd regarding timely completion of annual appraisals, which is already being followed up by the management team.

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 not required.

Yours sincerely



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