

Cllr Peter Black
Convener
Adult Services Scrutiny Panel

Please ask for: Councillor Mark Child
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Our Ref: MC/CM
Your Ref:
Date: 29 May 2018

Dear Cllr Black

Please accept my sincere apologies as it would appear that my recent letter to you did not cover fully all the questions raised in your original letter.

I have responded below to each point in turn that has been raised by the Panel.

1. Concerned the commissioning review took too long to complete and felt residential care and day care should have been separated as it was very confusing for people.

Response: I agree that it was a long process, but it needed to be got right. It had taken longer than I would have wished, in fact the council had made a number of attempts at this dating back to when the previous administration was in charge. I welcomed the support that a review was very much needed. Due to the physical interlinking of Residential Homes and Day Centres they had to be done together to ensure the conclusions of each were not contradictory. As it happens this wasn't the case, but that couldn't have been known at the start.

2. Panel felt the original consultation in 2016 was overly complicated and did not reach the people it was going to affect.

Response: There has been no previous consultation undertaken in relation to the Residential Care and Day Services for Older People Commissioning Reviews. The consultations undertaken in 2016 related to the overarching Service Model and the Domiciliary Care Review. Those consultations therefore do not relate specifically to these reviews. Cabinet has now agreed to publicly consult on the proposals in relation to Residential Care and Day Services. Everyone directly affected will have assistance to participate, and we want to involve their families in this process, and where there are no families we will seek independent advocates to assist people if they require this support. The consultation will also be available to the public and in various forms so as wide involvement as possible takes place.

3. **There was no information in the proposals or any long term vision regarding shifts over time for people moving to different care settings and changes in long-term needs and what this means for the proposals.**

Response: The overarching service Model sets out the long-term vision. A copy of the model is attached.

4. **Concerned that the reviews for defining individuals as having complex needs would be undertaken almost entirely in house in the proposed new model. Panel feels strongly that Health needs to be involved as there is a grey area between social care and nursing care, and Council staff are not really qualified to undertake the reviews on their own. The needs of some residents may need to draw on the assessment and care skills of both health and social care staff. Furthermore, being at the high end of care, some residents may become more dependent on health care sooner rather than later which implies either that health skills will need to come to the home or the resident will need to move. It was not clear that the benefits of a flexible and jointly conceived and operated facility had been explored between ABMU and The City and County of Swansea, but if they have, and been rejected, the rationale should be explained. There was also strong concern amongst all Panel members regarding the definition of complex care, which it was felt strayed into the realm of nursing care and would involve medically trained and qualified staff to deliver.**

Response: Each review will be led by a qualified social worker. If there are potential health needs, then appropriate health professionals would be involved in that review process as would be the case with any review that is undertaken. All Local Authority social workers are fully qualified to be able to take an informed professional view as to whether there are potential health needs and health professionals need to be involved. However involving Health in an assessment doesn't automatically mean that Health will accept the individual has a health need.

As explained at the Panel meeting, the new CIW registration arrangements will allow for flexibility to draw on health support for those individuals whose needs become more complex and tip over into the requirement for nursing care whilst in a Council run home. The Local Authority will continue to work with the Health Board over the development of the model and explore the potential for joint initiatives in the future.

5. **Despite the confidence that staff can be upskilled to take on complex needs, the Panel is sceptical and would like reassurance on the level of training, validation and supervision of staff being asked to provide care at this level.**

Response: In reality, our staff are already delivering complex care in our existing internal homes. Under the new registration requirements introduced under RISCA, all workers will now need to be registered with Social Care Wales and have achieved a minimum level of training. This registration will help to raise the status and professional qualifications of all care workers. Social Services is in the process of developing a whole Social Services Workforce Development Plan which will set out all of the training requirements going forward and monitor compliance with them. Validation will be through regular inspection by CIW and staff supervision is already in place on all sites.

- 6. The Panel notes that the Council's long term vision is to rely on the private sector to deliver standard residential care and is concerned that the council will not be offering a public sector option. We feel that this needs to be acknowledged and made clear to clients.**

Response: The Council's long term vision is set out in the Adult Services model and it is to focus resources on those areas where only we as a Local Authority can meet the need, the Council is probably the best at meeting a need or there is a shortage of provision in the external market. This translates as Respite, Reablement and Complex Care. It remains an ambition of this administration to try wherever possible to expand our existing provision, but resources available currently prohibit it. The public consultation will make clear that the Local Authority intends to no longer deliver standard residential care and we will be seeking views on this before making a final decision.

- 7. Panel would like to see some of the capacity for complex needs provision shared with other providers.**

Response: This is currently, and will remain the case. People will have a choice between Council run and Independent Sector provision; it is just that we want to increase our capacity to deliver complex care as the independent sector are less able to increase theirs, and there is a growing need.

- 8. In relation to the proposed closure of the Parkway site, the Panel felt there was no clarity about what will happen to the site if it does close. It is noted that the value of this site was taken into account in assessing the decision to close it but witnesses were unable to provide any detail as to what that valuation was based on, and whether it was consistent with proposals in the report to retain it for private residential care nor who and how that ambition would be delivered.**

Response: We cannot pre-empt any final decision on the way forward. Therefore, there are no firm proposals at this stage for the future use of the site should it close in the future. However, the Cabinet paper sets out some options that could be considered. As with all sites, should they become surplus to need there is a process to go through to maximise the asset value and the Council has a capital programme that currently prioritises school building. As Cabinet Member, if the proposals are agreed following the consultation, I will attempt to influence decisions surrounding the disposal of the site to the benefit of Social Services. In terms of the evaluation exercise, the value of all sites was calculated using exactly the same criteria so there was a fair comparison.

- 9. The Panel felt there was a possibility of strong opposition to the proposals from residents of Parkway and would like to know how the Authority will then proceed if a resident refused to leave.**

Response: Effective communication and collaboration with both staff and residents will be critical to any successful outcome should the proposals proceed. If the proposals go forward, we would work with each individual to identify appropriate move on plans and support them through the process giving them the time they needed to make decisions. We therefore envisage that it is very unlikely that we would reach a position where a resident refused to leave. If this eventuality did occur, we would need to take appropriate legal advice surrounding how we managed the situation. Our previous experience of managing this type of situation when Cartref closed was that we were able to work with residents and their families effectively to find suitable alternative homes.

10. Panel felt that third party top up fees for private residential care is an issue which needs to be addressed. We felt that it could be a factor for some residents in choosing where they are to be rehoused but that this was not taken seriously enough in the responses to questions on the matter.

Response: At this stage, it is difficult to quantify whether the issue of top-up fees will be an issue for those residents affected. It will be entirely dependent on where individuals move onto, if top-up fees apply and if individuals feel that this is a significant factor in reaching a decision on the way forward. Each case will need to be looked at individually should this issue arise. In addition, the capital threshold that is taken into consideration when determining the financial contribution that individuals pay has increased to £40,000 this year, which will also reduce the amount that people need to pay over time.

11. Panel would like confirmation that there will be an annual review of all residents of residential care by competent people to assess their ongoing needs.

Response: Undertaking a review at least annually of all Local Authority funded residential care placements in Swansea is a statutory requirement. This review must be undertaken by a suitably qualified professional.

12. The Panel would like more detail on alternative day care provision for non-complex clients who will no longer be able to access the remaining three day centres for elderly people.

Response: As explained at the Panel, each individual will have a review. That review will determine if they have complex or non-complex needs. If they have non-complex needs, the social worker undertaking the review will work with the individual and their families/carers if appropriate to determine an individually tailored move on plan. This plan will not involve alternative day-care provision, but support to meet any identified needs. There are a huge number of events, locations, groups and meetings taking place all over all of our wards. The process, as happened in The Beeches, was to match up people with opportunities that suited them. This again would be worked on with Social Workers and Local Area Coordinators where we had them, and subject to follow ups to make sure everything was OK, and that frequently people said they were happier with the new arrangement than the Council service.

13. Of the two day centres which are due to close, one is in a very small and distant community from the city. The Panel would therefore like to know what provision is being made for Pontarddulais.

Response: Not all residents attending the Hollies Day Centre live in Pontarddulais itself. Some actually live nearer to other day services. Those who have complex needs will be offered an alternative place in another day service; in all likelihood for those in the Hollies, that will be Llys Y Werin in Gorseinon which is a short distance from Pontarddulais itself.

Yours faithfully

A handwritten signature in black ink, appearing to read 'M Child', written in a cursive style.

Councillor Mark Child
Cabinet Member for Health & Wellbeing