

# Public Document Pack



Contact Officer:  
Sharon Thomas 01352 702324  
sharon.b.thomas@flintshire.gov.uk

To: Cllr Hilary McGuill (Chair)

Councillors: Mike Allport, Paul Cunningham, Jean Davies, Rob Davies,  
Andy Dunbobbin, Carol Ellis, Gladys Healey, Cindy Hinds, Mike Lowe,  
Dave Mackie, Ian Smith, Martin White, David Williams and David Wisinger

10 July 2020

Dear Sir/Madam

**NOTICE OF VIRTUAL MEETING**  
**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**THURSDAY, 16TH JULY, 2020 at 2.00 PM**

Yours faithfully

Robert Robins  
Democratic Services Manager

Please note: Due to the current restrictions on travel and the requirement for social distancing, this meeting will not be held at its usual location. This will be a virtual meeting and 'attendance' will be restricted to Committee Members . The meeting will be recorded.

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345

## A G E N D A

### 1 **APOLOGIES**

**Purpose:** To receive any apologies.

### 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

**Purpose:** To receive any Declarations and advise Members accordingly.

### 3 **MINUTES** (Pages 3 - 16)

**Purpose:** To confirm as a correct record the minutes of the meetings held on 30 January and 10 February 2020.

### 4 **SOCIAL SERVICES ANNUAL REPORT** (Pages 17 - 68)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services

**Purpose:** To receive the Social Services Annual Report 2019/2020.

### 5 **SUPPORT PROVIDED TO FLINTSHIRE CARE HOMES DURING THE COVID-19 PANDEMIC** (Pages 69 - 76)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services

**Purpose:** To support the approach of Social Services in their provision of support to the local care home sector.

## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **30 JANUARY 2020**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held at North East Wales Community Equipment Service (NEWCES), Unit 3, Manor Road, Hawarden Business Park, Hawarden, Deeside, on Thursday, 30 January 2020.

### **PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mike Allport, Paul Cunningham, Jean Davies, Rob Davies, Andy Dunbobbin, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Ian Smith, Martin White, and David Wisinger

**APOLOGIES:** Councillor Carol Ellis

**CONTRIBUTORS:** Councillor Christine Jones, Cabinet Member for Social Services; Chief Officer (Social Services), Senior Manager Safeguarding and Commissioning, Senior Manager Children and Workforce, and Senior Manager Integrated Services. For minute no. 53 - Steve Featherstone, Service Manager, NEWCES

**IN ATTENDANCE:** Social & Health Care Overview & Scrutiny Facilitator and Democratic Services Officer

Prior to the start of the meeting the Chair thanked Steve Featherstone, Service Manager, for providing the Committee with a tour of the facilities at NEWCES which she said had been helpful and informative.

### **50. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **51. MINUTES**

The minutes of the meeting held on 16 December 2019 were submitted.

Matters arising

In response to a request from the Chair regarding progress on Marleyfield Residential Home expansion, the Senior Manager Integrated Services confirmed progress was on track and a report would be considered at a meeting of Cabinet next week.

In response to a further question from the Chair on Plas y Wren the Senior Manager Integrated Services advised that the opening of Plas y Wren was on schedule for early March 2020.

Councillor David Mackie moved that the minutes be approved as a correct record and this was seconded by Councillor Gladys Healey.

**RESOLVED:**

That the minutes be approved as a correct record and signed by the Chair.

**52. FORWARD WORK PROGRAMME AND ACTION TRACKING**

The Facilitator presented the Forward Work Programme and drew attention to the next meeting of the Committee to be held on 10 February, to which representatives of Betsi Cadwaladr University Health Board (BCUHB) had been invited to attend. The Facilitator also referred to the meeting of the Committee scheduled for 26 March 2020 which was to be held at Hwb Cyfle. She invited Members to contact her or the Chair with any further items they wished to add to the Forward Work Programme.

The Overview & Scrutiny Facilitator presented the progress report on actions arising from previous meetings. She provided an update on the two actions currently ongoing.

**RESOLVED:**

- (a) That the draft Forward Work programme as submitted be approved;
- (b) That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises; and
- (c) That the progress made in completing the outstanding actions be noted.

**53. NORTH EAST WALES COMMUNITY EQUIPMENT SERVICE (NEWCES)**

The Senior Manager Integrated Services introduced a report to provide an overview of the current service provided by NEWCES. She provided background information and advised that the Service delivered and installed over 30,000 items of equipment a year across North East Wales and re-used 90% of the equipment returned.

The Senior Manager explained that the provision of community equipment was essential for promoting the independence of people with disabilities of all ages. The provision often resulted in an individual being able to cope independently without the need for other services and greatly increased hospital discharge rates and supported hospital avoidance. The Service also enabled the safe and effective delivery of other services involving support with personal care including homecare, re-ablement, intermediate care, residential and nursing home care. NEWCES provides equipment to individuals in the community supporting all hospitals in North East Wales which assisted fast discharge and helped with Delayed Transfers in Care. The Senior Manager advised

that NEWCES was recognised as an all Wales leader and exceeded the National Minimum Standards for Community Equipment Services in Wales.

In response to a question from the Chair the Senior Manager explained that any person requesting community equipment was required to have a professional assessment in the first instance. The Service received 21,000 referrals in the last year.

Councillor Gladys Healey asked if NEWCES worked with the NHS to achieve savings on equipment, and cited the hire of bariatric beds by the NHS from a private company as an example of where savings could be achieved by using the services provided by NEWCES. It was suggested that this be raised with representatives of BCUHB at the next meeting of the Committee to be held on 10 February.

Members spoke in support of the excellent services provided by NEWCES and commended the Senior Manager Integrated Services and Service Manager, NEWCES, on their achievements. Councillor Cindy Hinds suggested there was a need to raise greater public awareness of the work of NEWCES and the facilities provided. It was agreed that the Facilitator would liaise with the Chief Officer and Corporate Communications to issue a press release.

The recommendations in the report were moved by Councillor Dave Mackie and seconded by Councillor Gladys Healey.

**RESOLVED:**

- (a) That the successful work of the NEWCES in supporting hospital avoidance and safe return from a hospital setting be noted; and
- (b) That the significant work undertaken in relation to partnerships working, including supporting the regional programme, be acknowledged.

**54. CARE INSPECTORATE WALES (CIW) ACTIVITY UPDATE**

The Chief Officer (Social Services) introduced a report to note the positive feedback received from the CIW and the response to any areas of improvement identified. He provided background information and reported that in 2019 the CIW had carried out 6 days of focussed activity/engagement with Social Services looking at Adult Safeguarding and the work of the Safeguarding Unit in Flint, Extra Care schemes, and the Council's approach to Information, Advice and Assistance, Early Help, and the experiences of children becoming looked after. The Chief Officer advised that formal feedback from the CIW on the above activities had been positive and had highlighted a number of areas where the Council performed very well and there was good outcomes being achieved for people in the community.

The Chief Officer invited the Senior Manager Safeguarding and Commissioning, Senior Manager Integrated Services, and Senior Manager Children and Workforce, to report on the findings from the CIW engagement activity for their service areas.

Members expressed praise for the innovative range of services provided which they felt were instrumental in transforming the quality of life for many individuals.

During discussion Officers responded to the comments and questions raised around the issues of sex education and prevention, mental health and well-being, and bullying.

The recommendations in the report were moved by Councillor Paul Cunningham and seconded by Councillor Cindy Hinds.

**RESOLVED**

- (a) That the positive feedback received from the CIW following their recent focussed activity/engagement with Social Services be noted;
- (b) That the Council's response to any areas of improvement identified by the CIW during the year be noted; and
- (c) That the Committee be informed about forthcoming focussed activity to be carried out by the CIW in Flintshire.

**55. ROTA VISITS**

Councillor Mike Allport reported on his visit to Llys Gwenffrwd and said it had been positive and enjoyable and there were no matters to report.

The Chair reported on her visit to Hafod residential care home and commented on the excellent staffing and facilities provided. She explained that service users had raised an issue regarding a shortage of electricity sockets which was being addressed.

**RESOLVED:**

That the information be noted.

**56. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There were no members of the press or public in attendance.

(The meeting started at 10.30 am and ended at 12.05 pm)

.....

Chair

**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**10 FEBRUARY 2020**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Monday 10 February, 2020

**PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mike Allport, Paul Cunningham, Jean Davies, Rob Davies, Andy Dunbobbin, Carol Ellis, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Ian Smith, Martin White and David Wisinger

**ALSO PRESENT (as all Members had been invited to attend)**

Councillors: Chris Bithell, Geoff Collett, Chris Dolphin, Rosetta Dolphin, Mared Eastwood, Paul Johnson and Carolyn Thomas

**APOLOGY:** Councillor Mike Peers

**CONTRIBUTORS:** Councillor Christine Jones, Cabinet Member for Social Services; Chief Executive; Chief Officer (Social Services) and Senior Manager - Integrated Services and Lead Adults

**Representatives of Betsi Cadwaladr University Health Board**

Mark Polin – Chair of the Betsi Cadwaladr University Health Board

Simon Dean – Interim Chief Executive

Gill Harris – Director for Nursing and Midwifery

Imran Devji – Managing Director of Wrexham Maelor Hospital

Rob Smith – East Area Director

Sue Hill – Executive Director for Finance

Andy Rogers – Head of Corporate Communications

**IN ATTENDANCE:** Social & Health Care Overview & Scrutiny Facilitator and Community & Education Overview & Scrutiny Facilitator

**18. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**21. BETSI CADWALADR UNIVERSITY HEALTH BOARD**

The Chair welcomed the representatives of the Betsi Cadwaladr University Health Board (BCUHB) to the meeting, and thanked them for their attendance.

The Chief Executive explained the reasons that representatives of BCUHB had been invited to the meeting, which were as follows:-

1. Give assurance over contractual arrangements with the Countess of Chester Hospital and service continuity;

2. Respond to the outcome of the Notice of Motion considered by County Council on 28 January 2020; and
3. Consider questions submitted by Members.

The Chair invited the representatives to provide assurance over contractual arrangements with the Countess Chester Hospital (CCH) and service continuity.

Mark Polin said that there had been a suggestion that issues around the contractual arrangements with the CCH had been the fault of the BCUHB and advised that this had not been the case. He did not anticipate the issue arising in the future and meetings to ensure that the Countess Chester Hospital were meeting their contractual arrangements were ongoing to ensure that the contracts would be signed soon.

In response to a question from the Chair around timescales, Sue Hill said that it was anticipated that the contract would be signed by the end of March. The Chief Executive suggested that feedback, once the contract had been signed, could be circulated to Members.

In response to a question from Councillor Carol Ellis around the term 'activity not being delivered', Mark Polin explained that not all of the activity to be delivered by the CCH through the contractual agreement had been delivered and therefore further work was being carried out to better understand this prior to the new contract being signed. Simon Dean explained that this was usual process to ensure that the number of patients referred and treated by the CCH was set at the right level to ensure the appropriate resources were being made available.

In response to a question from the Chair, Sue Hill advised that there were no proposals to change the pathway for residents in Flintshire to access services at the CCH. Gill Harris said that she would like to see service increase, specifically around maternity services.

The Chair invited the representatives of the BCUHB to provide a response to the specific questions outlined within the Notice of Motion considered by Council on 28 January; 2020.

1. Is there sufficient capacity in Wrexham Maelor, Glan Clwyd and the Countess of Chester hospital?

Mark Polin invited Imran Devji to provide an update to Members on preventative measures and joint partnership working being undertaken at Wrexham Maelor hospital.

Imran Devji reported that a review of patients arriving in Accident and Emergency (A&E) who required urgent care had been undertaken in order to manage pathways and prioritise patients. During the review a number of factors were considered, including 1) the A&E profile hour by hour over the last 5 years; and 2) nursing shifts over a 24 hour 7 day a week basis.



Following the review, key improvements had been made, specifically around clinical and acute services to increase the number of spaces in A&E to 57 and the introduction of physician consultation zoned areas. This new model had been welcomed by the clinical team who had been consulted during the review and he reported that the congestion rate had since reduced from 85/90% to 55/60%.

Mark Polin welcomed the improvement made and commented on the wide consultation which had taken place with nurses and clinicians. He also reported that he would be attending a meeting with Bangor University in order to progress the aspirations of having a North Wales medical school in order to meet future capacity needs.

In response to a question from Councillor Ellis, Imran Devji advised that the 57 additional spaces had been operational since 4<sup>th</sup> November, 2019.

Councillor Ellis thanked Imran Devji and Mark Polin for their response and for recognising that there was currently insufficient capacity. She also welcomed the questions raised by Jack Sargeant AM with Welsh Government following the Council's consideration of the Notice of Motion. She detailed a recent incident that had been reported to her from a resident within her ward and raised concerns over the length of time this lady had to wait without being offered any food or drink. She also commented on the Continuing Healthcare (CHC) and was concerned that BCUHB had one of the highest delays in patients receiving a care package over a 12 month period. Whilst she commended the work of the Council in providing support the patients waiting for a care package, she felt that this was the reason why patients were having to wait for a long time in A&E.

The Senior Manager - Integrated Services and Lead Adults reported that Flintshire County Council were currently ranked 7<sup>th</sup> across Wales for their performance in providing care packages for patients leaving hospital.

Simon Dean apologised for the service experienced by the residents within Councillor Ellis' ward and agreed to follow this up following the meeting. He commented on the importance of not working in isolation and the close links with social care colleagues and the need to continue to develop partnership based approaches to ensure the wellbeing of residents.

In response to a question from Councillor Gladys Healey around patients presenting at A&E with mental health issues, Imran Devji provided information on I CAN which was a new approach to improving the mental health and wellbeing of people across North Wales and the introduction of the new I CAN mental health support to shift the focus of care to prevention and early intervention, ensuring people received the right support in the right place at the right time.

## 2. Does Flintshire need a district General Hospital of its own?

Mark Polin commented on the need for Wrexham and Glan Clwyd Hospital to be performing to their optimum level which required the right staff and processes in place but said that appropriate primary and secondary services were needed in Flintshire to assist in reducing the number of people presenting at A&E. He provided information on the review of General Practitioners (GP's) and community service resilience and reported that an updated risk assessment on General Practitioner capacity and coverage across Flintshire could be shared with Member by the end of April, 2020.

## 3. Why is the performance of A&E so poor in the Betsi Cadwaladr Health Board in comparison to the rest of Wales

Simon Dean explained that this was a wider system issue which affected England and Wales and was multi-functional. He commented on the ageing population and the need to find different models of care to meet a range of different requirements. He said that there was a great deal of work to do in partnership and had been pleased to hear the amount of joint working between BCUHB and the Council already being carried out.

## 4. What measures can be put in place to urgently improve the performance of A&E by way of GP walk in centres, extended hours at minor injury units, improved access to GPs and improved community services?

Simon Dean reported that Welsh Government in 2019, announced a new set of standards for GP's which should raise and improve the level of service for patients in Wales from their GP practices. Some of the new standards included 1) ensuring people received a prompt response to their contact with a GP practice via telephone; and 2) practices have the appropriate telephone systems in place to support the needs of people avoiding the need to call back multiple times. The new standards would be rolled out across Wales during 2020/21 and funding had been provided to support this.

Simon Dean also provided information on improvement carried out to improve access to Mold Minor Injuries Unit (MIU) which he said had been effective.

In response to a question from the Chair around the use of advanced technology, Gill Harries advised that ambitious use of digital technology was embedded in the Clinical Strategy in order to access care digitally for non urgent cases.

## 5. What is the level of investment that Welsh Government will be providing for patients in North Wales to stabilise and then improve performance?

Mark Polin advised that engagement with WG was being carried out to ascertain what financial assistance was required, what efficiencies could be made whilst continuing to deliver service improvement and what financial

assistance could be provided to address tensions within the current system. This engagement had been positive.

The Chief Executive commented on the ability for regional partners to engage and offer support in negotiating with WG a sufficient and sustainable operating budget. Simon Dean welcomed this.

Councillor Paul Cunningham asked what the representatives thought was an acceptable waiting time for patients in A&E and spoke of his own experiences, some of which had been positive, and whilst the waiting times on a couple of occasions had been lengthy, he could not fault the service he had received. Gill Harris apologised for the delay experienced but was pleased to hear that Councillor Cunningham has received a good service. She advised that nobody should be waiting longer than they needed and that the focus was on managing patients on an individual basis to put appropriate plans in place.

Questions provided by Members of the Committee had been submitted prior to the meeting. The Chair invited the representatives of the BCUHB to respond to the questions.

1. What is the doctor/patient target ratio for Flintshire and where are they currently? How does this compare with both Wales and UK; and
2. If we are below target, what are they doing about it and why are they telling planners that their infrastructure can support new developments?

Rob Smith outlined how pressure on GPs was tracked. Through the new standards expected of GPs, WG were providing additional funding which would also improve access to services as it was not always necessary for people to see a GP and their needs could be met by speaking to or visiting a pharmacist/physiotherapist.

In response to the question around doctor/patient target ratio and increased house building, Rob Smith explained that there was no prescribed ratio. Simon Dean explained that BCUHB were consulted on future housing development as part of the planning process. The Chief Executive explained the process in the production of the Local Development Plan (LDP) and the need to collect a wide range of economic, social and environmental information to provide a factual base for the plan. The LDP needed to encourage development that was economically, socially and environmentally sustainable which covered all public services not only access to GP practices.

In response to a question from Councillor Ellis around the loss of a GP practice in Mold and the difficulties being faced by residents in Buckley accessing an appointment, Rob Smith explained that following the closure the service had been absorbed at a practice in Buckley and no request for additional support had been made. The set of standards expected by WG would improve access for making an appointment.

Councillor Carolyn Thomas commented on the need for improved public transport provision to enable residents in Mold to access the GP practice in Buckley.

In response to a question from Councillor Cunningham on the GP practice in Flint, Rob Smith advised that a primary care service would continue to be operated from the building and an advert for an independent practitioner had been published.

3. It has been said that Wrexham Maelor Hospital hires bariatric beds from private companies. Are you satisfied that equipment, which is on hire across the service is being returned as required and that BCUHB is not incurring excessive charges because of failure to return items?

Gill Harris explained that in some instances specific beds were required and these were hired from a private company. She provided an assurance that as soon as a bed was no longer needed, the company was informed and no further costs were incurred even if it took a few days for the bed to be collected.

4. The public are getting the impression that our hospitals are top heavy with management and that layers of management are themselves an obstacle for change. Do you believe that the time has now come for these layers of management to be cut so that resources can be redirected to the front line?

Simon Dean explained that good management was essential to enable clinical staff to carry out their role effectively.

5. Why doesn't BCUHB make much more use out of Minor Injuries and X-Ray facilities which are available in local Community Hospitals which we fought to preserve for continued local use and to take the pressure off the General Hospitals like the Maelor?

Gill Harris and Rob Smith reported on a planned review of the MIU service provision which they recognised as a contributory solution to reducing demand on A&E services. The purpose of the review would be to maximise use of the MIU service and identify the provision required to do so.

Councillor Chris Bithell commented that the purpose of retaining the MIU service in Mold had originally been to take the pressure off general hospitals. Gill Harris agreed and advised of the actions being taken to appoint nurse practitioners and provide appropriate training in order for them to be appointed to the MIU service.

6. What steps are being taken to resolve overcrowding in Glan Clwyd and Wrexham hospitals? On Thursday last week when visiting the Hospital at Wrexham supplies and rubbish were being stored on corridors.

Imran Devji reported that a Corridor Management Plan was in place and that corridors were clean and clutter free to ensure patient safety. If equipment had to be stored in the corridor, firstly it was considered whether it was safe to do so.

Councillor Ellis commented on the difficulties for people with sight loss if equipment was stored in corridors.

7. How often are the wards deep cleaned?

Gill Harris reported that a great deal of work had been carried out to improve cleaning services at the general hospitals. A 24 hour cleaning service was available and this had been strengthened considerably. Occasionally patients need to be isolated to prevent the spread of infection and cleaning for these instances had improved also. The level of infections had considerably reduced and the clinical team and cleaning team have been supportive in achieving this.

8. What are the current levels of infectious diseases such as C diff at the two hospitals serving Flintshire?

Gill Harries reported that there had been a significant reduction in the levels of infectious diseases at the two hospitals which were now below the Welsh average. Further information and figures could be provided to Members following the meeting.

9. What is the average waiting time of patients arriving in A&E needing and urgent bed?

The Committee agreed that a response to this question had been provided earlier in the meeting.

10. What is the policy on supplying food and drink whilst waiting in A&E for those who are elderly and alone?

Gill Harries advised that a Policy was in place within emergency departments for snacks and drinks to be offered to patients and this should be monitored every two hours. If this had not occurred then she said that she would follow this up following the meeting.

11. What is the procedure to get an Orthopaedic appointment and waiting time?

Gill Harries explained that orthopaedic appointments were made following a referral. Waiting times were between 8 and 26 weeks and it was recognised that this was too long, therefore support was being provided from

WG to increase and improve orthopaedic services. A service review would enable BCUHB to develop pathways and in the short/medium terms engagement with external contractors may be necessary to meet the demand on the service.

In response to a comment from Councillor Thomas around the number of operations cancelled, Mark Polin advised that the delay in waiting times was being scrutinised by the BCUHB and was confident that with the support of WG the service would improve.

12. What is the latest position regarding the lack of GP's and impact on all services.

The Committee agreed that a response to this question had been provided earlier in the meeting.

13. Why is there an ongoing nursing staff issue at Glan Clwyd Hospital?

Gill Harris reported that due to high demand in A&E, staff at Abergele Hospital had been re-located to Glan Clwyd Hospital to meet the demand. This was to enable gaps in rotas to be supported and to keep patients safe and the risk had to be managed on a day to day basis. Requirement issues for nursing and medical staff was recognised and focus was being put on recruitment and retention of staff and making sure the environment and models of care being delivered also contribute to the ability to recruit staff.

Mark Polin reported that 28 out of the 29 patients who had had their operations cancelled and now undergone their planned operation. When questioned on the figures by Councillor Rosetta Dolphin, Mark Polin agreed to look into this following the meeting.

Councillor Healey thanked the representatives for their attendance and asked when they thought BCUHB would be removed from special measures. Simon Dean commented on the number of employees within the BCUHB accords North Wales and the commitment from everyone to see improvements being made. He also commented on the importance of joint working with regional partners across North Wales and the positive vision for improvements. If WG found that acceptable measures of progress was being made this would also assist in attracting high quality staff in the future.

In response to the clarification from the Chief Executive that BCUHB were entirely accountable for being in special measures and that partnership working by Local Authorities was not a contributing reason, Mark Polin agreed and explained that improvements were being implemented in a staged manner. He commented on the demonstrable progress being made around mental health services and said that everyone was incentivised to see improvements progress across services.

In response to a question from the Chair around debt levels, Sue Hill reported that debt levels had reduced over the last 12 months and that there were robust plans in place for them to continue to reduce.

Councillor Geoff Collett commented on the good work being carried out at Wrexham Maelor Hospital and the positive experience he had when visiting the hospital for an appointment. He commented on the earlier discussion around the MIU in Mold and said that he had been involved in raising funds towards the equipment had said he would like to see full use of the equipment being made.

In summing up the, the Chief Executive highlighted the following main issues arising from the discussion:-

- That written answers to the late questions submitted to the Committee by Members be provided;
- Assurances to be given over the renewal of the contractual arrangements with the Countess of Chester Hospital to ensure service continuity and uninterrupted patient access (by the end of March);
- An updated risk assessment on General Practitioner capacity and coverage across Flintshire to be shared (by the end of April);
- The Council and the Health Board continue to work closely together to plan future primary health care services based on population growth and community and house-building planning;
- The Health Board involve the Council in scoping the planned review of Minor Injuries Unit service provision in Flintshire as a contributory solution to reducing demand on A&E services (by end of April);
- Further information be shared on workforce recruitment, retention and training strategies with the Council supporting the proposal to develop a Medical School for North Wales; and
- The Health Board be encouraged to enlist the support of regional partners in negotiating with Welsh Government a sufficient and sustainable operating budget.

Councillor Gladys Healey moved that the main issues arising from the discussion be supported as recommendations from the Committee. This was seconded by Councillor Carol Ellis.

The Chair thanked the representatives of BCUHB for their attendance and for responding to the questions from Members. The Chair also welcomed the joint working between the Council and BCUHB which she wished to see continue in the future.

**RESOLVED:**

- (a) That the answers given to the pre-prepared questions and the question raised at the meeting be noted;
- (b) That written answers be provided on the late questions which were submitted to the Committee by Members;

- (c) That assurances be given over the renewal of the contractual arrangements with the Countess of Chester Hospital to ensure service continuity and uninterrupted patient access (by the end of March);
- (d) That an updated risk assessment on General Practitioner capacity and coverage across Flintshire be shared (by the end of April);
- (e) That the Council and the Health Board continue to work closely together to plan future primary health care services based on population growth and community and house-building planning;
- (f) That the Health Board involve the Council in scoping the planned review of Minor Injuries Unit service provision in Flintshire as a contributory solution to reducing demand on Accident and Emergency services (by end of April);
- (g) That further information be shared on workforce recruitment, retention and training strategies with the Council supporting the proposal to develop a Medical School for North Wales;
- (h) That the Health Board be encouraged to enlist the support of regional partners in negotiating with Welsh Government a sufficient and sustainable operating budget.

**22. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There were no members of the public and one member of the press in attendance.

(The meeting started at 12 noon and ended at 2.00pm)

.....  
**Chair**





## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 16 <sup>th</sup> July, 2020
<b>Report Subject</b>	Social Services Annual Report
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer ( Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Statutory Director of Social Services is required to produce an annual report summarising their view of their local authority's social care functions and priorities for improvement as legislated in the Social Services and Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015.

The purpose of the Social Services Annual Report is to set out a self-evaluation with priorities for improvement.

### RECOMMENDATIONS

1	To consider and comment on the annual report.
---	---

## REPORT DETAILS

<b>1.00</b>	<b>BACKGROUND TO THE ANNUAL REPORT</b>
1.01	This is the fourth year of a new format for the Social Services Annual Report prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014, and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes for local people.
1.03	<p>All improvement priorities set sit under one of the six National Quality Standards (NQS). They align to the personal wellbeing outcomes for the people for whom we care. They are:-</p> <ul style="list-style-type: none"> <li>• NQS 1 Working with people to define &amp; co-produce personal well-being outcomes that people wish to achieve</li> <li>• NQS 2 Working with people and partners to protect and promote people’s physical and mental health and emotional well-being</li> <li>• NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm</li> <li>• NQS 4 Encouraging and supporting people to learn, develop and participate in society</li> <li>• NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships</li> <li>• NQS 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs</li> </ul>
1.04	The draft Social Services Annual Report for 2019/2020 is attached as Appendix 1.
1.05	The report is intended to provide the public, the regulator and wider stakeholders with an accurate picture of local services, whilst demonstrating a clear understanding of local strengths, opportunities and challenges.
1.06	The report will form an integral part of Care Inspectorate Wales’ (CIW) performance evaluation of Social Services. The evaluation also informs the Wales Audit Office’s assessment of the Council as part of their annual improvement report.
1.07	The annual report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.

1.08	The style of previous reports will be followed this year, and the report will be produced in an electronic friendly-style by Double Click. The report will also be translated and be made available in bi-lingual format on the Council website following approval.
1.09	<p>The annual report outlines the improvement priorities identified for 2020/202. These include:-</p> <ul style="list-style-type: none"> <li>• Implementing the national Young Carers ID card</li> <li>• Implementing Micro-care services to people’s homes at a community level</li> <li>• Implementing local actions arising from the Regional Transformation Programmes</li> <li>• Developing support options for parents and young people with low/moderate mental health needs.</li> <li>• Developing our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council ‘Working Towards Becoming Dementia Friendly’</li> <li>• Establishing a multi-disciplinary Team to provide ‘rapid response’ assessment and support for children and families on the edge of care</li> <li>• Implementing the ‘Mockingbird Model’ of Fostering</li> <li>• Embedding the All Wales Safeguarding procedures</li> <li>• Implementing the Liberty Protection Safeguards</li> <li>• Working with young people and further education providers to create opportunities for young people with additional needs to access education</li> <li>• Continuing to ‘roll-out’ the progression model across Disability Services through the ICF funded Progression Team in to supported work placements and residential care placements to promote skills and independence.</li> <li>• Working to develop and implement a local model of ‘Team around the Individual’ to support those living with dementia.</li> <li>• Working to safely reduce the numbers of children entering care and improve outcomes for those in care.</li> <li>• Implementing the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience</li> <li>• Completing the Extra Care Programme</li> <li>• Progressing in-house residential care expansion schemes</li> <li>• Increasing early intervention and support to prevent youth homelessness for young people aged 16-24.</li> <li>• Launching a short term residential service to inform the most appropriate move-on placement and support package for young people.</li> </ul>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money.

	The improvement priorities contained within the report have been identified for delivery within existing resources.
--	---

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
-------------	---

3.01	Work began with Social Services Managers in September 2019 to identify the emerging priorities from their areas of work.
------	--

3.02	<p>The draft Social Services Annual Report has previously been discussed Chief Officer's Team, and circulated for comment to the Chief Executive, Social Service Management Team and the Senior Management Team.</p> <p>The approval process is moving forward in line with the new process for Individual Cabinet Members Decisions, implemented in response to the Covid-19 emergency.</p>
------	--

<b>4.00</b>	<b>RISK MANAGEMENT</b>
-------------	------------------------

4.01	The Social Services Annual Report is required to be published by the authority "as soon as practicable" after the year to which it relates.
------	---

<b>5.00</b>	<b>APPENDICES</b>
-------------	-------------------

5.01	Social Services Annual Report.
------	--------------------------------

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
-------------	--

6.01	<p>Contact Officer: Dawn Holt  Telephone: 01352 702128  E-mail: <a href="mailto:dawn.holt@flintshire.gov.uk">dawn.holt@flintshire.gov.uk</a></p>
------	--

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
-------------	--------------------------

	<p><b>CIW</b> - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales).</p> <p><b>Micro-care services</b> – A pilot project to support the development of new Micro-care enterprises in Flintshire, which will support people with care and support needs in their local area, on a small scale.</p> <p><b>Regional Transformation Programmes</b> - A transformation programme that will take forward the priority areas in the North Wales Population Needs Assessment and recommendations in 'A Healthier Wales'. The</p>
--	---

<p>North Wales programmes cover Community Services, Mental Health, Learning Disability Services and Intervention and intensive support for children and young people.</p>
---

<p><b>'Mockingbird Model'</b> - This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family; providing peer support, regular joint planning and training, social activities.</p>
--

This page is intentionally left blank



FLINTSHIRE COUNTY COUNCIL

# Social Services **ANNUAL REPORT** 2019/2020

And 2020/2021 Priorities

- Section 1 Introduction**
- Section 2 Director's Summary of Performance**
- Section 3 How Are People Shaping our Services?**
- Section 4 Promoting and Improving the Well-being of Those We Help**

**NQS1:** *Working with people to define and co-produce personal well-being outcomes that people wish to achieve.*

**NQS2:** *Working with people and partners to protect and promote people's physical and mental health and emotional well-being.*

**NQS3:** *Taking steps to protect and safeguard people from abuse, neglect or harm.*

**NQS4:** *Encouraging and supporting people to learn, develop and participate in society.*

**NQS5:** *Supporting people to safely develop and maintain healthy domestic, family and personal relationships.*

**NQS6:** *Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.*

## **Section 5 How We Do What We Do**

- a) *Our Workforce and How We Support their Professional Roles*
- b) *Our Financial Resources and How We Plan For the Future*
- c) *Our Partnership Working, Political and Corporate Leadership, Governance and Accountability*

## **Section 6 Accessing Further Information and Key Documents**

### **Glossary of Terms**

### **Appendix 1 Contextual Data and National Performance Measures**

If you are reading this report online there are links in the last section that give you further information about our services, initiatives and key documents. There is also a glossary at the back that may help explain unfamiliar words and terms.

The report sets out our improvement journey in 2019/20 and demonstrates how we have promoted well-being through our services.

If you receive a service from us please let us know if you think this report is a fair reflection of your experiences over the past 12 months. We welcome any comments you have and your views are crucial if we are to continue to improve services to achieve your outcomes.

**You can contact us as follows:**

**Neil Ayling (Chief Officer)**  
**Flintshire County Council,**  
**Social Services Executive Suite, Phase 1 County Hall,**  
**Mold, Flintshire, CH7 6NN**

**Email: [neil.j.ayling@flintshire.gov.uk](mailto:neil.j.ayling@flintshire.gov.uk)**



This report has been  
designed and printed by...

**double click**  
DESIGN & PRINT  
Supporting Mental Health  
in the community



**WELCOME to the ninth annual report for Social Services in Flintshire and our fourth under both the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions.**

**The purpose of the report is to reflect on how we have performed during 2019/20, and to highlight our priorities and intentions for 2020/21.**

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year. Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do, and informs the development of our services and future plans.

In the report we evaluate our performance against last year's improvement priorities and set out our priorities for next year.

**These focus on well-being and are linked to the six National Outcomes Standards, which are:**

## **National Quality Standard 1**

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

## **National Quality Standard 2**

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

## **National Quality Standard 3**

Taking steps to protect and safeguard people from abuse, neglect or harm

## **National Quality Standard 4**

Encouraging and supporting people to learn, develop and participate in society

## **National Quality Standard 5**

Supporting people to safely develop and maintain healthy domestic, family and personal relationships

## **National Quality Standard 6**

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs



## Director's Summary of Performance

**This year has brought us some unprecedented challenges. From the adverse weather conditions in early 2020 to the continuing situation with Covid-19, our workforce continue to meet their duties with commitment, compassion and resilience, demonstrating that the values of Flintshire County Council Social Services hold dear are only strengthened at a time of additional need.**

We in Social Care, across statutory and independent organisations, are very much at the sharp end of the response to the global pandemic and every member of staff has an incredibly important part to play in ensuring that we continue to care for the most vulnerable in our society.

During this time, all essential Council services are running as normal at this stage, however, the situation has continued to develop quickly. We will make decisions on prioritising our resources for the most critical services as necessary.

Emergency planning across Social Services saw us develop a coordinated response across in-house and commissioned services in order to keep those to whom we provide care and support, as safe as possible during these uncertain times. Staff across services have been redeployed to areas of need, and we continue to work to the guidance issued by UK and Welsh Government.

We are heartened by the impressive response from the community also, with individuals, groups and businesses working together to support friends, neighbours and strangers. We hope that the networks built will remain after the outbreak has subsided, continuing to support those in need.

Alongside these unforeseen situations, we continue to work to set a budget which balances our resources with our spending needs.

Whilst the Council works all year on identifying ways it can best balance its budget for the year ahead, it is during late autumn and winter that councillors begin a round of serious debates about how best to legally balance and set the budget for the following April.

Everything the Council does is important to someone and even during a decade of financially challenging times Flintshire County Council has continued to perform well and with ambition, innovation and planning ahead has continued to protect and invest in local services.

The Council have made a commitment to protect budgets within Social Services to ensure that we are able to continue to deliver high quality services that put people at the centre of their care and support.

We have reason to celebrate. Alongside the workforce and partners, we have been able to deliver a number of successful projects, which we shall describe in more detail throughout this report.

Some highlights include:

- The opening of Hwb Cyfle
- The development of our Extra Care facilities
- Becoming a Council 'Working Towards Becoming Dementia Friendly', the first in North Wales
- Our positive feedback from Care Inspectorate Wales (CIW) following their focused inspection
- The implementation of the Micro-care Enterprises Project
- Continued successes with Progress for Providers

**We are immensely proud of those who work with us to ensure that the most vulnerable children and adults in our county are supported to achieve the outcomes that matter to them. Without this calm and measured approach we wouldn't be able to continue to look after those in our community who are most in need.**

We look forward to the time when we can return to our new 'normal', but we must learn from these times and seek to implement, on a larger scale, some of the innovations and partnerships we have seen to date. Ultimately, we must continue to work to our values of putting people first, resilience, adaptability, resourcefulness and compassion which will be at the heart of everything we do.

Page 27

The year ahead will, no doubt, bring further challenges as we fully realise the impact of Covid-19 on our population, businesses, services and communities. The UK and Welsh Government's introduction of strict new measures for essential travel, social distancing and public behaviour have brought major changes to what we have considered normal. Many may have thought to revalue the work of those in social care, once seeing them as low skilled roles, but now have a new understanding of the outstanding work they do everyday. **This workforce should continue to be celebrated as heroes** alongside the health workforce, those in the food production supply chain, delivery and postal workers, volunteers and the many, many others who build the foundations of our communities.



**Neil Ayling**  
Chief Officer Social Services



**Councillor Christine Jones**  
Cabinet Member for Social Services

## How are People Shaping our Services?

### Central to our work in Social Services are the people of Flintshire.

You will see reference throughout this document to **‘What Matters’**. A What Matters conversation with individuals is the mechanism through which we are able to find out what will make a positive difference to the person’s life, and defines the outcomes they would like to achieve. We can then work with the person, and those around them to identify the people who and other assets that can help them achieve their goal, with an emphasis on empowering the individual to take control of their own circumstances. Formal services will only then be put in place to meet needs and ‘what matters’ to them which the person can achieve without support.

If you come in to contact with Social Services, you can expect to be asked for some of this information.

The care and support someone may need to reach their outcomes differs greatly from person to person, and it is important to understand that one size does not fit all. The support someone needs may increase or reduce over time.

Alongside opportunities for people to be part of the development of their own care and support, we also work to ensure that we have opportunities for people to influence wider service design and to build solutions to issues raised.

On the next pages are some of the areas where residents and partner agencies have supported us in the design and delivery of services.

## What Matters conversations are based on the following 5 points:

1. the person’s circumstances
2. their personal outcomes
3. barriers to achieving those outcomes
4. risks to the person or to other persons if those outcomes are not achieved
5. the person’s strengths and capabilities



**Young Voices Speak Out** are a group of young people that are looked after or leaving care.

The group designed a logo for their new name incorporating an infinity sign as this means forever as there will be no end to the group, as even when the current members move on, there will be new members joining to carry on the work.

Some of the things the group has worked on in the last 12 months have included;

- Interviewing candidates for a Managers post in Children's Services. The group asked the candidates questions they had written, and provided feedback to Senior Managers.
- Members of the group also continue to attend the Children's Services Forum meetings which is made up of Elected Members, Senior Managers and representatives from Children's Services and Education. At these meetings they share their views on a range of topics that have recently included housing, education and sexual health advice for young people.
- Members attend the regional 'Voices From Care' events, which bring together care experienced young people from across Wales. At conferences, professionals and young people take part in workshops and activities. The group have attended workshops on Corporate Parenting and Education.
- The group also attended the Young Wales Annual Participation Conference in Wrexham. It gave them the opportunity to meet members of other Participation Groups and Youth Councils and find out about the work they are doing.
- The group have also fed in to work to develop of a number of different projects around mental health and wellbeing for young people. The group were asked what support they felt there was for children and young people around mental health and wellbeing and if they felt there was anything that is missing that could be good for children and young people. Following this, members have met representative from Theatre Clwyd and are helping to plan community projects.

We have developed **new webpages for those living with Dementia** and their families and carers in Flintshire after a local resident living with Dementia, Jim, shared how difficult it had been to navigate and find the right information to support him following his diagnosis. It is hoped that these pages will bring together a range of information in to one place, acting as a directory of support services.

The webpages will continue to be updated as we learn more about local support. We are also in the process of mapping the Dementia Friendly Communities, locations, businesses and schools on our interactive map, which we will add to the page.

Page 30 Jim continues to advise us as a member of the Council's Dementia Friendly Council Steering Group.

We are proud to have built positive working relationships with organisations who deliver care and support in care homes, domiciliary care services and supported living settings across Flintshire, and we regularly meet together to have open discussions and share information through quarterly **Provider Meetings**. Over the past year we have spoken with providers at length about, fees, training and social value amongst other things. We have also fed their views and comments back in to our consultation responses on the Regulation & Inspection of Social Care (Wales) Act and the development of a Health & Social Care Workforce Strategy. We are committed to ensuring that local provider's voices are heard alongside our own.

We continue to communicate with the providers between meetings via email and each care home is assigned an officer to support them to deliver person centred services

**Jim Ibell, Ambassador for the Alzheimer's Society and a Flintshire resident living with dementia, said:**

“

**I really cannot say thank you enough to Flintshire County Council for acting so quickly. It was only in July that I mentioned putting something together, where all related information to support someone living with dementia in one place and straight away Flintshire County Council is including it on their web page, which is great.**

”

**“ I have been talking about trying to get this done for months at different meetings I have been to around North Wales and at last it has been acted on. This will be such a great help to people living with dementia, I think this is the only document that includes many things all together that we need to know. Also, it is really good to see Flintshire County Council moving towards becoming a dementia friendly organisation. This will help all the people in Flintshire that are living with dementia. ”**

through Progress for Providers, and with any challenges they encounter.

In 2019/ 20 the **Flintshire Carers Strategy Group**, a group of health, social care, third sector organisations and carers, completed a review of its provision and support for local carers. This review included understanding what is working well within the existing provision, what changes we could make and most importantly we listened to the views of carers to make sure any future provision is providing what matters to them.

Another great example of carers being involved in shaping services was the recent procurement exercise of the **Flintshire Young Carers Service**, whereby four local young carers, aged between 10 and 15, were involved in interviewing the bidding organisations and assisted in selecting the winning delivery organisation.

As a result of this collaborative working with partners and carers, we are able to continue to support carers in Flintshire in meaningful ways that will not only help them in their caring roles but also promote their well-being.

We are working to further develop the ways we engage with the public and partners so we can hear their voices and learn from them. We are developing a coordinated approach to participation, gathering information from across the services we provide, so we can feed their voices in to service development at a local and regional level.

# Promoting and Improving the Well-being of Those We Help

## Quality Standard 1 Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Following a feasibility study we have established a **pilot Micro-care Enterprises Project** to improve the supply of care in communities through new and innovative ways of working. We have been successful in attracting funding from the Welsh Government Rural Communities – Rural Development Programme 2014-2020, is funded by the European Agricultural Fund and the Welsh Government via Cadwyn Clwyd and the Welsh Government's Foundational Economy Challenge Fund.

We define Micro-care enterprises as small companies with up to 5 employees, who offer flexible and personalised care and support services to vulnerable people, tailored to their individual's needs. The pilot will run until June 2021 and



together with Social Firms Wales and other stakeholders, we will support the development of new Micro-care enterprises in Flintshire. The project will focus on how we can develop these enterprises

in rural areas, so people can be better supported. This is one of the first pilots of its type in Wales and positive risk-taking and innovation are essential to enable the pilot to succeed.



Two Micro-care officers have been in post since early September and have made significant progress in scoping how the project will operate and addressing key barriers. They are actively working with individuals interested in becoming Micro-care businesses and will be promoting the pilot to support the development of a diverse range of Micro-care services across Flintshire

Initially, individuals will be able to purchase the services of Micro-providers via Direct Payments or private funds, but it is our intention that we will be able to commission their services in the future.

To support the provision of Direct Payments, **the Direct Payments Support Service** commenced on the 1st April 2019, replacing a commissioned service. The team of 5 including the Team Manager, supports over 500 Direct Payment recipients and rising.

Direct Payments are a great way of empowering clients, enabling them to make decisions on their support. This works by providing funding directly to individuals to provide them with the flexibility, choice and control in how they achieve agreed well-being outcomes. The team have been creating the space for people to formulate their own solutions wherever possible, rather than these being prescribed. The team provide information, guidance and reassurance until recipients feel confident to manage their Direct Payment independently.

The team aim to tailor their support to suit each

individual's needs and circumstances. They understand that the process can feel daunting for some, but the team are happy to provide guidance and support throughout the whole process. Having other relevant agencies on board also helps recipients to manage

the day to day running more easily; whether that's employing Personal Assistants (PAs), attending a service or activity, paying for equipment.



Our **Progress for Providers Programme** continues to go from strength to strength to achieve positive outcomes for individuals living in Care Homes. The programme uses person-centred tools and practices to help staff teams change the way they support people and engage with families. These tools, including one-page profiles, learning logs and decision-making agreements, enable people receiving care and support to have more of what matters to them in their lives. For providers, using them is not about doing more, but is about doing things differently.

The programme was awarded a Social Care Accolade in 2018 and has now been rolled out to domiciliary care services who are supporting older people who are living at home.

In residential services Progress for Providers has three levels of accreditation, bronze, silver and gold, and in domiciliary services there are two levels, silver and gold. Within each level, there are a number of standards for providers to achieve

13 Care Homes have now achieved the Bronze award, with a further 3 Homes achieving Silver. Within the new domiciliary care programme, the extra care services, our in-house locality home care services and independent sector providers have been working towards the silver accreditation of the programme.

Importantly, we are able to gather stories of how the programme has impacted the lives of older people in the county. One manager told us about a gentleman with a diagnosis of Alzheimer's who had occasionally left the residential home without informing staff and there were



significant concerns for his safety. Using the one-page profile, communication chart and learning log, it soon became apparent that this gentleman had always been very practical. He was matched with the home's handyman and supported to assist with weekly maintenance checks.

The manager reported that staff are now working together to support this gentleman to make some sense of what is happening to him, seeing him as a person in need of purpose, and not someone they have to stop leaving the building unaccompanied.

This has undoubtedly improved the gentleman's well-being.

We have now introduced further training to support **Outcome Focused Care Planning for Social Workers and Care Managers.**

The purpose of this training programme is to support the delivery of Outcome Focused Care Planning for settings who have achieved Bronze accreditation through Progress for Providers and are now moving towards Silver and Gold accreditation.

The training will enable managers to increase awareness and understanding of outcomes based approaches, identify the impact of an outcome based approach on wellbeing and outcomes for citizens and identify strategies that will be used to ensure

outcome based practice is continually embedded.

Enabling people to achieve what matters to them is equally important in the community as it is in any social care setting. Flintshire Local Voluntary Council have been delivering **Social Prescribing Services** in Flintshire since April 2016, when a Third Sector Co-ordinator post, employed by Flintshire Local Voluntary Council (FLVC), was included as an integral part of Flintshire's Single Point of Access (SPOA).

In 2019, Flintshire Local Voluntary Council recruited a new Social Prescribing Officer (SPO)/Third Sector Coordinator to work from the Single Point of Access to develop closer links between GP surgeries and access to Community based support for patients. Based in the existing Single Point of Access offices, the officer can receive referrals from professionals or from individuals to help them to access help to improve their wellbeing. Their work builds on the work of the SPOA in helping to meet the health and well-being needs of individuals where their needs do not meet the threshold for statutory support, or where access to Third Sector support will complement/alleviate the need for statutory interventions.

The Social prescribing model run within SPOA has also been replicated within the Early Help Hub for families in Flintshire. The Third Sector Co-ordinator (Social Prescriber) sits as an equal partner within the multi-agency meetings at the Hub, and supports families who would benefit from community based support. This role is now linked closely to Flintshire's Family Information Service to strengthen the third sector offer through this service.

As well as supporting individuals with care and support needs, Flintshire Social Services also deliver a range of services for carers, both in-house and commissioned through external third sector providers. In order to ensure services are truly reflective of what is needed by our local population, we worked with NEWCIS (North East Wales Carers Information Service) to implement the recommendations contained within the **North Wales Carers Strategy.**

We took a multi-stakeholder approach to designing future services where carers were able to feed in their views and ideas, telling us what's important to them and what would help their well-being.

The feedback was collated, along with the information gathered by the Carers Strategy Group to develop a new suite of provision which includes the following:

- From April 2020 introduction of a new single adult carers gateway - carers told us they wanted easy open access to information, advice and support
- Continuation of the Bridging the Gap and Carers Well-being services - carers told us that respite, grants and access to well-being support was the most important thing to them so we have committed to continuing these valued services
- Strengthening the access to Direct Payments for carers - carers wanted greater control and more choice to get the support that's right for them
- Remodelling the support available to carers supporting someone with a mental health or substance misuse problem - all carers wanted access to the right information and support and by remodelling our services we are able to provide preventative support at the right time for carers
- Working together to provide more opportunities for carers - carers wanted greater access to activities, trips and information different projects around mental health and wellbeing for young people. The group were asked what support they felt there was for children and young people around mental health and wellbeing and if they felt there was anything that is missing that could be good for children and young people. Following this, members have met representative from Theatre Clwyd and are helping to plan community projects.

**Feedback from carers on the services available reinforces why these services are so important and have been described as a 'lifeline' to many.**

**“ The information and advice is so important in helping me care for my husband ”**

**“ It is really important to me that I have the opportunity to socialise with people who are in the same boat as me ”**

**“ I just couldn't do it without the help of these services and staff ”**

The past year has been significant in the development and roll out of **4 regional transformation projects across North Wales** to bring health and social care services closer to people's homes and the new ways of working could eventually be replicated across Wales.

Led by the **North Wales Regional Partnership Board**, the projects are the latest to receive funding from the Welsh Government's £100 million Transformation Fund. The fund has been created to support the scale up of new models of seamless health and social care as part of the Welsh Government's long term plan for health and social care, A Healthier Wales.

We are proud to host one of the regional projects - '**North Wales Together**'. This project aims to develop a seamless model of learning disability services based on 'what matters' to the individual. This will be achieved through better integration across health and social care and the third sector services, ensuring people with learning disabilities are able to live more independently and get the care they need, closer to home.

The team supports the 6 Authorities and BCUHB to develop and remodel services to meet the changing needs of people with Learning Disabilities and their families where that support is needed. Each organisation is already creatively adapting to the aspirations of the **North Wales Learning Disability Strategy** and changing needs of the local population. The North Wales Together team will build on this practice.

The Team's focus is on meaningful engagement with people receiving services including children, young people, their parents and carers and the services that support them. Together, they have coproduced the 'North Wales Values and Behaviors



Framework' and have developed an Active Support 'Community of Practice'

The team are also exploring new technology and assistive technology solutions to support improvements in services and promote independence for individuals with Learning Disabilities and their families. Initial consideration is being given to a range of apps which can support independent, but safe movement and the launch of an online portal to provide information, support and signposting.

**The Regional Transformation Programme for Mental Health**, has developed '**Together for Mental Health North Wales**', an all-age plan to improve the mental health and wellbeing of people across the region, which has been co-produced with people who have lived experience of mental health issues.

The wide ranging and ambitious strategy aims to improve child and adult mental health, ensure parity of esteem with physical health and shift the focus of care to prevention and early intervention.

To help ensure that people can access the early support they need in the community, Betsi Cadwaladr University Health Board, local authorities and mental health charities are working together to introduce new services through the [I CAN campaign](#), which aims to:

- Give a voice to people with lived experience of mental health problems
- Shift the focus of care to prevention and early intervention; ensuring people receive the right support in the right place at the right time
- Empower people to take control of managing their mental health and wellbeing so they can flourish
- Encourage open and informed conversations about mental health in order to tackle the stigma which can prevent people seeking support

Significant progress has also been made in developing the blueprint for new I CAN community support which will shift the focus of care to prevention and early intervention; helping to prevent people from falling into crisis and supporting them if they do. The service has introduced I CAN mental health support, and I CAN Work employment programme, free I CAN Mental Health Awareness Training, and a range of I CAN volunteer opportunities.

### [The Community Services](#)

[Transformation Programme](#) supports delivery of the national health and social care plan for Wales, '[A Healthier Wales](#)'. It is based on the principle that it is preferable for individuals to have their health and social care needs met within the community wherever possible and that services need to be increasingly integrated in order to meet needs. Transforming the way that services in the community are resourced and delivered therefore is a key the focus within the programme in order to achieve the required 'shift' in focus.

The project aims to provide:

- Well co-ordinated services designed around 'what matters', ensuring equality of access and services provided in the language people choose
- Help to navigate the health and social care system, as well as accessing a range of other services that would improve their well-being.
- Access to a range of preventative services, community support, advice and information.
- Access to a range of community support, care and therapeutic interventions.
- Assistance in dealing with crisis, end of life and on-going health conditions.

A Programme Manager for Flintshire and Wrexham, plus a project manager for each county, were appointed in the Autumn/ Winter of 19/20. Within Flintshire, the initial work was focussing on the work of the Single Point of Access to identify opportunities for how this could be further strengthened as a hub for integrated working in the community and the priority areas for action.

This work was progressing until March when the first impact of the Covid-19 pandemic began to be felt locally. At that point, the programme resources were re-directed to support the emergency response to the pandemic and all team members were deployed into alternative roles.

### [The Regional Children and Young People's Transformation Programme](#)

is a £3 million grant from the Welsh Government to trial new and innovative ways of delivering integrated early intervention and intensive support for children and young people at the edge of care.

Flintshire County Council, Wrexham County Borough Council and the Health Board have been working to develop a co-ordinated response to reduce the number of children who become looked after.

Through a commitment by the partners to improve the way health and social care services are delivered to children and families, the progress to achieving the aim has been consistent and continues during the current Covid 19 situation.

Families and carers of young people aged 11-17 to be offered Multi Systemic Therapy (MST) which enables 24/7 access to the service, a Therapist and Supervisor. Families receive the intervention over a 3 to 5 month period which looks at the whole 'eco system' around a child and their family, including community, peers and education.

The team have now been approved by [MST UK](#) to offer the model and will receive training remotely in April 2020 with service delivery to families commencing in May. This will be the first and only team in Wales and is a great achievement, attributable to the dedication and commitment of the partners to improve life chances for young people at the edge of care.

The Steering Group will continue to oversee the project and to pursue the development of a 12 week Residential Assessment Centre provision for the East. The aim of the centre will be to reduce family or placement breakdown, reduce the need for a child to become looked after and if already placed, work to return them to their home or a more suitable placement locally.

## Our priorities for 2020/21 will be to:

**Ensure** that the voices of people are heard and that we learn from them

**Implement** the outcomes model across all services. In adult service this will include the scoring model to evidence how people are achieving what matters to them

**Implementing** Micro-care services to people's homes at a community level

**Implement** local actions arising from the Regional Transformation Programmes

**Ensure** that the Active Offer for Advocacy is implemented across all Service Areas.

**Complete** the roll-out of Progress for Providers in Learning Disability Services.



## Quality Standard 2 Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

Flintshire County Council has been recognised as ‘**Working towards becoming Dementia Friendly**’ by the **Alzheimer’s Society**, the first Council in North Wales.

Page 40

Alzheimer’s Society’s Dementia Friendly Communities and Organisations programme aims to encourage everyone to share responsibility for ensuring that people with dementia feel understood, valued and able to contribute to their community. This focuses on improving inclusion and quality of life through training and awareness raising within communities and organisations so they are better able to respond to the needs of those living with Dementia and their Carers. The Council is working to an action plan and has developed new **dementia focused webpages** acting as a directory of services

and information and are rolling out Dementia Friends training across the workforce.

In order to retain the recognition, the Council will submit annual action plans to the Alzheimer’s Society, which are driven by a Steering Group of Council representatives and members of the community living with Dementia. In relation to support for children and young people, we have entered in to a **Strategic Partnership with Action for Children**, who are a well-respected National Charity who has been providing services in Flintshire for over 20 years.

The partnership will utilise Action For Children’s specialist knowledge and experience in providing programmes and facilities for respite or breaks for children with disabilities and their families, expertise of Repatriation and Prevention Services and the work of Flintshire Family Project to identify strategic developments of the services provided.

Action for Children have been running a ‘short breaks service’ for 20 years in Flintshire and have been operating from Arosfa since 2012. Arosfa offers respite and short breaks for children with profound disabilities in a safe and secure environment to support them to remain

within their own family setting. This service enables these young people to access new experiences and opportunities, to establish relationships and to develop their full potential.

The Family Project provides planned intervention to families with children who are most likely to be at risk of harm or who are considered to be on the edge of care by the local authority. The project works in a positive client-centered way to engage with the families to work towards improving their own situations.

The Repatriation and Prevention (RAP) project has two main aims - firstly to provide intensive support and therapeutic input for looked after children and the young people who were looked after up to the age of 25 who are suitable to be repatriated to their home community in Flintshire. Secondly, it works towards minimising the number of placements out of the Flintshire County where such a risk is deemed imminent.

The new partnership agreement details the roles and responsibilities of all parties working together towards a common goal, governance arrangements, finance and key performance indicators. To further strengthen the support available, a new model for Foster Carer support





in '**Mockingbird**' has also been introduced. Mockingbird is an 'extended family' model of foster care developed by The Fostering Network. Flintshire County Council are the first Mockingbird partner in Wales. This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family (constellation); providing peer support, regular joint planning and training, social activities and sleepovers. The aim of the programme is to improve placement stability for the child and the fostering family and help them build stronger relationships. Following the introduction of the Mockingbird model, our first constellation was formed in February 2020.

We are working to utilise digital technology and work to take forward our **Digital Strategy** is progressing, with the launch of 'My Account' in recent months which enables the residents of Flintshire to access a range of council services online. While this does not currently contain direct Social Services related functionality, besides general enquiries and contacts, it is establishing the foundation for digital services and communications with residents for the future. In addition to this, we have also launched a simple financial checker on the website to enable individuals or families considering a need for care to establish whether they would have to contribute financially to those costs.



In 2018 we commissioned four organisations to deliver support to people with a disability in the community. These services include a Partnership Coordinator, Community Enrichment and Transport support, Technology and Equipment support and Assessment and Support for people with a sensory loss. These organisations continue to deliver services in the community and support residents of Flintshire living with a disability.

The Brokerage Team, who source care packages for people in the community, now utilise an **interactive mapping system** which enables them to search for the most appropriate service to meet the needs of each request. This aids domiciliary care agencies to plan a manageable rota for their care staff whilst complying with HMRC guidance on travel time. We have also used this system to plot care homes, extra care schemes and supported living houses.

## Our priorities for 2020/21 will be to:

**Develop** support options for parents and young people with low/moderate mental health needs.

**Developing** our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council 'Working Towards Becoming Dementia Friendly'

**Establish** a multi-disciplinary Team to provide assessment and support for children and families on the edge of care.

**Implement** the 'Mockingbird Model' of Fostering

**Implement** the Social Services actions in the Strategic Equality Plan

### Quality Standard 3 Protecting and safeguarding people from abuse, neglect or harm

Wales has become the first part of the UK to introduce a single set of safeguarding guidelines to help protect children and adults at risk. **The Wales Safeguarding Procedures** were launched during National Safeguarding Week (11 - 15 November 2019).

The Wales Safeguarding Procedures will standardise safeguarding practice across Wales and between agencies and sectors. The procedures will set out for anyone working with children or adults what to do if they suspect an individual is experiencing, or is at risk of abuse, neglect or other kinds of harm.

The Wales Safeguarding Procedures will be easily and readily available to as many people as possible across Wales.

They will be available in two ways:

- Digitally, on a platform currently supported by Social Care Wales [www.safeguarding.wales](http://www.safeguarding.wales)
- As a free App available for Android and iOS.

Those experiencing **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)** access a range of public services for many reasons. They may be in contact with police about the abuse they are receiving, but it is more likely that they are in contact with public services about housing issues, require medical attention or are part of the education system. Each of these services must provide a gateway to support for victims and opportunities for early intervention and prevention. The Council's workforce have been completing e-learning to raise awareness of Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) and some frontline local authority staff within Social Services, Education and Workforce Development have also undertaken a Train the Trainer (TTT) course, to enable them to train other appropriate frontline staff to identify, support and signpost those affected by domestic abuse to appropriate services.



Last year, we established **Missing, Exploited and Trafficked (MET)** strategic and operational groups to bring together a number of agencies to share information and manage risks experienced by children and young people which may make them more vulnerable to going missing, being exploited or trafficked. This included creating a dedicated role to support children who are reported missing from home. This process and group has been reviewed this year to ensure that there is a timely response to cases where exploitation is an identified risk and that staff are adequately trained to be able to properly support those children. We will continue to dedicate resources to addressing the concerns of exploitation and 'county lines' behaviours.

EARLY HELP HUB  
HWB CYMORTH CYNNAR



### The Flintshire Early Help Hub (EHH)

is a multi-agency approach to providing targeted early help and support to families. Working across agencies, staff are co-located to provide a co-ordinated approach to early help, focussing on what matters to the individual family.

Page 43  
The Hub is a single point of contact for professionals, families & young people to access early help across Flintshire. The aim being to support families with the right help, at the right time from the right service.

The Early Help Hub which was established in 2017, is a partnership between Flintshire County Council, North Wales Police, the Health Board and Flintshire Local Voluntary Council. The Hub is a key initiative in our investment in preventative family services and aims to give families of children who exhibit Adverse Childhood Experiences (ACEs) access to the right information and advice at the right time. **From April to December 2019, 1007 families received information and support from the Hub.**

Over the past year the EHH has built relationships with a number of other key who are able to provide bespoke packages of support, including the Domestic Abuse Safety Unit, Clwyd Alyn Housing Association and the Welfare Reform Team. They join Social Services, Police, Health, Housing, Education, Action for Children, Disability Services, Family Information Service, Flying Start and Teuly Cyfan (parenting support).

Since the implementation of the EHH referrals are now being taken from families and young people that do not meet the threshold for a statutory service without the need of identifying ACE's. This means that all families that require support will be able to access EHH support.

In May 2019, the Mental Capacity (Amendment) Act was introduced. The Act replaces the Deprivation of Liberty Safeguards (DoLS) with a new scheme known as the Liberty Protection Safeguards (LPS). The new law seeks to protect the liberty of people who do not have the mental capacity to make decisions about their care, and to simplify the DoLS system. It was intended to be introduced in late 2020, but this introduction may be delayed.

The LPS scheme applies to community settings, as well as to care homes and

years old and above, rather than 18 as is the case with DoLS.

LPS will introduce a two-tier system of protection. This means that in most cases the 'responsible body' (the Local Authority for social care cases and the NHS for hospitals) would rely on a number of assessments to establish whether the planned care arrangements are 'necessary and proportionate' to meet the individual's needs. In most cases the responsible body will scrutinise the assessments and, if appropriate, authorise the deprivation of liberty. In complex cases an Approved Mental Capacity Practitioner will be appointed to carry out a more detailed assessment, which will include an interview with the person in question.

We continue to work to current DoLS guidance while preparing for the implementation of LPS.

## Our priorities for 2020/21 will be to:

**Embed** the All Wales Safeguarding procedures

**Implement** the Liberty Protection Safeguards

## Quality Standard 4 Encouraging and supporting people to learn, develop and participate in society

The official opening of **Hwb Cyfle, the new Adult Day Centre**, to replace Glanrafon in Queensferry, was celebrated in October.

Hwb Cyfle, which means 'Opportunity Hub', provides a fully accessible and vibrant setting for people with learning disabilities to receive respite care and support, develop skills, build friendships and increase their independence.

A successful partnership has been established between the Council and Hft. This has improved the quality of services for people with learning disabilities, by combining expertise and experience to inject the service with new ideas and market leading methods and practices. The Hub provides respite care and support for people with profound and multiple disabilities.

Hwb Cyfle represents a £4 million capital investment by Flintshire County Council, which demonstrates the Council's commitment to delivering quality social care services to vulnerable adults. Supporting people to take control of their lives and engender greater independence and choice. The new building is state-of-the-art and has been enjoyed by service users, their family members and our staff since it opened its doors in June.



The opening event included an interactive demonstration of services available and a tour of the building as well as a ceremony where a time capsule was buried in the sensory garden.

Flintshire has led the way with all key partners in developing this centre which aims to better integrate health, social care and the third sector and to help empower people with learning disabilities to access more opportunities in their local community. The facility and the service are cutting edge in Wales.

Hwb Cyfle has now received official status as a 'Changing Places' venue. Changing Places is a national campaign, seeking to provide accessible community based toilets and changing facilities for people with disabilities. Over a quarter of a million people in the UK need 'Changing Places' toilets but there are only just over 1,000 across the UK. Hwb Cyfle now provides only the third registered 'Changing Places' toilet in Flintshire. Initially, this 'Changing Places' facility will be accessible to the general public during service hours, five days a week.

In the future there are plans for Hwb Cyfle to be open at evenings and weekends to support activities and events for Social Services and the wider community.

In the UK, approximately 6% of adults with a Learning Disability are in paid employment roles. In Wales, this is only 2%. To address this inequality, Flintshire County Council are working in partnership with Clwyd Alyn Housing, Coleg Cambria and Learning Disability Service Provider, Hft, to deliver a supported employment programme called **Project Search**.



The Project Search programme, started in September 2019, provided nine young adults with supported internships in a number of workplaces in Flint. The Interns thrived in their placements and their contribution had a very positive effect on each of the host businesses, including Aura, Clwyd Alyn and the Council offices. The Interns developed skills and practical experience to enable them to fulfil their potential, and they are now working to gain full-time employment. The project will move in to its second year in the summer of 2020, when a

new group will be welcomed in to the initiative.

To continue to support young people we are working with colleagues in Education and Youth to deliver the **Additional Learning Needs (ALN)** reforms and support individuals through Transition.



The [ALN Act](#) replaces the current Special Education Needs (SEN) framework with a reformed system based on Additional Learning Needs. The Act seeks to improve collaboration between the Local Authority and Local Health Board. To allow for sufficient lead in time for settings to prepare for the implementation of the new Code, the new system will be rolled out from September 2021.

We are continuing to support families through [the Childcare Offer](#), helping working parents access affordable, available and accessible childcare. The Welsh Government programme provides 30 hours of government funded early education and childcare for 3 and 4 year old children of eligible working parent for up to 48 weeks of the year.

The Offer also supports economic regeneration and reduces pressures on family income helping parents to participate in work and reducing a family's risk of poverty. It is also helping to sustain and remodel the childcare sector.

The number of children who have accessed the Offer since September 2017 is over 2300 with the funding

going directly to childcare providers, with the positive impact on children, families and household and sector income.

In February 2019, we were also successful in our application to Welsh Government to Childcare Offer Capital Grants which has been awarded to 14 settings to enable them to increase the number of Childcare Offer places they are able to offer or to improve the quality of the facilities.

In addition to the large grants Flintshire has also been awarded a further £500,000 for small capital grants in which Childcare Offer settings can apply for up to 10k each year for two years, based upon eligibility criteria. Applications opened from September 2019, after three successful workshops with childcare providers, explaining the criteria and the application process. Within the first month applications exceeded £30,000. It is intended that the grants will support settings to create a positive experience for the child as they attend their early years setting, supporting their emotional, social and cognitive development.

**This has already made a positive difference, to quote:**

**“ Thank you so much for approving the grant, the difference is amazing. One very grateful childminder. ”**



“

**We have now got an amazing new log cabin to play in and have increased our numbers to 6 under 5's and have taken on two more children on the childcare offer! All thanks to you! We are going to have so much fun and the children are already asking to 'go to the cabin' even though it's a tad cold in there at the moment! We would love to put electricity to it to enable us to use it as much as possible but we will have to see what happens in April. I'm so proud of it!**

”

### **Our priorities for 2020/21 will be to:**

**Work** with young people and further education providers to modernise and create opportunities for young people with additional needs to access education

**Continue** to roll out the progression model across Disability Services through the ICF funded Progression Team in supported work placements and residential care placements to promote skills and independence.

**Work** to develop and implement a local model of Team around the Individual' to support those living with dementia.

## **Quality Standard 5 Supporting people to develop safely and to maintain healthy domestic, family and personal relationships**

Children's Services received **feedback from Care Inspectorate Wales (CIW)** following their two day focused work with Flintshire Social Services. CIW are responsible for registering, inspecting and taking action to improve the quality and safety of services for the well-being of the people of Wales. CIW were reviewing our approach to information, advice, assistance, Early Help, and the experience of children entering the looked after system.

We were delighted that the feedback for the whole service was very good indeed, with a strong reflection of the positive work staff achieve in supporting and protecting children and families. CIW indicated that they had confidence children were safeguarded, no child was put at risk and there was good evidence of compliance with statutory regulations. In general they indicated that the level of recording and the detail was extremely good.

The positive work was further reinforced when we received an email from a foster family, in which they praised the work of the team to ensure a permanent placement for a child.

The Foster Carers described members of the team as...

**“nurturing and seemed to just “get” him. It is of great comfort to us that she continues to support him in his new placement.”**

**“Over the months that followed she never once lost sight of the importance that the right placement would be found and ensured that we would be sustained to continue to care for him until that day arrived.”**



**We are extremely proud of every single member of the workforce, who each day, play an integral part in delivering our commitment to safe, high quality, supportive placements that support children and young people to develop the skills and resilience to lead fulfilled lives.**

The **'Early Years Pathfinder'** is a new project initiated by Welsh Government. The aim of the Pathfinder is to make the Early Years services across Flintshire more accessible to all children aged 0-7 and to their families ensuring that all children receive a universal offer that is equitable across the county, providing an Early Years' service that is timely, appropriate and preventative in the short and the longer term.

The 'Pathfinder' has four components to provide the best start in life for every child:

- Health; parenting; speech and language and childcare.
- Profiling and testing models of integration and transformation,
- Building informed services locally
- And return on investment.

In January 2019 local authorities were invited to become an 'Early Years Pathfinder' and Flintshire became the only Early Year's Pathfinder in North Wales. The objective of the Pathfinder co-production project is to:

- Explore what it will take to create an Early Years system in Flintshire (from conception to age 7);
- Explore how Early Years services might be re-configured within existing budgets;
- Work together to deliver services in a co-ordinated, integrated and timely way, including effective transition between services;
- Focus on improving the co-ordination of services, planning, commissioning and identifying and addressing needs;
- Identify barriers and constructs to integration and transformation and overcome them.

To continue to support children and families, our **Support and Placement Strategy 2019 to 2022** was agreed by the Joint Education & Youth and Social & Health Care Overview & Scrutiny Committee in July 2019. The strategy sets out our vision to ensure safe, high quality, support for children on the edge of care services and to the children we look after.

Our aim is to support this cohort of children and young people so they are able to develop the skills and resilience to lead fulfilled lives, with a focus on supporting families to care for their own children, and prevent them, if safe to do so, from becoming a Child Looked After. Where a placement is needed, we will work to meet their needs. Outcome focused practice is essential to providing appropriate placements for children and to make sure that they are supported in what matters to them. This will be bolstered by an efficient process to find the best placement at the best time.

## The strategy, therefore is split in to three areas:

1. **Safely reduce the number of children who need to be looked after. This means:**
  - ✓ **enhancing** our offer of effective and timely intensive family support
  - ✓ **working** with families so they are able to develop their resilience and, where needed, develop their own support arrangements, particularly for children aged 16+
  - ✓ **establishing** a multi-disciplinary team to provide intensive assessment and support to prevent problems from escalating and to support effective community based placements
2. **Support looked after children in local high quality placements. This means:**
  - ✓ **creating** more local authority foster care placements
  - ✓ **targeted** growth in the availability of independent fostering placements
  - ✓ **working** with local and regional providers to reshape provision to meet local need
  - ✓ **stimulate** growth in specialist provision for children and young people who have complex mental and emotional health needs
  - ✓ **developing** our approach to commissioning with improved referrals enabling better placement matching
3. **Improve outcomes for looked after children. This means:**
  - ✓ **delivering** our Corporate Parenting Strategy
  - ✓ **working** with the independent sector to have a stronger focus on delivering positive outcomes

## Our priorities for 2020/21 will be to:

**Work** to safely reduce the numbers of children entering care and improve outcomes for those in care.

**Implement** the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience

## **Quality Standard 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs**

The 10-million-pound development, **Llys Raddington Extra Care Scheme**, was officially opened in November by Hannah Blythyn, AM and Deputy Minister for Housing and Local Government. Marking a key element of the regeneration work in Flint town centre, the building is owned by Clwyd Alyn housing association and managed in partnership with Flintshire Social Services.

Llys Raddington features 73 self-contained one and two-bedroom apartments, a restaurant and a sky-lounge rooftop conservatory room overlooking the town, as well as a guest bedroom and assisted bathroom.

Tenants are supported by a team of on-site care professionals, with the added benefit of supporting people living with dementia in the purpose build memory floor.



**Tenants described how they feel part of a community whilst having their own privacy and independence.**

**“ I like the feeling of security here and having help on hand when needed, ”**

**said Jacqueline Jones, who moved into Llys Raddington on the day the scheme first opened in 2018.**

**“ The location is excellent as it’s really handy to pop into town. I’m local to Flint and continuing to be part of the community is really important to me. ”**

This development was soon followed by the completion of **Plas Yr Ywen Extra** Care Scheme. The new £8.5m Plas yr Ywen Extra Care scheme in Holywell is Flintshire's fourth extra care scheme and will deliver services to tenants under a partnership between Wales and West Housing and Flintshire Social Services.

The new scheme, which is located on the former Ysgol Perth y Terfyn site on Halkyn Road Holywell, offers 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need. The scheme follows the successful 'housing with care' model, with an on-site care and support team and a range of facilities to promote and support independent living. Replicating Llys Jasmine and Llys Raddington, Plas yr Ywen has seven apartments on its memory floor to support individuals living with dementia or memory loss.

2020 will see building work begin on an **expansion to Marleyfield House Care Home in Buckley**. The expansion, funded by the Innovative Housing Programme, Integrated Care Fund Capital and Flintshire County Council's Capital Programme will provide an additional 32 bedrooms at the home. This will increase capacity for residential placements alongside additional capacity for step-up step-down placements, supporting people who no longer need to remain in hospital but require additional support to remain independent at home. It will link directly to the existing Marleyfield House and create one large seamless site that all residents will be able to use and enjoy when complete.

Ensuring that we have an exceptional design that will meet the needs of residents both now and in future decades is vital



to the success of this expansion. Gathering individuals' views on the design is a crucial part of that process.

In June 2019, a public consultation event was held in the Day Centre at Marleyfield House to allow current residents of the home, family members, local members of the community, and staff to see the designs and to give them an opportunity to comment and ask any questions they may have. Lots of positive comments were received as attendees were shown room layouts, external 'artist's impression' images of the building and the landscape designs, which will also have a significant positive impact on the existing building.

We will continue to involve residents and the local community as the build progresses, with regular newsletters and meetings with residents and staff to update them as to what is happening on site. Where appropriate and safe site visits will also be facilitated to involve residents further.

The building will be an innovative development that will work closely with our colleagues in Betsi Cadwaladr University Health Board to deliver excellent services for people in Flintshire and providing a template on how to ensure our services continue to delivery high quality outcomes, and are fit for the future demand.

Alongside housing for older people, we are working to address the **housing needs for people with a learning or physical disability**. We continue to manage individual needs for housing through our relationship with housing providers and a manager in Social Services has developed a specialism and good relationships with the housing sector.

We are also working to develop the provision of an intermediate house for step down for up to 4 people, to enable effective hospital discharge. The property, a former Warden's house, has been identified and adapted in partnership with the Housing Team and Social Services, with the Physical Disabilities Team leading on the service provision.

In addition, as part of the Welsh Government Social Housing Grant funding programme, Wales and West Housing Association is overseeing the development of 12 new apartments specifically to enable independent living for those with Learning Disabilities and Physical Disabilities in Flint. The properties are due to be completed late Summer 2020.

**The Homelessness Officer** is hosted by Social Services and works collaboratively with a Homelessness Accommodation Officer within the Housing Department. The Officers work closely with a number of young people between the ages of 16 to 18 who are at risk of homelessness. This project works to prevent youth homelessness and further exposure to risks, and has assisted young people to move to a secure independent living, supported living or to remain at home.

Page 53



The six North Wales Authorities and Betsi Cadwaladr University Health Board have worked collaboratively to implement a Domiciliary Care Agreement which is currently being utilised to commission domiciliary care services successfully. The second phase of this work stream led onto the development of the **Supported Living Agreement**. By having these agreements in place will allow commissioners to tender services more effectively and efficiently.

The supported living service specification was developed to

accommodate flexible services, supported living can look different for people and is not a prescribed service model. The service may include personal care, daily living activities and practical tasks and may comprise of a few hours of support or 24 hour support. The service promotes equitable access to local community provision to meet assessed needs and outcomes.

## Our priorities for 2020/21 will be to:

**Complete** of the Extra Care Programme

**Progress** in-house residential care expansion schemes

**Increase** early intervention and support to prevent youth homelessness for young people aged 16-24.

**Launch** a short term residential service to inform the most appropriate move-on placement and support package for young people.

Page 54  
This resource was put into place in order to enable commissioning of services to be more efficient for both the commissioner and the provider, reducing tendering timescales dramatically. The agreement will consist of providers who have met a set criteria as part of the tendering process which in turn has a set standard. Providers opted to work in the areas of their choice described as Lots i.e. Lot 5: Flintshire, providers were given the opportunity to apply for all Lots or just specific individual Lots they preferred to work in.



# How we do what we do

## Our Workforce and How We Support their Professional Roles

The **registration of domiciliary care workers** under the Regulation & Inspection of Social Care (Wales) Act 2016 is an important part of the continuing development of the social care workforce. The registration of the workforce is mandatory from April 2020. Work has been ongoing throughout the year to support in-house staff to register and a number of events took place over the summer to begin the process of registration.

Registration of Care Home workers will begin in April 2020, with mandatory registration from April 2022. We will continue to support the workforce to meet these deadlines, and also to respond to consultations on new regulations under the Act, ensuring that the voice of independent sector social care providers are included in our responses.

The Act also sets out the specific role of the Responsible Individual and their designated duties in relation to regulated services. The Responsible Individual must ensure that the services provided meet the required standard laid out in the regulations. These standards are linked to the well-being outcomes statement issued under the Social Services and Wellbeing (Wales) Act 2014, which highlight the importance of the well-being of individuals receiving care and support. The Regulations set out the duties placed on the designated Responsible Individual in relation to a regulated service. These duties include:

- overseeing the management of the service, including the appointment of a suitable and fit manager
- ensuring effective oversight of the service including the adequacy of resources
- reviewing and improving the quality of the service
- promoting a culture of openness and accountability.

Mark Holt was appointed as Responsible Individual in Flintshire in 2018 and has 19 years' experience within Local Authorities and specifically older people's services. Mark has operated at a

strategic commissioning level as well as being Service Manager for residential care, extra care and domiciliary care in Flintshire.

To further strengthen the sector, alongside registration a new suite of qualifications have been introduced by Qualification Wales. Our Social Services Workforce Development Team are working to support the social care workforce training needs. The Assessment Centre in Ewloe has been approved by City & Guilds/ WJEC to deliver the new Health & Social Care qualifications at level 2 Core and levels 2 & 3 Practice. The assessment centre will be working towards gaining approval for the new Level 4 & 5 qualifications towards the end of 2020.

The team have also been providing ongoing support for both social work qualifying training and post qualifying training in Wales. 38 Social Work students have been on placement in the county across teams in the statutory, independent and voluntary sectors this year. 15 Social Workers have completed their Consolidation award to enable them to re-register in their 1st period of practice after qualifying, which is now a requirement of Social Care Wales.

This period has also seen us go through a robust commissioning process in order to ensure we are providing high quality, good value core training. Contracts have recently been awarded and this will see the introduction of some new training Providers. The **Training Voucher Scheme** has also come under review, the outcome of this is a revised more equitable and effective system will commence in April 2020.

We have been embracing new technologies in training and have a Virtual Reality (VR) system available. **Digital Champions** have been trained to use the system and will promote the this and other equipment in care home settings. VR will also be used to deliver Dementia Awareness Sessions.

Page 56

Social Services have celebrated their first year working in the new environment at **Tŷ Dewi Sant**.

In October 2019, Social Services Workforce Development Team moved from Greenfield Business Park to new facilities at Tŷ Dewi Sant. The move has brought the Workforce Development Team closer to Social Services, enabling closer working and access to training facilities.

The Integrated Autism Service have also set up at Tŷ Dewi Sant, providing a great link to the A55 for their work across North Wales.

Flintshire County Council have embarked on a journey to challenge and change our traditional



recruitment processes, in particular for staff in social care. The WeCare campaign states that 'Wales needs around 20,000 more people to work in care by 2030', and in order to meet this demand, we recognise that we need to do more to showcase and promote working in care as a rich and fulfilling career.

We have engaged Helen Sanders Associates and Well-being Teams to deliver a programme of **Values Based Recruitment** sessions to internal and independent sector staff to enable us to develop new approaches, to not only attract people in to the sector, but the right people, with the right values.

The programme has since developed following the initial session to run in two parallel parts. Firstly, the development and implementation of Values Based Recruitment within Social Services. We have redesigned our recruitment processes for our new Extra Care Scheme, Plas Yr Ywen, with a focus on values. Recruitment workshops days are now being run where candidates take part in a variety of activities instead of a formal panel, including team, listening and communication exercises and 'what if' scenarios. For part of the day, the candidates will take afternoon tea with people they may be providing care and support for. The workshops are observed by staff and individuals



receiving services, who will look out for the ways in which the candidates interact with individuals and demonstrate their personal values.

Alongside this, a small team of 4 have now been accredited as Values Based Recruitment Trainers through Well-being Teams, and are able to roll out training to providers. A 2 day Values Based Recruitment workshop was held in late January 2020 and delivered to 15 participants from 11 providers. The workshop included time for participants to be able to explore their own personal values and those of their organisation, how current processes can be changed and how people with lived experience can be involved in the process.

Feedback has been very positive, with comments including:

- ☞ Inspiration to Change! I cannot wait to evaluate and improve our recruitment process.
- ☞ I really loved the course but particularly enjoyed engagement with other providers/sharing ideas
- ☞ I've learned that I need to incorporate my organisation's values into everything we do
- ☞ Make recruitment process fun – Get residents involved.
- ☞ I have learned that recruitment shouldn't be all about what's 'required'. Who are you and what can you bring?

Communities For Work Flintshire in partnership with Flintshire Social Services has successfully delivered two innovative **“Pathway into Social Care”** training programmes to give local people an opportunity to gain the training and skills necessary to work in the Social Care sector.



Communities For Work is a voluntary programme to help those adults furthest away from the labour market into employment. The programme targets long term unemployed and economically inactive adults and 16-24 year olds not in employment education or training from across Flintshire. It seeks to increase their employability and to move into or closer to employment.

These enhanced Pathway into Social Care courses, which took place over five days, created opportunities for participants to gain mandatory training required for working in the social care sector. The training included: safeguarding, infection control, food safety and health and safety, all of which hold the Flintshire approved standard for working in care establishments across the county.

Alongside our local efforts, the **national WeCare Wales campaign** focusses on raising the positive profile and career opportunities of the social care and early years and childcare sectors to the public.

The campaign launched on 5 March 2019 and a key element is the WeCare Wales website. This online resource offers the public an opportunity to discover the variety of roles available working with children and adults.

It also includes a growing list of potential employers to help people consider the right option for them. This website will grow and evolve over time and is the central hub for the campaign.

Social Services have been supporting the campaign on a local basis, and during WeCare week in September, we were able to talk about values with those who attended our recruitment drop-ins and Information day which took place across the county over the week. We spoke with a number of people who clearly demonstrated the kind of values we are looking for, some



of which have gone on to contact our local social services recruitment link. It was a great opportunity to be out and speak directly to people who were interested in social care, and to share the positive aspects of the roles.

We also worked with the WeCare Wales team and Health Education and Improvement Wales (HEIW) to deliver a workshop centred on values at the 'Advise the Advisors' event at Venue Cymru 12.02.20. Through this workshop, we explored values so those who have

a role in directing potential candidates to social care providers understand the values needed for the roles, and how they may identify them in others.

We continue to develop Care@Flintshire, our online hub which aims to raise the profile of working in care, to celebrate the good work taking place and to promote opportunities available. We have also launched a Facebook page this year, where we will be able to share news from across the sector.



## Care @ Flintshire Gofal @ Sir y Fflint

The site hosts a number of 'day in the life of' interviews with those working in care setting from domiciliary care through to drug and alcohol rehabilitation. We are always looking for people in the workforce who can share their story and insight in to the positive difference working in social care makes to people in Flintshire.

Page 59  
There is great scope for further development of the site and we are continuing to work closely with providers and partners to gather feedback, update with useful information and add more tools to ensure that the site continues to be a useful resource to those in the sector.

[Care at Flintshire - Gofal yn Sir y Fflint](#)



# How we do what we do

## Our Financial Resources and How We Plan For the Future

Flintshire County Council, where applicable, have continued to increase rates to reflect the **impact of annual inflation and policy change**. Sustaining the care sector is vital and will continue to be a priority for social services and the council. In addition to financial increases the contracts, commissioning and workforce teams continue to offer a range of support, training and practice development opportunities for the sector. Examples of these include the value based recruitment, progress for providers programme and training vouchers.

We are continuing to look at other methods of delivering care for traditional high cost/low volume placements, focusing on local services that provide quality outcomes and value for money. Through close working with local Providers with a view securing local placements for the local population. We have developed positive relationships with the market which is positively enabling us to have a greater opportunity to make local placements where they are needed.

Flintshire County Council is committed to measuring and maximising **Social Value** through its organisation, services and expenditure. Social value is about understanding the social, economic, environmental and cultural impact of our activities, and securing additional outcomes through our work, that benefit the people, communities and businesses within Flintshire.

The council drafted and approved a Social Value Procurement Policy in March 2020, which sets an increased focus on the delivery of social, economic, environmental and cultural well-being benefits through its procurement and commissioning activities. The Social Value Procurement Policy will create an enabling framework to strengthen the approach to generating social value through the goods and services that the Council purchases.

In November 2019, the Council appointed a Social Value Development Officer to champion this work and drive this agenda forward. Since the start of their role there have been a number of procurement and commissioning activities that the Social Value

Development Officer has and continues to support. An example of Social Value can be demonstrated through the development of Hwb Cyfle.

The additional social value generated through the project included:

- 610 school or college students visiting the construction site as part of their studies;
- 6 jobs created;
- 15 work experience placements supported;
- 6 apprenticeship opportunities created; and
- 18 employed interviews provided to disadvantaged candidates.

## Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

### Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has **70** elected members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council. One Member is elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leader, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

### How we make decisions

Each Cabinet Member is supported by Overview and Scrutiny Committees, and for Social Services this is the Health and Social Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Health and Social Care and Education and Youth Scrutiny Committee meetings, to discuss services for children and young people that cut across both social services and education. The Council Leader, Deputy Leader and Cabinet Member for Social Services are also involved in the social services work programme through the Social Services Programme Board and the Cabinet Member also attends the Social Services Management Team meetings every month.

The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the

statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent and accountable to local people. The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

### Our partnership working

You can see throughout the report that we work with a wider variety of partners across Health, the Third Sector, businesses and North Wales local authorities.

At the heart of our collaborative culture is the **Flintshire Public Services Board**. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organizations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Well-being Plan for Flintshire 2017- 2023.

The **North Wales Regional Partnership Board** was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales, and have been successful in its bid to bring funding to the region for the Transformation Programmes.

The Council and Health Board continue to work closely together, with strategic meetings between the chief executives and leaders taking place bi-annually. Many joint operational meetings happen

throughout the year, including a six monthly special scrutiny meeting where health colleagues are invited to attend and take questions from elected members.

An example of this partnership working is now coming to fruition with the development of new temporary hospitals to help manage the COVID-19 outbreak in North Wales. **Ysbyty Enfys Glannau Dyfrdwy (Rainbow Hospital Deeside)**, was one of those to reduce occupancy in BCUHB's main hospitals so that they can focus upon the care of the patients at greatest need. Patients receiving care in the temporary hospitals will not require intubation, so ventilators will not be required.

Deeside Leisure Centre (DLC) has been selected as the best available site for an Emergency Hospital to serve the Eastern area of North Wales because of its location and accessibility by road; its size and internal layout; the availability of utilities and facilities such as accessible toilet and washing facilities. DLC also has the advantage of being able to have extended bed capacity beyond the initial 250 target if needed.

DLC was chosen on Thursday 2 April by a team of partners including a multi-disciplinary professional team from the Health Board, the Council as the landlord, the Ambulance Service, the Fire Service and the Military, and in consultation with Aura Wales as the tenant.

The hospital will be managed by the Health Board, with the leisure centre returning to full use once the emergency situation is over.

Our relationship with the voluntary sector continues to be strengthened by our involvement with the Voluntary Sector Compact. This three-way partnership between the Council, Health Board and voluntary sector facilitates mutual understanding in respect of roles and responsibilities, and enables opportunities for partnership working to be fully utilised. Membership comprises the Chief Officer and Chair of Flintshire Local Voluntary Council, other voluntary sector members, the Chief Executive and Leader of the Council, and a senior manager from the Health Board.



# Accessing Further Information and Key Documents

## Social Care Legislation & Information Links:

[National Outcomes Framework for people who need care and support and carers who need support](#)

[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)

[The Social Services and Well-being \(Wales\) Act 2014](#)

[Well-being of Future Generation \(Wales\) Act 2015](#)

[North Wales Population Needs Assessment](#)

## Flintshire County Council's Key Strategic Documents Links:

[Council Plan 2018-23](#)

[Our Flintshire, Our Future 2019-20](#)

[Corporate Parenting Strategy 2018-2023](#)

[Digital Flintshire 2017 - 2022](#)

[Regional Learning Disability Strategy](#)

[North Wales Safeguarding Board](#)

**Adverse Childhood Experiences (ACEs)** - a term used to describe a wide range of stressful or traumatic experiences that children can be exposed to when growing up. ACEs range from experiences that directly harm a child to those that affect the environment in which a child grows up.

**Advocacy** - the act of speaking on the behalf of or in support of another person.

**Deprivation of Liberty Safeguards** - provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs.

**Direct Payments** - give users money directly to pay for their own care, rather than the traditional route of a Local Government Authority providing care for them.

**Extra Care** – housing designed with the needs of service users in mind that provides varying levels of support which is available on site and promotes independent living.

**Flintshire Local Voluntary Council (FLVC)** - the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

**Integrated Care Fund (ICF)** - a Welsh Government fund that “aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors.

**Looked After Children** - a child is looked after by a local authority if a court has granted a care order to place a child in care, or a council’s children’s services department has cared for the child for more than 24 hours.

**Outcomes-focused** - the definition of outcomes is the impact or end results of services on a person’s life. Outcome-focused services and support therefore aim to achieve the aspirations, goals and priorities identified by service users (and carers) – in contrast to services whose content and/or form of delivery are standardised or determined solely by those who deliver them.

**Person-centred Care** - an approach that moves away from professionals deciding what is best for a patient or service user, and places the person at the centre, as an expert in their own experience. The person, and their family where appropriate, becomes an equal partner in the planning of their care and support, ensuring it meets their needs, goals and outcomes.

**Respite** – a short period of temporary care in order to provide rest or relief for carer’s who require a break in their role

**Responsible Individual** - someone in charge of providing the service at an organisation or local authority.

**Safeguarding** - a term used to denote measures to protect the health, well-being and human rights of individuals, which allow people to live free from abuse, harm and neglect

**Social Enterprise** - an organisation that applies commercial strategies to maximise improvements in human and environmental well-being - this may include maximising social impact alongside profits for external stakeholders.

**Statutory Services** – services provided by the Local Authority as a matter of course, examples of these types of services are domiciliary care and respite breaks.

**Third Sector** - the part of an economy or society comprising non-governmental and non-profit making organisations or associations, including charities, voluntary and community groups, co-operations etc.

**Well-being** - the state of being comfortable, healthy or happy.



# Contextual Data and National Performance Measures

## Adults Services

Between 1st of April 2019 and the 31st of March 2020, we delivered services to 4324 adults and 580 people commissioned their own services through a Direct Payment, this makes up 40% of home based services.

75% of adults who have received support from the Information, Advice and Assistance services have not contacted the service again during the year. 451 individuals accessed social prescribing through the Single Point of Access Team.

53% of adults completed a period of reablement and required no package of care six months later, 12% had a reduced package of care and support six month later.

As of the 31st of March, we were assisting 421 people over the age of 65 in care homes.

1,300 adult carers were identified and referred to our carers' service providers.

## Children's Services

Within Children's Services, there has been a further increase in the number of children referred to us which has been rising over the past 2 years. During 2019/2020 5299 referrals were received.

The percentage of assessments for children completed within statutory timescales (42 working days) was 94.4%; this measure includes those "What Matters?" conversations carried out at our front door.

There were 214 children on the Flintshire Child Protection Register on the 31st of March and the average time that children remained on the Register was 304 days. 5.3% of children of the Register were re-registrations. 13 children and families were reregistered within 12 months of deregistration. 86% of initial child protection conferences and 99.3% of review conferences were carried out within timescales.

We have supported 70% of children to remain living with their families, 9% of Looked After Children returned home from care during the year and 5 Special Guardianship Orders were granted.

The number of referrals for Family Group Meetings was 348

During the year, 1341 families accessed the Early Help Hub and 3385 families accessed the childcare offer. The total number of childcare providers was 535

56 young carers were identified and referred to young carers service providers.

**NQS1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve**

75% of adults who have received support from the information advice and assistance services (IAA) have not contact the service again during the year

75% of assessments completed for children were completed within statutory timescales.

73% of looked after children were seen by a registered dentist within three months of becoming looked after

82% of looked after children were registered with a GP

**NQS3: Taking steps to protect and safeguard people from abuse, neglect or harm**

98% of adult protection enquiries were completed within statutory timescales.

5.30% of children on the local authority child protection registers were re-registrations.

Children were on the child protection register during the year for an average of 304 days.

**NQS4: Encouraging and support people to learn, develop and participate in society**

72.73% of looked after children achieved the core subject indicator at key stage 2

3.6% of looked after children experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements.

**NQS5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships**

70% of children were supported to remain living with their family

9% of looked after children returned home from care during the year.

7% of looked after children on 31st March had three or more placements during the year.

**NQS6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meet their needs**

60% of care leavers were in education, training or employment at

12 months and 45% of care leavers were in education, training or employment at 24 months after leaving care.

3% of care leavers experienced homelessness during the year

**NQS2: Working with people and partners to protect and promote peoples physical and mental and emotional well-being**

The rate of delayed transfers of care for social care reasons per 1,000 of the population aged 75 or over was 3.29

The percentage of adults who completed a period of re-ablement and had a) a reduced package of care and support six months later was 12% and b) no package of care six months later was 53%

The average age of adults entering residential care homes was 86



This page is intentionally left blank



## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 16 <sup>th</sup> July, 2020
<b>Report Subject</b>	Support provided to Flintshire Care Homes during the COVID-19 Pandemic
<b>Portfolio Holder</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer Social Services
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

During the pandemic, the County Council has provided essential support to the care home sector Flintshire. Members will be aware of the national pressures on funding and recruitment which been experienced in our County. Some of these issues have been exacerbated by the arrival of COVID -19. This report is to assure the Committee that Flintshire Care Homes have and will continue to be properly supported by the Council.

The care home sector is not extensive in number in Flintshire, and the national pressures on funding and recruitment have of course been experienced in our County. There are 27 Care Homes in Flintshire, local providers in the main, small family run businesses with strong links to the community, and the impact of COVID-19 on the long term sustainability of their businesses needs to be considered.

To respond to both the short term pressures on providers and the longer term sustainability issues, the Council has provided an unprecedented level of support and response to Care Homes; which has been recognised by our partners. This report outlines the measures put in place to support Care Home partners who are in turn, supporting among the most vulnerable in our County.

## RECOMMENDATIONS

1	That the Committee endorses the approach of the Council in supporting the local Care Home sector.
---	---

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE SUPPORT PROVIDED TO CARE HOMES IN FLINTSHIRE</b>
1.01	Since the outbreak of the virus, Social Services have been responsive and proactive in the support offered to Care Homes. This report outlines the measures put in place to support those who are in turn, supporting the most vulnerable in our County.
1.02	<b>Monitoring changes in legislation and guidance</b> Flintshire County Council are working to the most up to date guidance from Welsh Government, Care Inspectorate Wales (CIW) and Public Health Wales (PHW).
1.03	<b>Contact and support</b> The Contracts & Commissioning Team are in daily contact with independent sector care homes and complete BCUHB's SharePoint questionnaire. This covers areas such as residents and staff testing positive in the past 24hrs, PPE needs, and any emerging issues arising for the home.  The results of these enquiries are shared in daily meetings with commissioners, Environmental Health Officers and colleagues from BCUHB, in partners we work to support and resolve any issues arising from the calls.  Homes, where positive COVID-19 cases have been confirmed, are deemed 'Red Homes' and they are subject to the PHW guidance which requires a 28 day period free from any new admissions to the home. These homes are assigned an Environmental Health Officer to advise on infection control, use of PPE, isolation and social distancing.  An escalation process is in place to support the monitoring of the impact the pandemic is having in individual providers, especially in cases where the 28 day period free from admissions as this is having a financial impact of business viability. We are taking supporting actions in relation to this.  Weekly Provider teleconference meetings are held virtually where issues can be shared and discussed with joint solutions co-designed. Representatives from BCUHB Commissioning and the CHC Team, alongside a GP cluster lead attend the calls to enable understanding of the local situation and to provide advice. Care providers have welcomed this support and the meetings are well attended.

	<p>Social Services have an “on call” arrangement every weekend and provide support advice and guidance 7 days per week.</p> <p>We have established a robust central point for distribution for all new information and guidance, this is shared with Providers and others as soon as it is published.</p> <p>Each Home has been allocated a Contract Monitoring Officer who provides regular support, advice and guidance on all matters individual to the home, they also provide a caring / listening ear and have throughout the challenging time.</p>
1.04	<p><b>Personal Protective Equipment (PPE)</b> Weekly deliveries of PPE to each care home are arranged through North East Wales Community Equipment Stores (NEWCES) and delivered by volunteers. There is no charge for the equipment or the delivery.</p> <p>Additional PPE can be arranged if surplus supplies are available in other homes. The Council arranges safe transfer of the supplies to the location where the PPE is required.</p> <p>The Council have also bulk purchased additional masks and gloves, which are available to homes. The provision of PPE by our North East Wales Community Equipment Service has been exceptionally well managed, and 2 inspections from Army Colleagues (received by every such service in Wales) have confirmed it to be leading practice.</p>
1.05	<p><b>Testing</b> There have been many changes to the National guidance on testing and Flintshire Social Services along with the care home providers have been robust in their application. Previously all residents and staff in care homes with confirmed case of coronavirus were tested.</p> <p>From 16th May care homes who have not reported an outbreak or any cases of coronavirus have been able to use an online portal to order testing kits for their residents and staff. Test kits are provided for the whole care home, this includes all residents and staff.</p> <p>From Monday 15th June all care home staff have been offered a weekly test for a four week period. Local Health Boards are managing testing arrangements for care homes locally.</p> <p>Tests are coming through reasonably quickly and there are escalation process in place should testing or the result be delayed.</p>
1.06	<p><b>Hospital Discharge</b> On 7 April Welsh Government issued the COVID-19 Hospital Discharge Service Requirements (Wales). The guidance sets out the Hospital Discharge Services Requirements for health, social care, third and independent sector partners in Wales, this lays out the actions that must be taken immediately to enhance discharge arrangements and the</p>

	<p>provision of community support.</p> <p>An update was issued to include the new approach to testing on discharge for people normally resident in care homes or potentially being discharged to a care home on Discharge to Recover then Assess Pathway.</p> <p>Everyone in hospital must have a COVID 19 test with the result available before they can leave hospital, no one with a Red result can be discharged back to or in a care home.</p> <p>The Council has had robust arrangements in place to ensure that the Welsh Government guidance is adhered to and worked proactively with the Betsi Cadwaladr University Health Board so that patients are not discharged to care homes without a test indicating that they do not have COVID 19.</p>
1.07	<p><b>Financial Support</b></p> <p>To address some of the immediate financial pressures on social care as a consequence of COVID-19, Welsh Government Ministers have announced an initial £40 million is being made available to local authorities to help meet the additional costs adult care providers are experiencing at this time.</p> <p>The principle of this Hardship Fund is to enable local authorities to help meet the reasonable increased operational costs adult social care providers are incurring as a result of COVID-19 only i.e. those costs in excess of their usual costs of delivering commissioned care and support. This funding has been used to support a 10% payment to care homes covering the period 16th March to 31<sup>st</sup> May. This payment equates to 10% of the fees incurred for 11 weeks at the normal rate for all Council funded residents and the Council's proportion of those who are joint funded by the Health Board. This has recently been extended to the 30<sup>th</sup> June.</p> <p>Emergency payments have been made to some independent sector homes where the pandemic is having an impact on business sustainability. Additional work is being undertaken to map the voids in care homes between 16<sup>th</sup> March 2020 and the 30<sup>th</sup> June 2020 created by COVID-19 and to support the provider accordingly.</p>
1.08	<p><b>Volunteers</b></p> <p>A volunteer programme is being overseen by Social Services. The volunteers have supported with the following vital activities:</p> <ul style="list-style-type: none"> <li>• 1:1 Telephone Support</li> <li>• Shopping</li> <li>• Children's Shoebox Appeal coordination.</li> <li>• Delivery of PPE to Care Providers</li> <li>• iPad deliveries to the in-house providers</li> <li>• Hanging basket deliveries from Tri Ffordd to In-house care homes.</li> <li>• Llys Jasmine - Helping with delivering meals, chatting to residents and taking them out into the garden area.</li> <li>• Supporting Shopping collection and delivery - Options Group Pen-y-</li> </ul>



	<p>Bryn</p> <ul style="list-style-type: none"> <li>• Transporting an employee to her temporary shift at an Independent Care Home.</li> <li>• Care home - Garden Maintenance and upkeep of building</li> </ul>
1.09	<p><b>Staffing</b></p> <p>Social Services as part of its deployment of staff from other teams have assigned those with appropriate skills to assist with supporting the whole sector. This has happened in a variety of ways for example we have had staff from the training team working shifts in a residential care home.</p>
1.10	<p><b>Donations made to the Council</b></p> <p>Hand sanitisers, handmade scrubs, visors of all descriptions have been donated by local businesses, and have been distributed to care home providers across Flintshire.</p>
1.11	<p><b>Virtual IT Training</b></p> <p>The Social Services Workforce Development Team have made virtual training available to ensure staff are able to keep up to date with mandatory training.</p> <ul style="list-style-type: none"> <li>○ COVID19: Dealing with loss &amp; grief</li> <li>○ COVID19: impact on mental health</li> <li>○ Diabetes, Pressure Ulcer &amp; Tissue Viability assisted eating &amp; drinking</li> <li>○ Epilepsy &amp; Rescue Meds</li> <li>○ Infection Control, Food Safety, End of Life care</li> <li>○ Level II Accredited Food Safety</li> <li>○ Medication</li> <li>○ Medication, Food Safety, Infection Control</li> <li>○ Medication, Infection Control, Safeguarding</li> <li>○ Mental Wellbeing during covid19</li> <li>○ Mini core topics (for FLVC volunteers only)</li> <li>○ Online Moving and Handling Portal (resource available to access for 6 months)</li> <li>○ Personal Care, Medication, Epilepsy</li> <li>○ Record keeping, End of Life, Dementia</li> <li>○ Resilience in the Workplace</li> <li>○ Safeguarding, Dementia, GDPR</li> <li>○ Supervision</li> <li>○ Working with difficult to engage clients</li> </ul>
1.12	<p><b>Care First</b></p> <p>The Council's Health and Wellbeing staff portal 'Care First' has been made available to staff in all independent sector social care providers. The Council are covering the costs of any additional usage.</p>
1.13	<p><b>Recruitment</b></p> <p>We continue to share local vacancies through the Care@Fintshire Facebook page</p> <p>The North Wales Regional Collaborative have created a page on their</p>

	<p>regional website where they can add links to assist with any vacancies there may be in providers in the region.  <a href="https://www.northwalescollaborative.wales/blog/">https://www.northwalescollaborative.wales/blog/</a></p> <p>Also, the national We Care Wales Campaign are able to share any links on their website on behalf of providers.  <a href="https://www.wecare.wales/jobs/">https://www.wecare.wales/jobs/</a></p> <p>We have shared this information with providers through our regular communications.</p>
--	--

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The Pandemic has seen a rapid shift from day to day operation to the complexity of responding to unprecedented challenges on all services. Where grant conditions allow, claims to the Welsh Government hardship fund will assist with some of these costs, and so the financial impact for the Council will be mitigated by the funding made available by Welsh Government.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	As described in 1.03, local Providers have been involved in conversations throughout, and we have been in constant contact with colleagues at CIW, BCUHB and PHW

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	This work forms part of the Social Services COVID-19 response

<b>5.00</b>	<b>APPENDICES</b>
5.01	None

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Contact Officer:</b> Susie Lunt, Senior Manager: Integrated Services, Lead Adults</p> <p><b>Telephone:</b> 01352 701407  <b>E-mail:</b> <a href="mailto:susie.lunt@flintshire.gov.uk">susie.lunt@flintshire.gov.uk</a></p>

7.00	GLOSSARY OF TERMS
7.01	<ol style="list-style-type: none"> <li>1) Care Inspectorate Wales (CIW) – CIW register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales</li>   <li>2) Public Health Wales (PHW) – PHW are the national public health agency in Wales and work to protect and improve health and well-being and reduce health inequalities for the people of Wales.</li>   <li>3) Discharge to Recover then Assess – Where people who are medically fit and do not require an acute hospital bed, but may still Require care services are provided with short term, funded support to be discharged to their own home (where appropriate) or another community setting. Assessment for longer-term care and support needs is then undertaken in the most appropriate setting and at the right time for the person.</li> </ol>

This page is intentionally left blank