

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 29 th March 2018
Report Subject	A Place to Call Home
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Older People's Commissioner for Wales's issues a Care Home Review in November 2014. The review, entitled 'A Place to Call Home?' looked into the quality of life and care of older people living in care homes in Wales, whilst the review confirmed that residential care is a positive choice for many people and one that enhances their quality of life, there were also improvements which could be made to improve the 'lived experience' of many residents.

The report included 43 required action points. Local Authorities were responsible for some of these along with the Welsh Government, the local health boards, CIW (Care inspectorate Wales), Social Care Wales and providers of care homes themselves.

Since the publication of the report, Flintshire has been developing strategies to improve the experience and quality of life for people living in our care homes and this work was reviewed by the Older People's Commissioner for Wales who completed a full impact and analysis of each partner agency in 2017.

Flintshire's 'A Place to Call Home? – Impact Analysis' report was published in January 2018 and this report is to advise of the findings.

RECOMMENDATIONS

1	To advise of the content of the Flintshire's 'A Place to Call home? – Impact Analysis' report.
2	To provide details of ongoing actions and initiatives underway within Social Services to continue to enhance the quality of life of residents in Flintshire care homes.

REPORT DETAILS

1.00	EXPLAINING THE OLDER PEOPLE'S COMMISSIONER'S 'A PLACE TO CALL HOME? – IMPACT & ANALYSIS' REPORT
1.01	In 2014, the Older People's Commissioner, Sarah Rochira commissioned a review into the quality of life a care of older people in care homes across Wales.
1.02	The Review (A Place to Call Home?) was the biggest inquiry every undertaken into the quality of life and care of older people in care homes in Wales and combined data from questionnaires, written and oral evidence and direct evidence from care home owners and managers, together with site visits to over 100 care homes to meet with residents and their families.
1.03	The findings from the Review were challenging and made clear that the provision of care in a care home setting should not just be about being safe and having basic physical needs met, but should also be about the quality of live.
1.04	An Action Plan was published with the Review in early 2015 which was linked to the Social Services National Outcomes Framework and concentrated on four key areas: <ul style="list-style-type: none">• Day to Day Life• Health and Wellbeing• People and Leadership• Commissioning, Regulation and Inspection
1.05	Social Services within Flintshire took particular note of the report and a number of ground breaking initiatives were established to improve the lived experience for residents in our in-house care homes and the independent provider homes. These included: <ul style="list-style-type: none">• Creating a Place Called Homes, Delivering What Matters• Intermediate Care Team• Rehabilitation 'Step Up Step Down' Beds• Six Steps to Success Programme• Creative Conversations Research Project – in conjunction with Bangor University• Intergenerational activity – Dementia Friends training in schools• Working Together for Change
1.06	In 2017 the Older People's Commissioner undertook a follow-up review, analysing and assessing the results. The Commissioner's office looked for evidence of how the required changes outlined in the 2014 Review – A Place to Call Home? were being delivered and what were the resulting improved outcomes and better quality of life for older people.
1.07	All 22 Local Authorities, 7 Local Health Boards, Welsh Government and CIW (Care Inspectorate Wales) were reviewed and analysed against their 'Requirements for Action' in 15 specific areas as set out in the 2014 Care Home Review.

1.08	The Commissioner commented that “It is clear from the responses provided that, with very few exceptions, progress in these areas is insufficient and that significant action is still required” Flintshire all our Requirements for Action were analysed as ‘Sufficient’ (ratings were Sufficient, Partially Sufficient or Insufficient).
1.09	Flintshire’s evaluation report identified that we were ‘Sufficient’ in all out Requirements for Action, and whilst the terminology may give the impression of adequacy, the rating system used was: <ul style="list-style-type: none"> • Sufficient • Partially Sufficient • Insufficient Of the 22 Local Authorities in Wales, only four Local Authority responses were judged as sufficient across all the Requirements for Action, Flintshire being the only North Wales local authority to achieve this result.
1.10	The final report highlights Flintshire as an example of innovative or best practice on five occasions.
1.11	The Commissioner identified that Flintshire could undertake further work to improve the evidence of outcomes and more meaningful and measurable data be made available to further illustrate our improvements. This has been taken forward as an action.
1.12	It is the intention of Social Services to continue to improve the lived experience for those living in Flintshire care homes and to this aim the roll out of ‘Creating a Place Called Homes, Delivering What Matters’ remains a priority with the Council Plan at Q3 2017/18. Six homes had achieved the Bronze Standard, a further 10 were working towards the award and 4 more are due to embark on the programme before the end of March ’18, ensuring 20 of our 23 homes are engaged in the programme.
1.13	Continuation of the Creative Conversations Research project with Bangor University which was highlighted as innovative practice several times in the Commissioner’s Impact and Analysis Report.

2.00	RESOURCE IMPLICATIONS
2.01	An initial investment of £0.050m was made from the Integrated Care Fund in 2015 to design and develop the Creating a Place Called Home, Delivering What Matters programme.
2.02	All managers and direct care staff within each of the residential homes engaged in the programme have received training and the Contract Monitoring Team are working with homes to develop practice and achieve Bronze accreditation.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	An extensive period of consultation and co-productive work with providers and residents was undertaken during the design and development of the Creating a Place Called Home, Delivering What Matters.
3.02	Providers and residents have been engaged in the Creative Conversations Research Programme in particular around the skills and competencies all staff including domestic and auxiliary staff require when supporting people living with dementia.

4.00	RISK MANAGEMENT
4.01	There is a potential risk of complacency following a positive review. To mitigate this, performance measures linked to the work have been identified in the Council Plan for 2017/18 and 2018/19. New workstreams have already been identified to expand the Creating a Place Called Home, Delivering What Matters programme to domiciliary care and nursing home providers.
4.02	The continued work with Bangor University to develop Creative Conversations with people living with dementia will have benefits across services and continue the development of innovative programmes of work.

5.00	APPENDICES
5.01	Appendix 1 - Initial Care Home Review 2015 – A Place to Call Home?
5.02	Appendix 2 - Flintshire's Covering Letter – from the Older People's Commissioner
5.03	Appendix 3 - A Place to Call Home – Impact & Analysis Report
5.04	Appendix 4 - Response letter – to the Older People's Commissioner
5.05	Appendix 5 - Action Plan

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. Contact Officer: Jane Davies, Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	<p>Creating a Place Called Homes, Delivering What Matters: Our Contracts and Commissioning Team in Flintshire has been undertaking innovative work in partnership with our care homes and Helen Sanderson Associates by embarking on a programme of cultural change called “Creating a Place Called Home, Delivering What Matters” which is striving to improve the day to day lives of individuals living in care homes by embedding person centred practices and delivering what matters to people.</p> <p>The outcome in Flintshire is that care homes are work towards a bronze rating for person-centered practices. To be bronze, everyone in the care home (including all staff) needs to have an up to date one-page profile that is being used, and more importantly is making a difference.</p> <p>Intermediate Care Team: Flintshire’s Intermediate Care Team is part of the Reablement Team and shares the same approach and ethos, providing a short term assessment and multidisciplinary rehabilitation support to individuals in a step up step down bed located in care homes; this team aims to maximise independence, choice and quality of life.</p> <p>Rehabilitation ‘Step Up Step Down’ Beds: Social Services is commitment to promoting and securing sufficient ‘rehabilitation / assessment / step up step down’ beds in care homes to avoid hospital admissions, facilitate timely discharges and provide intensive rehabilitation support in a care homes setting and closer to their community.</p> <p>We have 4 rehabilitation beds and these are used to support recovery and re-able residents with the aim of returning them home if possible; the 4 rehabilitation beds have level access en-suites and a kitchen area so independence is encourage from the outset. The care staff within the home and staff from our Reablement Team support the individuals to achieve their personal outcomes.</p> <p>Six Steps to Success Programme: The programme was launched in Flintshire to improve the end of life care for older people living in care homes. This programme to date has been successful in increasing staff confidence and understanding of end of life care all of which has enabled older people to have a choice and more control over their end of life care plans which means they can remain at home should they choose.</p> <p>Creative Conversations: An exploratory study of an arts in health approach to embedding person-centred care and improving communication between care staff and people living with dementia.</p> <p>Care Inspectorate Wales: The inspectorate for Care and Social Services formally known as Care and Social Services Inspectorate Wales (CSSIW).</p> <p>Working Together for Change: This is an approach that Flintshire County Council has piloted within one of their care homes, Llys Gwenffrwd, Holywell. It is a structured approach to engaging with residents, to review their experiences and help to determine the priorities for change. Residents at Llys Gwenffrwd, as well as care staff, recorded ‘what’s</p>

	<p>working', 'what's not working' and 'what needs to change in the future' on individual paper records. This was collated and shared. People were then asked to vote on their three highest priorities of things that are 'not Working', which could have the greatest impact on residents.</p>
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