

Public Document Pack



Contact Officer:
Maureen Potter 01352 702322
maureen.potter@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

24 January 2020

Dear Councillor

You are invited to attend a meeting of the Social & Health Care Overview & Scrutiny Committee which will be held at 10.30 am on Thursday, 30th January, 2020 in the NEWCES, Unit 3, Manor Road, Hawarden Business Park, Hawarden, Deeside CH5 3US to consider the following items

Please note Members are requested to arrive at NEWCES at 10.00 a.m. to take part in a tour of the facilities prior to the meeting starting at 10.30 a.m.

Members are asked to note the venue for the meeting.

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 - 8)

Purpose: To confirm as a correct record the minutes of the meeting held on 16 December 2019.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 9 - 16)

Report of Social and Health Care Overview & Scrutiny Facilitator - Cabinet Member for Social Services

Purpose: To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

5 **NORTH EAST WALES COMMUNITY EQUIPMENT SERVICE (NEWCES)**
(Pages 17 - 24)

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

Purpose: To provide Members with an overview of the current service provided by the Community Equipment Service for North East Wales, based in Hawarden

6 **CARE INSPECTORATE WALES (CIW) ACTIVITY UPDATE** (Pages 25 - 32)

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

Purpose: To note positive feedback received from CIW and the response to any areas of improvement identified.

7 **ROTA VISITS**

Purpose: To receive a verbal report from Members of the Committee.

Yours sincerely



Robert Robins
Democratic Services Manager

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **16 DECEMBER 2019**

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, 16 December 2019

PRESENT: Councillor Hilary McGuill (Chair)

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

APOLOGIES: Councillor Jean Davies

CONTRIBUTORS: Councillor Christine Jones, Cabinet Member for Social Services; Chief Officer (Social Services), Senior Manager Safeguarding and Commissioning, Safeguarding Unit Service Manager, Registered Manager Resources and Regulated Services, and Resources Service Manager

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

42. DECLARATIONS OF INTEREST

There were no declarations of interest.

43. MINUTES

The minutes of the meeting held on 14 November 2019 were submitted.

Councillor David Wisinger 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.

44. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Facilitator presented the Forward Work Programme and drew attention to the items to be considered at the next meeting of the Committee on 30 January. She referred to a presentation on the North East Wales Community Equipment Store (NEWCES) to provide Members with an update on the work undertaken at the equipment store. The Facilitator also reminded Members that the meeting of the Committee scheduled for 26 March 2020 would 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 reported that there were no actions outstanding.

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.

45. NORTH WALES ADOPTION SERVICE PROGRESS REPORT (APRIL 2018 – MARCH 2019) AND UPDATE ON SERVICE DEVELOPMENT

The Chief Officer (Social Services) introduced a report to provide an overview of the performance and quality of the work of the North Wales Adoption Service. He advised that the report identified the key activities for the period April 2018 – March 2019 and provided an update on the re-design/re-structuring of the North Wales Adoption Service (2019/2020) and the introduction of the new service element for post adoption from Spring 2020. He invited the Resources Service Manager to present the report,

The Resources Service Manager provided background information and referred to the Annual Report and Quality of Care Review (2018/19) and the Business Case for the review of the North Wales Adoption Service which were appended to the report. He explained that the Annual Report was a wide ranging document which sought to capture the work and the legal, financial, and staffing arrangements of the North Wales Adoption Service. He reported on the key areas as detailed in the report.

Members asked how the North Wales Adoption Service compared with the service offered to potential adopters in the private sector. The Resources Service Manager explained that there was no evidence to suggest that potential adopters received a better or worse service in the private sector than that provided by the North Wales Adoption Service and said it was a matter of individual choice. However, he commented on the ongoing quality of support and guidance provided to adopters by the North Wales Adoption Service.

Councillor Paul Cunningham spoke in support of the excellent work undertaken by the North Wales Adoption Service and the Adoption Panel.

Councillor Dave Mackie expressed concerns around the issue of recruitment and referred to the proposals on the 'business case' which was appended to the report. The Chief Officer responded to the questions raised and said he was not aware of any specific issue around recruitment in the host Authority. Commenting on the proposal in

the 'business case' to create additional staff posts he advised that grant funding was available from the Welsh Government to support the cost. In response to the further comments and questions raised by Members it was agreed that a further report to provide an update on the North Wales Adoption Service be submitted to the Committee in March 2020.

The recommendations in the report were moved by Councillor David Wisinger and seconded by Councillor Mike Lowe.

RESOLVED:

- (a) That the Committee receives the Annual Report (April 2018 – March 2019);
- (b) That progress be noted in relation to the Review of the North Wales Adoption Service (Autumn 2019); and
- (c) That the Committee receives an updated report on the North Wales Adoption Service in March 2020

46. EXTRA CARE IN FLINTSHIRE

The Chief Officer (Social Services) invited Mark Holt, Registered Manager Resources and Regulated Services, to provide an update on the three operational extra care schemes and the fourth scheme which was due to open February 2020.

The Registered Manager Resources and Regulated Services provided an overview of the extra care schemes at Llys Eleanor, Shotton, Llys Jasmine, Mold, and Llys Raddington, Flint. He reported that the schemes provided a supported accommodation solution that exceeded other forms of provision and were very successful and oversubscribed. A fourth scheme (Plas yr Ywen, Holywell) was scheduled to be completed in January 2020 and opening on 24 February 2020 and he invited the Committee to visit to see the new facilities provided.

During discussion the Registered Manager responded to the questions raised by the Chair around the provision of end of life care. Councillor Paul Cunningham asked if applications from local residents for the extra care schemes were given preference to applications from people who lived outside Flintshire. The Registered Manager advised that there was strict criteria around the allocation of apartments and people either had to live in Flintshire or have strong connections to Flintshire.

In response to the comments from Councillor Carol Ellis about the need for an extra care scheme to be provided in Buckley, the Registered Manager explained that based on the success of extra care to date and the projected needs of an ageing population,

Flintshire could accommodate a further scheme at some point in the future if the right location became available for development. The Chief Officer referred to funding for new development in the Buckley area and said a report would be submitted to the Committee in the New Year.

The recommendations in the report were moved by Councillor Paul Cunningham and seconded by Councillor Mike Lowe.

RESOLVED

That the updates on the four extra care schemes be noted and the Extra Care strategy in Flintshire be supported.

47. SAFEGUARDING ADULTS AND CHILDREN

The Senior Manager, Safeguarding and Commissioning, introduced a report to provide information on the Joint Adults and Children's Safeguarding provision within the county boundaries. She advised that the report provided key statistical and performance related information about children and adults at risk for which the Authority had significant safeguarding and corporate safeguarding responsibilities. The report also highlighted the variety of work covered by the Safeguarding Unit and the activity undertaken and summarised some of the key learning from Child and Adult Practice reviews and Domestic Homicide Reviews.

The Safeguarding Unit Service Manager reported on the main considerations, as detailed in the report, regarding the activity of the Safeguarding Unit and referred to work related to the core responsibilities around Child Protection, Adult Safeguarding, Adults at risk, Deprivation of Liberty Safeguards (DOLS), and Looked After Children (LAC). The Safeguarding Unit team were also involved in regional groups, delivery groups, delivery of training for both adults and children, child practice and adult practice reviews and investigations. Key messages from the last quarter Regional Board meetings were available in the appendices to the report.

The Safeguarding Unit Service Manager reported that the Safeguarding Unit had had two successful CIW thematic inspections this year; the Adult and Children's Safeguarding service was inspected in February and the Looked After Service was inspected in October with other areas of Children's Services.

During discussion Officers responded to the comments raised by the Chair around safeguarding provision for young adults leaving the care services.

The recommendations in the report were moved by Councillor Andy Dunbobbin and seconded by Councillor Gladys Healey.

RESOLUTION:

- (a) That the report on Flintshire Safeguarding for the period 1 April 2018 to 31 March 2019 be received:
- (b) That the Committee takes due regard to the variety of activity across the Safeguarding Unit and the continuing development and improvement in service provision and the impact of the additional demands.

48. ROTA VISITS

Councillor Dave Mackie reported on his visit to Marleyfield Residential Home and commented on the 'home from home' atmosphere which prevailed. He said the visit had been enjoyable and there were no matters to report.

RESOLVED:

That the information be noted.

49. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

(The meeting started at 2.00 pm and ended at 3.55 am)

.....

Chairman



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 30 January 2020
Report Subject	Forward Work Programme and Action Tracking
Cabinet Member	Not applicable
Report Author	Social & Health Care Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Social & Health Care Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Social & Health Care Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	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.
3	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Social & Health Care OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. Contact Officer: Margaret Parry-Jones Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

This page is intentionally left blank

CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
10 February 12.00 noon	Special meeting with BCUHB		Assurance	Chief Executive	
26 March	Q3 Council Plan Monitoring Report Meeting to be held at HWB Cyfle Social Services Directors Annual Report – workshop at rise of Committee North Wales Adoption update	To enable members to fulfil their scrutiny role in relation to performance monitoring. To receive a progress report as agreed at Committee on 16 December 19.	Performance Monitoring/Assurance Assurance	Chief Officer Social Services Chief Officer Social Services	
21 May	Comments, Compliments and Complaints Social Services Directors Annual Report	To consider the Annual Report To consider the draft report prior to consideration by Cabinet	Assurance Assurance	Chief Officer Social Services Chief Officer Social Services	
16 July	Year-end Council Plan Monitoring Report	To enable members to fulfil their scrutiny role in relation to performance monitoring.	Performance Monitoring/Assurance	Facilitator	

Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
Nov/Dec	Safeguarding	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
May	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
May	Corporate Parenting	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
May	Comments, Compliments and Complaints	To consider the Annual Report	Chief Officer (Social Services)
June	Betsi Cadwaladr University Health Board Update	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

ACTION TRACKING FOR THE SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda Item	Action Required	Action Officer(s)	Action taken	Timescale
18.12.19	Forward Work Programme & Action Tracking	BCUHB attendance at scrutiny. Update from Chief Executive requested.	MPJ	Date confirmed for meeting on 10th February 2020 at 12 noon	Completed
18.12.19	North Wales Adoption Services Annual Report	Progress update requested in March for information – to be added to Forward Work Programme 19/20 Annual report to be presented to the Committee when available (Autumn 2020). Chief Officer to reflect on complexity of report.	MPJ Neil Ayling MPJ	Added to Forward Work Programme	Completed Ongoing
18.12.19	Extra Care in Flintshire	Criteria and application process to be provided to Members.	Mark Holt	To be circulated	Ongoing
	Safeguarding Adults & Children	Are Uber drivers included in safeguarding training delivered.	Jayne Belton	There are no Uber Operators in Flintshire at this time. If there were Uber operators they would need to confirm to the same conditions of licence, which includes undertaking the safeguarding training.	Completed

This page is intentionally left blank



Social and Health Care Overview and Scrutiny Committee

Date of Meeting	30 January 2020
Report Subject	North East Wales Community Equipment Service (NEWCES)
Cabinet Member	Cabinet Member for Social Services
Report Author	Neil Ayling – Chief Officer
Type of Report	Operational

EXECUTIVE SUMMARY

The North East Wales Community Equipment Service was formed in 2009 under a Section 33 NHS (Wales) Act 2006 Partnership Agreement. The service is jointly funded by three Partners, Wrexham County Borough Council, Betsi Cadwaladr University Health Board and Flintshire County Council. Flintshire are the host authority and lead partner. Governance is provided by the Partnership Management Board, chaired by the Senior Manager for Adults in Flintshire and is made up of stakeholders from all agencies.

This report provides a description of the current service provided by the Community Equipment Service for North East Wales, based in Hawarden. With a fleet of 7 vehicles the service delivers and installs over 30 thousand items of equipment a year across North East Wales and re-uses 90% of the equipment that is returned.

RECOMMENDATIONS

1	Member acknowledge the successful work of the NEWCES in support hospital avoidance and safe return from hospital setting.
2	Member recognise the significant work undertaken in relation to partnerships working including supporting the regional program.

REPORT DETAILS

1.00	BACKGROUND AND CONTEXT
1.01	The provision of community equipment is essential for promoting the independence of people with disabilities of all ages. The provision will often result in an individual being able to cope independently without the need for other services and greatly increases hospital discharge rates and support hospital avoidance.
1.02	In other cases it will enable the safe and effective delivery of other services involving support with personal care. These include homecare, re-ablement services, intermediate care, residential and nursing home care.
1.03	NEWCES successfully provides equipment to individuals in the community, supporting all the hospitals in North East Wales whilst adhering to strict infection control standards.
1.04	With a fleet of 7 vehicles the service delivers and installs over 30 thousand items of equipment a year across North East Wales and re-uses 90% of the equipment that is returned. This equates to an estimated cost of over £2.2m per year.
1.05	<p>Pooled equipment would include:</p> <ul style="list-style-type: none"> • Toileting equipment • Hoists, slings and standing equipment • Social Services Beds • Household and Bedroom items to aid mobility • Ramps and walking aids
1.06	<p>Along with pooled items of equipment the service support Non-pooled Services (Health funded only) :</p> <ul style="list-style-type: none"> • The provision and management of Pressure Care and Community Beds - BCUHB • Enhanced Care (Community Resource Team) • BCUHB, Education Paediatrics (seating and standers) and Paediatric Beds • Continuing Health Care - BCUHB • Ceiling track servicing and maintenance – FCC / WCBC • Physiotherapy Wrexham Maelor Hospital – BCUHB
1.07	The NEWCES is recognised as an all Wales leader and by managing the non-pooled equipment provision it is clear Partners are making significant saving to the public purse.
1.08	Over the past 12 months the service has received 21,000 referrals from over 500 referrers.
1.09	NEWCES exceeds the National Minimum Standards for Community Equipment Services in Wales.
1.10	NEWCES operates a 4 hour service (Enhanced Care) assisting the hospitals and Community Resource Team. This is an ever growing part of our

	service, whereby we support people with end of life care and equipment.
1.11	As well as operating from the stores we supply equipment to all North East Wales hospitals through the use of 18 satellite stores, this supports fast discharge and helps with Delayed Transfers in Care (DTtoC).
1.12	We have formalised a Customer Satisfaction process. Flintshire documents the positive impact of our service for patients across North East Wales and successfully reports this back to the Partnership Board.
1.13	The key performance indicators are attached in appendix 1.
1.14	SERVICE DEVELOPMENTS
1.15	The North East Wales Community Equipment Service are already in the development stages of a new ground breaking approach to speed up its core functions by integrating the use of advanced portable devices (hand held devices) into the community across North East Wales. We will be the first service to initiate this electronic based process in Wales, for a community equipment service.
1.16	The current process for allocating equipment requires the Driver Technicians to manually write down all the barcodes on paper delivery notes. This is not cost effective and it also leaves NEWCES open to human error. This project will move us to a paperless service.
1.17	The introduction of the advanced portable devices which is fully automated will significantly enhance productivity and stock control, and will also provide a straight forward and slick patient experience /feedback.
1.18	We continue to work with colleagues in Education for specialist equipment for children with disabilities. This has included specialist seating which is now centralised for Flintshire, as a result schools are now able to come along to the NEWCES and have a look at the special seating in store, if they are suitable for the child then they take this on loan, at no cost, we don't yet have the cost avoidance saving figure on this initiative but commons sense tells us that schools are not now purchasing specialist seating without looking at what provision we have in Flintshire. The items are also serviced to ensure safety and maintenance.

2.00	RESOURCE IMPLICATIONS
2.01	NEWCES is a pool funded service provision where the Operational and Equipment costs are split across the three partners. This is identified in the Section 33 Agreement which is reviewed on a yearly basis and signed off every three years.
2.02	As NEWCES has developed the staff team has grown, the additional staffing costs have been built into the new non pooled service charges.
2.03	NEWCES operates and successfully functions on a pooled budget of less than £1M, which is divided between the partners, with Flintshire paying a

	total contribution of £295,368 per annum.
2.04	The service is an integral link to the NHS Wales Shared Services Partnership - Procurement Services and purchases from a variety of All Wales Contracts. Our service takes a lead role in regional and national initiatives. This includes, specification report writing for the tender stages, through evaluations and bi monthly contract review meetings for Wales. This has proven to lead to significant savings for the Council, Wrexham and BCUHB.
2.05	The North East Wales Service prides itself on regional working and are currently working with BCUHB North West Wales in their community equipment service. An Operational Manager is seconded over to this area and has begun to implement and promote some of Flintshire's working practices. This to date has made significant savings for that region.
2.06	The service has a good and long standing reputation which is demonstrated by other English and Welsh Authorities visiting the services and learning from our practices, as well as officers from Welsh Government.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The service is responsible for the servicing, planned maintenance and 24hr call out systems for the following services across North East Wales:</p> <ul style="list-style-type: none"> • All lifting equipment for the three partners • Pressure Care and Bed management in the community • Paediatric Beds • Enhanced Care (Community Resource Team) • BCUHB and Education Paediatrics (seating and standers) • Continuing Health Care equipment - BCUHB • Ceiling track servicing and maintenance – FCC / WCBC <p>The service takes the lead for notifications for Safety Notices on equipment across North East Wales.</p> <p>All information is held on the Elms database system which is managed independently by NEWCES.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
5.01	Not applicable.

5.00	APPENDICES
5.01	Appendix 1 – Performance indicators.

6.00	CONTACT DETAILS
6.01	<p>Contact Officer: Susie Lunt, Senior Manager Integrated Services Contact Officer: Steve Featherstone, Service Manager, NEWCES. Telephone: 01352 701407 E-mail: susie.lunt@flintshire.gov.uk / steve.featherstone@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Pooled Service – A service provision where joint funding arrangements via the Section 33 Agreement are in place between the key three Partners, Flintshire County Council, Wrexham County Borough Council and BCUHB. Funding split three ways equally.</p> <p>Non Pooled Service – A contracted service provision that NEWCES manages independently, for example we manage special bed provision for BCUHB and the special seating for Education.</p>

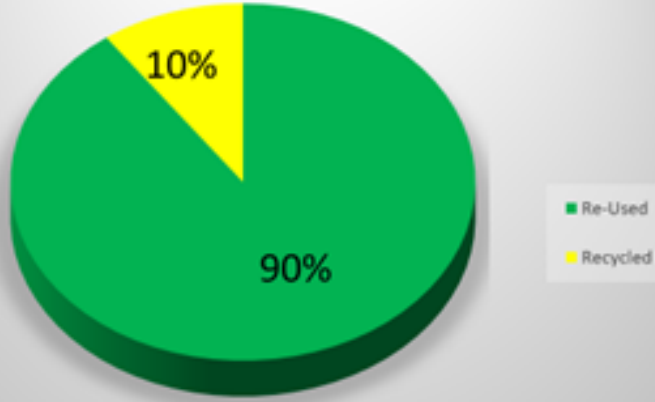
This page is intentionally left blank

Performance Against National Minimal Standards For Wales



NEWCES Performance Against National Standards

Re-used Equipment (Standard = 70%)





SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 30 th January 2020
Report Subject	Care Inspectorate Wales Activity Update
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Care Inspectorate Wales (CIW) are the independent regulator of Social Care and childcare in Wales. They regulate social care and early year's services using the regulations and national minimum standards made by the National Assembly for Wales and the Welsh Government.

CIW do this by meeting regularly with social care managers, engaging with individuals in the community who use our services to obtain their views, and carrying out focussed work with us, looking specifically at the services we provide.

In 2019, CIW carried out 6 days of focussed activity / engagement activity with Social Services:

February 2019 – 2 days **focussed activity** looking at Adult Safeguarding and the work of the Safeguarding Unit in Flint;

June 2019 – 2 days **engagement activity** with individuals living in our Extra Care schemes;

October 2019 – 2 days **focussed activity** in Flint Offices, looking at our approach to Information, Advice & Assistance, Early Help, and the experiences of children becoming looked after.

Formal feedback from CIW on the above activities has been positive and has highlighted a number of areas where the Council performs very well and where there is evidence of good outcomes being achieved for people in our community.

RECOMMENDATIONS

1	Committee note the positive feedback received from CIW following their recent focussed activity / engagement with Social Services.
2	Committee to note our response to any areas of improvement identified by CIW during the year.
3	Committee are informed about forthcoming focussed activity to be carried out by CIW in Flintshire.

REPORT DETAILS

1.00	EXPLAINING THE FINDINGS FROM THE CARE INSPECTORATE WALES ENGAGEMENT ACTIVITY
1.01	<p>In February 2019, CIW carried out focussed activity in the area of Adult Safeguarding. They visited the Safeguarding Unit in Flint, and spoke with managers, practitioners, partners and individuals as part of their work.</p> <p>CIW summarised their findings:</p> <ul style="list-style-type: none">• Timely and proportionate response to Adult Safeguarding Reports and good liaison with partner agencies as part of the enquiry stage;• Close working with Social Services front door teams to ensure a consistent response;• Consistent recording of multi-agency decisions;• Good working relationships between internal teams;• Workforce gave positive views about support and guidance received from the Safeguarding Unit;• Evidence of a consistent approach to quality assurance;• Effective partnership working with other agencies in Child Protection cases;• A focus on improvement, and a clear awareness of what is still to be done to ensure that all processes are robust;• Safeguarding awareness integrated in to all portfolios via the Corporate Safeguarding Board.
1.03	<p>One improvement area was noted:</p> <p><u>Ensure that the wishes and feelings of the individual are considered and that they are empowered to make their own decisions</u></p> <p>CIW note that the Safeguarding Unit have already identified this as an improvement priority and have included it in their quality assurance processes.</p>
1.04	<p>CIW have been talking with older adults and their carers across Wales to obtain people's views about having received information, advice and assistance from their local authority, with a focus on what is available in communities to keep people independent and promote their well-being.</p>

	<p>Their findings will inform Welsh Ministers, policy authors and the public in order to contribute towards improving social care and social services. Local Authorities also receive direct feedback about findings that are relevant to them from work in their local area.</p> <p><u>In June 2019</u>, Inspectors visited individuals living in our Extra Care Schemes Llys Jasmine, Llys Raddington and Llys Eleanor to gather their views. They told us about the following positive messages from residents and carers:</p> <ul style="list-style-type: none"> • People’s wellbeing had improved following their move into extra care; • Extra care was particularly effective in combatting social isolation; • The consistency of care / carers was felt to be a positive; • Direct payments allowed individuals direct control over the services they were arranging and receiving; • Family members felt reassured that their relatives were living in a safe environment; • Friends and family members appreciated the opportunity to visit and maintain relationships; • People valued being able to choose whether to take part in activities; • Individuals felt that carers, managers and residents worked well together; • The North East Wales Carers’ Information Service (NEWCIS) were a good source of information and support; • Individuals appreciated the opportunity to socialise; • People were given an opportunity to make their views about the service known.
1.05	<p><u>In October 2019</u>, CIW completed some focussed work with us looking at our approach to Information, Advice & Assistance (IAA) and Early Help in Children’s Services. We received very good feedback, which identified the following strengths:</p> <ul style="list-style-type: none"> • Effective IAA and Early Help services; • A strong focus on the outcomes that the children / family wish to achieve, using a “what matters” approach; • An emphasis on helping parents to recognise and develop their own abilities and strengths; • Families supported by community-based solutions; • Strong partnership working between teams and other professionals; • Employees benefitting from co-location.
1.06	<p>The focussed activity also included the experiences of care experienced children, focussing on the review process:</p> <ul style="list-style-type: none"> • A strong focus on the outcomes that the children / family wish to achieve, using a “what matters” approach; • Good evidence of statutory compliance with respect to children at risk and care experienced children being regularly visited and having their care and support reviewed;

	<ul style="list-style-type: none"> • The voice of the child was central and documentation was written in child-appropriate language; • Children were encouraged to attend reviews; • Advocacy was offered appropriately; • Managerial oversight was strong and consistent; • Committed and dedicated workforce who reported that Flintshire was – “a good place to work”.
1.07	<p>The following were areas which CIW felt could be improved, and our response to these to date is noted:</p> <p><u>Effective implementation of the new supervision policy</u></p> <p>The supervision policy has been re-drafted and an implementation plan is being developed.</p> <p><u>Improving access to Adult Mental Health</u></p> <p>This has been put forward as a priority in the forthcoming Council Plan. Funding has been secured to recruit a mental health social worker to sit in the Early Help Hub.</p> <p><u>Ensure that evidence of the analysis that informs decision making in the Early Help Hub is fully recorded</u></p> <p>This has been actioned by the Early Help Hub manager.</p>
1.08	<p>The next focussed activity will be in relation to progression for adults with a learning disability. CIW will be visiting individuals and employees involved with the progression service in February 2020, looking at processes, outcomes and aspirations for the service.</p>

2.00	RESOURCE IMPLICATIONS
2.01	Resources necessary to implement improvements identified by CIW; are within existing budgets.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The risk relates to the reputation of the Council should there be significant areas for improvement identified by CIW which were not addressed by the service, resulting in non-compliance. The level of risk is currently low.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Regular meetings between managers and CIW representatives. Information about and feedback from regulatory activity is shared with the workforce.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Social Services and Well-being (Wales) Act 2014 Regulation and Inspection of Social Care (Wales) Act 2016

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Susie Lunt, Senior Manager Integrated Services, Lead Adults Telephone: 01352 701407 / 07533444413 E-mail: susie.lunt@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>(1) The Care Inspectorate Wales (CIW): The inspectorate for Care and Social Services formally known as Care and Social Services Inspectorate Wales (CSSIW).</p> <p>(2) The Care Inspectorate Wales focussed activity / engagement activity: The Care Inspectorate Wales (CIW) are the independent regulator of Social Care and childcare in Wales. They regulate social care and early years services using the regulations and national minimum standards made by the National Assembly for Wales and the Welsh Government.</p> <p>CIW do this by meeting regularly with social care managers, engaging with individuals in the community who use our services to obtain their views, and carrying out focussed work with us, looking specifically at the services we provide.</p> <p>(3) Extra Care: Providing self-contained homes for people with varying levels of care and support needs on site.</p> <p>(4) Neurotherapy Centre: A charity in Saltney that provides support to people with long-term neurological conditions, and their carers.</p> <p>(5) Information, Advice & Assistance: Section 17 of the Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to secure the provision of an information, advice and assistance service. The purpose of the service is to provide people with information and advice relating to care and support, including support for carers, and to provide assistance to them in accessing it. Information, advice and assistance</p>

must be provided in a manner that makes it accessible to the individual for whom it is intended.

(6) **Early Help Hub:** The newly developed multi agency Hub for Children and Families in Flintshire. This collective response to future referrals will negate the need for no further action responses and will provide a transformation of practice.

(7) **The North East Wales Carers' Information Service (NEWCIS):** delivers information, one to one support, advocacy, training and counselling to carers who provide unpaid support to family or friends living in North East Wales.

(8) **Occupational Therapist:** treats injured, ill, or disabled patients through the therapeutic use of everyday activities. They help these patients develop, recover and improve, as well as maintain the skills needed for daily living and working.

(9) **Mental Capacity Assessment:** The Mental Capacity Act states that a person lacks capacity if they are unable to make a specific decision, at a specific time, because of an impairment of, or disturbance, in the functioning of mind or brain.

(10) **“What Matters” Approach:** A 'what matters' conversation is a targeted conversation relating to any assessment process. It refers to a skilled way of working with individuals to establish the situation, their current well-being, what can be done to support them and what can be done to promote their well-being and resilience for the better.

(11) **Care & Support Review:** A review is a re-assessment of an individual's support needs. Care & Support Plans are reviewed regularly; an individual can also ask for a review any time they feel that their situation has changed.

(12) **Carer:** Someone, usually unpaid, and often a friend or family member who supports a person with social care needs either full time or part time.

(13) **Council Plan:** The document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Council Objectives and publish a Council Plan.

(14) **Direct Payments:** Are a payment made by a local authority social services department to an individual who has been assessed as having care and support needs who wish to arrange their own care and support services.

(15) **Learning Disability:** A significant impairment of intelligence or social functioning acquired before adulthood. Educational services in the UK use the term 'Learning Difficulty' and those children with moderate or severe learning difficulty may be regarded as having a learning disability.

(16) **Care Experienced Children:** (formerly known as Looked after children) are children and young people who are in public care and

looked after by the state. This includes those who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. The term is also used to describe accommodated' children and young people who are looked after on a voluntary basis at the request of, or by agreement with, their parents.

(17) **Progression Service:** The aim of the multi-disciplinary service is to ensure that care and support planning with individuals help them to maximise their independence. This is done with the aid of assistive technology and the use of a positive approach to risk. Services provided meet need with the aim that those needs reduce over time as confidence and skills grow.

This page is intentionally left blank