

Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



Contact Officer:
Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

To: Cllr Hilary McGuill (Chair)

Councillors: Mel Buckley, Tina Claydon, Paul Cunningham, Jean Davies,
Rob Davies, Carol Ellis, Gladys Healey, Dennis Hutchinson, Dave Mackie,
Debbie Owen and Linda Thomas

24 February 2023

Dear Sir/Madam

NOTICE OF HYBRID MEETING
SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 2ND MARCH, 2023 at 2.00 PM

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Council Chamber, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

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 5 - 10)

Purpose: To confirm as a correct record the minutes of the meeting held on 19 January, 2023.

4 FORWARD WORK PROGRAMME AND ACTION TRACKING (Pages 11 - 20)

Report of Environment and Social Care Overview & Scrutiny Facilitator -

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 NANNY BISCUIT

Purpose: To receive a presentation on the work of the local community organisation that provides a wide range of support to vulnerable people.

6 CULTIVATING SOCIAL WORK AND OCCUPATIONAL THERAPY STUDENTS 'GROWING OUR OWN' (Pages 21 - 28)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To receive a report on the development of Social Workers and Occupational Therapists from within the workforce.

7 HOW TO BECOME A MICRO CARER (Pages 29 - 34)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To raise awareness of the Micro Care initiative.

8 UPDATE ON CHILDREN'S RESIDENTIAL CARE (Pages 35 - 44)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To receive an update on Children's residential care.

9 FLINTSHIRE PROVIDER SERVICES – REGULATORY ISSUES, SERVICE EFFECTIVENESS AND DEVELOPMENT (Pages 45 - 58)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To update Members on the role of the responsible individual and the in-house regulated services performance over the last 12 months.

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours

This page is intentionally left blank

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **19 JANUARY 2023**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 19 January, 2023

PRESENT: Councillor Hilary McGuill (Chair)

Councillors: Mel Buckley, Tina Claydon, Paul Cunningham, Robert Davies, Carol Ellis, Gladys Healey, David Mackie, Debbie Owen and Linda Thomas.

APOLOGIES: Councillor Jean Davies

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing): Senior Manager – Safeguarding and Commissioning; Senior Manager Children and Workforce; Senior Manager for Adults; Adult Safeguarding Manager and one of the Child Protection Conference Chairs.

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

39. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

None were received.

40. MINUTES

The Chair referred to page 4 of the minute of 30 November and requested Dave Coyle be contacted for any progress he had concerning the minor injury unit at Deeside and the IV Suites and services in Community Hospitals. Councillor Gladys Healey added that large GP surgeries should also be included where large rooms were sitting unused.

The minutes of the meeting held on 30 November 2022 were approved and moved by Councillor Mackie and seconded by Councillor Rob Davies.

The minutes of the meeting held on 8 December 2022 were approved and moved by Councillor Paul Cunningham and seconded by Councillor Thomas.

RESOLVED:

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

41. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme and informed members that a report on Disabled Facilities Grants and Occupational Therapy would be added to the 20th April meeting.

Also, a possible report to the June meeting on How Children Enter our Care System – Varying Degrees of Intervention, Universal Credit and Young Care Leavers.

Councillor Ellis asked if there could be an update on waiting times for OT Assessments at the April meeting.

Councillor Owen asked if there was an issue with communication between Social Services and Housing on issues concerning protecting victims and children in their own home due to domestic violence. In response the Senior Manager Children and Workforce advised that they were aware that Domestic Violence and Domestic Abuse had an impact on adults and children and as part of their Early Help Hub consisting of 17 agencies, 2 of which were from Housing, worked together on referrals and looked at how they could support children and families at an early point. There was also a good initiative with the Police called Operation Encompass which enhances communication between the police and schools where a child is at risk from domestic abuse. The purpose of the information sharing is to ensure schools have more information to support safeguarding of children and in a better position to understand if an incident had taken place. He suggested that an item be added to the Forward Work Programme as it had been a number of years since the Early Help Hub had been reported on. He also explained to Members about the Toxic Trio which covered mental health, domestic violence and substance misuse which the Early Help Hub see a lot of.

The Senior Manager Children and Workforce responded to a question raised by the Chair regarding Climbie visits and advised that there was a recommendation years ago following a death of a child that Elected Members should be able to have direct discussions with front line staff so that they had an understanding of issues. Scrutiny Members previously did go to Flint to see the Teams to ask questions, but this was paused during the pandemic but as staff were now back in the offices it would be a good idea, especially for new members, for them to meet the staff.

The Senior Manager Children and Workforce was to liaise with the Social Care and Environment Overview & Scrutiny Facilitator to provide all Members with the contact details for the agencies involved in Domestic Violence and Abuse which was requested by Councillor Ellis.

Councillor Claydon asked if there was any regular reporting about handling domestic abuse in either this Committee or Housing Committee. The Chair agreed to ask all Committees that reported on the subject to highlight it on their agenda so that they could have access to it. The Senior Manager Children and Workforce added that when the item is brought to Committee the Officer responsible for Violence to Women and Domestic Abuse would be asked to attend to give an overview of the work carried out.

The Social Care and Environment Overview & Scrutiny confirmed that all Action Tracking items had been completed.

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

RESOLVED:

- (a) That the Forward Work Programme 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 Committee notes the progress made in completing the outstanding actions.

42. SAFEGUARDING ADULTS AND CHILDREN'S ANNUAL REPORT

The Senior Manager – Safeguarding and Commissioning introduced the Adult Safeguarding Manager and one of the Child Protection Conference Chairs who were there to answer any questions Members had due to the absence of the Safeguarding Unit Manager who wrote the report. She explained that the purpose of the Annual Report was to inform Members of the work that had been done, the work that will be done and to consider the key statistical and performance related information about children and adults at risk for whom the Authority has significant safeguarding and corporate safeguarding responsibilities. Also to consider the impact of the All Wales Safeguarding procedures that were launched back in 2019.

Councillor Ellis questioned if the Safeguarding Board included Health which the Senior Manager – Safeguarding and Commissioning confirmed that they were a key partner at the Safeguarding Board as well as all of the sub-groups that sit beneath. The Adult Safeguarding Manager added that there were 2 Safeguarding Specialists based in Wrexham Maelor Hospital which they were in regular contact with. She also advised that they have good links with the Countess of Chester which could be difficult cross border with the different legislation.

The Senior Manager – Safeguarding and Commissioning confirmed that there were 191 Children on the Child Protection Register in response to Councillor Ellis.

Councillor Mackie was concerned about children leaving care because of their age and thought that they should be looked after beyond the age of 18. The Senior Manager Children and Workforce explained that there were different categories of care leavers but if a child had been looked after for more than 13 weeks the responsibility did not end at the age of 18 there was additional responsibility to support them up to the age of 25. He explained that the When I'm Ready Initiative was an initiative for when children who turn 18 were given the opportunity to stay in the foster care environment if they wished to and added that the policy was in the process of being updated based on what has been learned and feedback that has been received since it was introduced a few years ago.

The Chair further questioned what guidance they were given in respect of the lump sum of money they were given by Welsh Government. The Senior Manager Children and Workforce advised that the Basic Income Pilot (BIP) was a Welsh Government 2 year pilot where care leavers got a guaranteed monthly income. He confirmed that locally they were working with CAB who gave financial support to young

people to use the money responsibly. Welsh Government were also undertaking an evaluation and had sent out questionnaires to our Looked After Children who were in receipt of BIP so that they could understand the impact it had. Councillors a Corporate parents were also involved in the evaluation in order to get their perspective. The Senior Manager – Children and Workforce advised that when the results have been received they will be reported back through the Children’s Services Forum to get opinions from young people to see how it had worked, what had been learned, what the benefits were and what were the challenges. He added that whilst BIP was a 2 year pilot scheme, there would need to be an exit strategy as there could be big implications as some care leavers had become reliant on it.

Councillor Gladys Healey queried where Dementia sat under as she didn’t think it should come under Mental Health. The Senior Manager – Safeguarding and Commissioning advised that collectively they had a huge part in Dementia along with the Health Board. Also there was the North Wales Dementia Strategy across the 6 local authorities and locally within the Regional Strategy is the Flintshire Strategy which deals with a lot of issues that were raised. A lot of the work is around awareness of professional colleagues and networks. The work of the Alzheimer’s Society and Dementia Champions helped us understand what Dementia is at all its stages but particularly in the early stages when it isn’t diagnosed and people are living with it.

Senior Manager – Safeguarding and Commissioning explained that the Adult Protection Reviews and Child Protection Reviews principles were both the same in response to the Chair. Key learning issues from one particular practice review was who holds the case in the safeguarding world when it was multi-disciplined i.e. person moving from a care home to care home or home to a care home as people transition a lot the reviews are about learning and not blaming.

The Senior Manager Children and Workforce added that within the last 2 years there had been 2 Child Practice Review of which one has just been concluded and the report was with Welsh Government. He explained that the outcome was expected to be published in mid-February. He explained that the event happened a couple of years ago which had enabled them to have learning events to look at themselves and see how they worked with others. The second review was still live and was due for its third review meeting at the end of January. He pointed out that lessons learned reoccur at all levels within Children’s reviews and emphasised the need to understand their daily lives and experiences in the home as well as looking into the history of the referrals to get the whole picture to enable a multi-agency understanding for assessment and support. Communication between all agencies was key.

The Chair questioned how often Children on the Child Protection Register for over 12 months were visited. The Protection Conference Chair responded by saying that the All Wales Child Protection Procedures dictated the involvement with families and the guidelines stated that visits to any child on the Child Protection Register should be every 10 working days but Social Workers meet up with them more frequent than that depending on the individual cases as they were rated red/amber/green. Visits could be announced or unannounced and could take place at home, School or on their own on a one to one basis.

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

RESOLVED:

- (a) That members accept the report as relevant information in relation to Flintshire Safeguarding for the period 1st April 2021 to 31st March 2022 and the additional information provided;
- (b) That members take due regard to the variety of activity across the Safeguarding Unit and the continuing development and improvement in the service provision; and
- (c) That the Committee is satisfied that the Safeguarding Process for Adults and Children in Flintshire is robust.

43. MID-YEAR PERFORMANCE MONITORING REPORT

The Senior Manager Children and Workforce introduced the Mid Year Performance report for the Council Plan and explained that the report starts by gives an analysis for the whole Council Plan and not just the Social Services Portfolio indicating where we are up to as an organisation in relation to actions and in relation to the measures to give an indication if we are on track by a RAG status. This report identifies the measures that are off track and categorised as red of which there are none for this portfolio. He highlighted some of the main points within the report which come under the five areas this portfolio contributes to:-

- Independent Living
- Safeguarding
- Support for People to Live at Home
- Local Dementia Strategy
- Well Connected, Safe and Clean Local Environment 2022/23

In response to a question raised by the Chair the Senior Manager for Adults advised that you cannot refer yourself directly to the Equipment Store. People who identify themselves as needing equipment in the home contact our single point of contact team and following that phone call a quick assessment will take place and small items of equipment will be provided quickly by the Community Equipment Store. Anything that involved adapting your home would take longer.

In response to issues raised by Councillor Ellis concerning equipment and care the Senior Manager for Adults responded by saying that the waiting list for packages of care had come down considerably in the last few weeks. People in more rural areas were waiting a number of weeks as well as people who needed carers multiple times a day. With support from the Brokerage Team and their relationship with Domiciliary Care providers they had been looking at ways to recruiting carers into those agencies who were able to provide it directly. The number of hours of people who were waiting for care had reduced by 400 hours over the last couple of weeks, with possibly a further 150 hours could be offered to people in the Community. Currently there is nobody at

the Countess of Chester waiting for a package of care due to increase of hours we have had.

She added that the length of response and assessment from OT is not years as someone indicated, the longest wait we currently had which is categorised as a low priority is 6 months which is a long time if you are the person waiting but the people categorised as high were being seen quickly.

Councillor Gladys Healy asked about how many people were waiting for a package of Care from Wrexham Maelor Hospital who have to come into the Community Hospitals. The Senior Manager for Adults confirmed that they do use the Community Hospitals to discharge people from the Maelor and the Senior Manager – Safeguarding and Commissioning confirmed that 3 people were currently waiting for a package of care.

The Senior Manager for Adults reassured Members that people would not be discharged from hospital if it wasn't safe within Wales she was aware that in England that people were being moved to hotels before a package of care was found.

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

RESOLVED:

- (a) That the committee noted the levels of progress and confidence in the achievement of the priorities as at mid-year within the 2022/23 Council Plan;
- (b) That the committee endorsed and supported the overall performance against 2022/23 Council Plan performance indicators as at mid-year;
- (c) That the committee was assured by the explanations given for those areas of underperformance; and
- (d) That the committee was reassured in areas where we are outperforming.

44 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 pm)

.....
Chair



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	2 March 2023
Report Subject	Forward Work Programme and Action Tracking
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?6. Is the issue of public or Member concern?
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

Forward Work Programme

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
20 April 23 2.00 pm	North East Wales Community Equipment Service (NEWCES) plus visit in advance of meeting.	To receive a progress report on the North East Wales Equipment Service.	Performance monitoring	Chief Officer – Social Services	
	Social Services Annual Report	To contribute to the development of the Social Services Annual Report	Assurance	Marianne Evans	
	Disabled Facilities Grants and Occupational Therapy(to include waiting times)	To receive an update	Monitoring	Chief Officer – Social Services	
	Council Plan 2023-28	To share the Council Plan 2023-28 Part 1 and Part 2 draft content for review/feedback prior to sign off at Cabinet.	Pre-decision scrutiny	Chief officer – Social Services	
8 June 23 2.00pm	Social Services Annual Report	To consider the draft Annual Social Services Report prior to consideration at Cabinet. To feedback on the draft content considered for inclusion, which include the key developments of the past year and our priorities for next year.	Pre-decision scrutiny	Marianne Evans	

	<p>Early Help and Intervention in Children’s Services (to include Domestic Violence)</p> <p>How Children Enter our Care System – Varying Degrees of Intervention, Universal Credit and Young Care Leavers.</p>	<p>To receive an update</p> <p>To receive an update</p>	<p>Assurance</p> <p>Assurance</p>	<p>Chief Officer – Social Services</p> <p>Chief Officer – Social Services</p>	
<p>29 June 2023 2pm Joint meeting with Education, Youth & Culture OSC</p>	<p>Safeguarding in Education</p>	<p>To provide an update on the discharge of statutory safeguarding duties in schools and the Education portfolio. To include information on Relationship and Sexual Education and how this was contributing to reducing harm.</p>	<p>Assurance</p>	<p>Chief Officer – Education, Youth and Culture</p>	
	<p>Additional Learning Needs and Education Tribunal (Wales) Act 2018</p>	<p>To outline the approach to the identification and commissioning of post 16 education for Flintshire’s young people.</p>	<p>Assurance</p>	<p>Chief Officer – Education, Youth & Culture</p>	
	<p>Looked After Children in Flintshire</p>	<p>To provide an update on the provision for Looked After Children. To include an update on the challenges, positive working and how young people were supported through the pilot to provide funding directly to looked after children</p>	<p>Assurance</p>	<p>Chief Officer – Social Services</p>	

		leaving care.			
20 July 10.00 am	Council Plan 2022-23 Year End Performance	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Performance Monitoring	Chief Officer – Social Services	

Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
	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)
Sept	Comments, Compliments and Complaints	To consider the Annual Report	Chief Officer (Social Services)
	Betsi Cadwaladr University Health Board Update	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

This page is intentionally left blank

Action tracking from Social & Health Care OSC February 2022

Item/Date	Discussion	Action	By whom	Status
19 January 23 Minutes	Need to contact BCHUB re update on Minor Injury Unit and IV suites	Contact BCUHB for update.	Facilitator	Completed. Email circulated.
19 January 23 Safeguarding	Councillor Ellis requested that all Members should be provided with contact details for agencies involved in Domestic Violence and Abuse.	The Senior Manager Children and Workforce to liaise with the facilitator to provide the information.	Facilitator and Senior Manager Children & Workforce	Completed. Email circulated.

This page is intentionally left blank



SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 2 nd March, 2023
Report Subject	Cultivating social work and occupational therapy students 'growing our own'
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Information only

EXECUTIVE SUMMAR

Social care is becoming more challenging as people have more complex, demanding social, health and care needs. It's therefore important that Flintshire Social Services have a strong and stable workforce which is key to delivering high quality, effective and consistent practice to our children, adults and families in our community.

Identifying the potential in our current workforce and investing in their development helps make employees feel valued. This in turn increases motivation, improves job satisfaction, nurtures a greater sense of loyalty and most importantly, supports improvement in practice and outcomes for the people we support.

Our managers are keen to spot and support motivated people to reach their full potential and will work in partnership with the Workforce Development Team to design a learning route appropriate to that individual.

Using supervision and staff appraisal additional training opportunities are available to support employees to meet the entry requirement for ongoing professional training.

We want our practitioners to remain in the sector and who are dedicated to supporting and improving the everyday lives of the people and families they work with.

RECOMMENDATIONS

1	That the committee acknowledge and support the efforts being made to cultivate and develop social work and occupational therapy students within the council.
---	--

REPORT DETAILS

1.00	EXPLAINING THE CULTIVATING SOCIAL WORK AND OCCUPATIONAL THERAPY STUDENTS 'GROWING OUR OWN'
1.01	<p>The Social Care Wales Workforce Development Programme (SCWWDP) has recently been reviewed and has increased the social work offer to local authorities. This includes increasing the ability to “grow our own”.</p> <p>We have therefore been in a position to increase our social work traineeship numbers. In 2021 we offered 4 places on traineeships across adults and children’s services. In 2022, due to additional funding we increased this number to 10 places.</p> <p>Additionally, Flintshire hosts 13 students a year from Glyndwr university. At present we have: -</p> <p>1st years x 10 2nd years x11 3rd years x 8</p> <p>Currently we have 3 members of staff training to become qualified occupational health therapists with one person qualifying with a first-class honour degree last year.</p> <p>It is anticipated that once completing their traineeships and graduating, these individuals will remain at Flintshire County Council therefore creating more stability in our workforce.</p> <p>We encourage employees to remain in the employment of FCC for a minimum of 3 years post qualification. Employees are required to sign a Learning Agreement when commencing their traineeship, agreeing to this.</p>
1.02	<p>We also support staff to undertake ‘step up’ qualifications in order to progress their roles through the Open University. During 2021/22 we have been fortunate to be able to fund 10 places on these qualifications. These modules together, are equivalent to the first year of the social work traineeship and we hope that upon successful completion many of our staff will progress to their second- and third-year studies before going on to qualify.</p>
1.03	<p>Within Social Services, our teams are keen to offer shadowing opportunities for interested colleagues for them to gain experience and knowledge of what the social work and occupational therapy role can entail.</p>

	Currently the situation regarding training opportunities for occupational therapy staff has undergone a change. These changes are part of wider issues relating to increased demand and capacity across Wales.
1.04	Flintshire County Council are committed to working with universities and Betsi Cadwaladr University Health Board (BCUHB) to develop and maintain a steady stream of opportunities for occupational therapy staff through training, mentoring, rotation, recruitment and retention.
1.05	<p>Continuous Professional Development</p> <p>Social workers and occupational health therapists are required to maintain their knowledge and skills throughout their career to demonstrate that they continue to meet the professional standards. As part of their registration, all social workers record their continuing professional development (CPD) with Social Care Wales to demonstrate to them and the public that they remain fit to practice.</p> <p>Our Workforce Development Team based within Social Services, supports continuous professional development across our social care sector in order to deliver a motivated and skilled workforce, with an emphasis on supporting staff retention.</p> <p>Flintshire social work and occupational therapy practitioners have access to a range of opportunities that support their development. An annual training plan is developed that supports the consolidation and advancement of key skills and knowledge to strengthen the workforce and improve outcomes for children, adults and families.</p> <p>We offer a variety of methods of delivery in addition to formal training and workshops and through our links with the North Wales Safeguarding Board, Social Care Wales and partnership with the Wales Union Learning Fund (WULF).</p> <p>We aim to build on this work and continue to support the sector towards a profession that's valued, feels valued, and has all the support to thrive within a positive working culture.</p>
1.06	<p>Occupational therapy traineeship - application process</p> <p>Information is circulated with employees working in social care invited to submit expressions of interest for the OT traineeship.</p> <p>Candidates must have Maths and English GCSE or equivalent, 112 UCAS Tariff points and evidence of recent academic study (In the last 5 years) to apply for the course.</p> <p>Interviews are conducted with FCC and successful candidates are then offered a further interview with Glyndwr university then selected for a place on the course.</p>
1.07	<p>Social Work traineeship - application process</p> <p>SW traineeship applications are considered annually from our employees who wish to progress into social work. Again, information is circulated across adults and children's settings. Those interested need their manager</p>

	support in order to be released from their duties to go on placements during years 2 and 3 of the course. Interviews are then held internally, and successful candidates are selected and offered a place on the traineeship with the Open University.
1.08	<p>Moving on to permanent positions</p> <p>Working in partnership with a number of universities in the past three years we have employed 25 newly qualified social workers. 6 of these are our own trainees undertaking their qualification through the Open University but the other 19 studied with Glyndwr, Chester and Liverpool John Moores University. The students from Glyndwr University are hosted by Flintshire for the 3 years of their degree and undertake their 2 long placements within Flintshire services. We host 13 students each year from Glyndwr and work with them to encourage them to apply for available posts on their qualification. Having this connection with the counties and teams students will often go on to apply for jobs in the teams they were placed in or other posts within Flintshire.</p>

2.00	RESOURCE IMPLICATIONS
2.01	There are no resource applications.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	N/A

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	N/A

5.00	APPENDICES
5.01	Appendix 1 - Flyer traineeship

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	N/A

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Jackie Goundrey, Workforce Development Manager Telephone: 01352 702670 E-mail: Jackie.goundrey@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	None.

This page is intentionally left blank

BA (Honours) Social Work (Wales)

Open University

Entry requirements for Social Worker

Traineeship (3 year degree)

Maths and English GCSE or Equivalent

- Access Course
- A Level (Previous)
- BTEC extended diploma
- NVQ type qualification not accepted alone
- Trusted assessor qualification alone not sufficient

Recent study (last 5 years)



Duration of Course

3 years with two separate 90 day placements in year 2 and in year 3 of traineeship.

For further information
please contact –

Workforce Development
team

WDT@flintshire.gov.uk

01352 702657

BSc (Honours) Occupational Therapy

Glyndwr University

Entry requirements for Occupational

Therapy Traineeship (4 year part time degree)

Maths and English GCSE or Equivalent

112 UCAS Tariff Points

- Access Course
- A Level (Previous)
- BTEC extended diploma
- NVQ type qualification not accepted alone
- Trusted assessor qualification alone not sufficient

Recent study (last 5 years)



Funding – NHS Wales/Student self-funds

Entry requirements- Some flexibility to account for experience but do need a good grounding in academic study

Time commitment – 18 hours per week plus full time placement

For further information please contact –

Workforce Development team

WDT@flintshire.gov.uk

01352 702657



SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 2 nd March, 2023
Report Subject	Flintshire Micro-Care Project
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Flintshire Micro-Care Pilot, funded through Foundational Economy, Cadwyn Clwyd, and Flintshire County Council was a groundbreaking pilot scheme within Wales that supported small enterprises (no more than 6 employees) or sole traders to deliver direct personal care and wider wellbeing services in Flintshire. The projects objectives were to;

- Strengthen the care market and to raise the profile of care as a career choice.
- Bring new people into the care sector or bring back those that had left it
- Develop local bespoke person-centred care solutions across the county
- Expand choice for people looking for care or well-being services
- Help micro-carers to set up and build sustainable businesses
- Create new employment opportunities

Following the successful completion of the pilot project, the council was successful in obtaining additional funding through the Welsh Government Foundational Economy Challenge Fund to enable Micro-Care to be developed into an established service offer within Flintshire.

This report will highlight the current status of Micro-Care in Flintshire and give an overview of the stages to become a Micro-Carer.

RECOMMENDATIONS

1	To provide an update for members on the Micro-Care project in Flintshire and to give an understanding of the process to become a Micro-Carer.
---	---

REPORT DETAILS

1.00	EXPLAINING THE MICRO- CARE PROJECT IN FLINTSHIRE
1.01	<p>There are now 30 active Micro-Carers in Flintshire which has grown from 24 at the start of the financial year. During that time there have been an additional 8 enterprises established with 2 enterprises having ceased trading, either due to personal reasons or to pursue an alternative career option. The vast majority (25) of these businesses offer direct care as well as well-being services.</p> <p>We have processed 21 enquiries to become a Micro-Carer since the start of January 2023 and are actively working with 7 of these to establish them as Micro-Care enterprises. 14 of the 21 enquiries are from people not currently working in a care role, and 4 out of 7 of the people being worked with currently are male, demonstrating Micro-Care's efficiency in attracting a demographic who had not previously considered a career in care.</p>
1.02	<p>Quarter 3 saw a major milestone reached in that council has its first Micro-Care enterprise delivering commissioned domiciliary care. This has been a major target since the project first began and is integral to the original aims of Micro-Care in Flintshire to address gaps in domiciliary care where agencies were unable to provide the support, either due to rurality or the structure of support required. This enterprise is currently delivering 11.5 hours of commissioned support for 2 individuals, with the brokerage team exploring further gaps that would be appropriate.</p>
1.03	<p>Micro-Care has diversified into providing support through the warm-hub housing project. While not delivering personal care services, 4 Micro-Carers supported the hubs by delivering activity and well-being sessions to those attending, with the aim of attracting and retaining people while supporting them with the cost-of-living crisis. Feedback from housing colleagues on the Micro-Carers involvement with these projects has been positive and reflected well on the work they have been doing.</p>
1.04	<p>The first Micro-Care enterprise to setup as a day service in Flintshire has been established in Flint and Saltney. This service supports people with early or middle stage dementia and provides meaningful activities for people to continue to utilise use their skills and promote their independence. This service has had great outcomes for those attending as well as providing a quality respite alternative. Services have been accessed through private purchase agreements, direct payments or the "bridging the gap" respite scheme, although this provider has passed the Quality Framework for commissioning Micro-Care so is available for commissioned day care in the future.</p>
1.05	<p>Prospective Micro-Carers identify the opportunity to become a Micro-Carer through several recruitment sources such as recruitment websites, Care@Flintshire website, leaflet, recruitment events, direct referrals from employment support agencies, and word of mouth. They are encouraged to email the Micro-Care team on micro-care@flintshire.gov.uk or call directly to enquire.</p>

1.06	Following initial contact, the person will be offered an introduction to the concept of Micro-Care, including how it works, how they would receive work, the regulatory position on Micro-Care and the requirements from the council to advertise their organisation on our list of Micro-Carers. The latter consists of six steps. They would be provided with an expression of interest form, which would help the person begin to explore what their business would be.
1.07	Following the submission of an expression of interest form, prospective Micro-Carers would be supported through the first step in considering their business profile. This would consider business activities, how, when and where they would operate, and their rates for services. At this stage details of contacts at Social Firms Wales and Business Wales will be shared for specialist business advice.
1.08	A prospective Micro-Care will then be supported to develop the recording systems and policies that are required when working in social care. Recording systems would be paperwork such as care plans, notes from visits, medication recording, and financial transaction recording. This would also be the point where Micro-Carers would be referred to the principles and tools associated with the Progress for Providers Accreditation.
1.09	Along with some of the development activities required to become a Micro-Carer, due diligence on the person is also completed. This is in the form of obtaining previous employment references, a Disclosure and Barring Service (DBS) check, and a manual search on the Social Care Wales register to ensure people have not been previously prevented from working in social care.
1.10	Micro-Care providers will also be required to undertake mandatory training courses in several areas integral to the delivery of safe social care practice. This will be dependent on the activities outlined in the business profile but courses such as safeguarding and infection control would be mandatory, along with moving and positioning and medication for those delivering direct personal care. Training is provided free of charge by the Flintshire County Council Workforce Development Team, and existing training would also be recognised and accepted if undertaken within a suitable timeframe.
1.11	The final steps for Micro-Carers would be to obtain public liability insurance for their business and to register with HMRC. At this point the Micro-Carers details would be displayed on the circulated list of Micro-Care providers and they will begin marketing their services across their local area.
1.12	Throughout the process of setting up as a Micro-Carer the person will be supported through regular meetings with officers, either in person or online, and will be referred to partner agencies for specialist advice. They are also supported financially through a seed funding application. This is a specific element of the grant received from Foundational Economy Challenge Fund, and administered by Social Firms Wales, which is reserved to support enterprises with start up costs. Such start up costs

	include DBS applications, insurances, work phones, marketing costs and IT resources.
1.13	To enable the commissioning of Micro-Carers there is an additional step in the “Quality Framework”. This would require providers to demonstrate they have understanding and competency in a number of areas that are integral to the delivery of social care services and are able to sign the terms and conditions required by the council. Commissioned Micro-Carers are also monitored on an annual basis by the Contracts Team which mirrors the process for registered providers.

2.00	RESOURCE IMPLICATIONS
2.01	The project is funded through the Foundational Economy Challenge Fund. Along with a full-time officer assigned to the project, funding has been provided for project costs and IT development. An allocation of seed funding and development grants are available through this funding, but this is passed to Social Firms Wales to administer. As part of the application for funding, the council has committed to providing a full time Contracts Officer, and the contribution of time from the Commissioning Manager and Contracts Manager.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Micro-Care is an unregulated service which means that it is not inspected by Care Inspectorate Wales, providing the enterprises do not provide personal care services to more than 4 individuals. This makes Micro-Care a more accessible option for people looking to start up their own enterprise in social care and creates more options for people looking for social care services. However, the lack of oversight from a regulatory body can be seen as a risk.
3.02	Our approach to Micro-Care ensures that we undertake due diligence when supporting people to start up as a Micro-Carer, ensuring checks on DBS status, insurance status, fitness to work and references. For privately purchased care the responsibility rests with the individual to monitor the quality of the services they purchase, the details on how to refer cases of poor quality back to the council are made clear in the Micro-Carer’s complaints policy. The team are also working closely with Welsh Government on their engagement of Micro-Care to establish a national policy position.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	There is regular consultation with people being supported to become a Micro-Carer on how the process is working for them. We also hold network meetings to enable active Micro-Carers to feedback into changes they want made to the project and to share any operational issues they face.

	The working patterns of Micro-Carers are considered when arranging the timing of these meetings.
--	--

5.00	APPENDICES
-------------	-------------------

5.01	None.
------	-------

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
-------------	--

6.01	https://www.careatflintshire.co.uk/en/Micro-care/Welcome.aspx
------	---

7.00	CONTACT OFFICER DETAILS
-------------	--------------------------------

7.01	<p>Contact Officer: Jane Davies - Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk</p>
------	---

8.00	GLOSSARY OF TERMS
-------------	--------------------------

8.01	<p>Micro-Care Business/Enterprises – Care businesses providing care services and employing no more than 5 people.</p> <p>Quality Framework – is a document which sets out the core commitment to quality in social care. It is designed to ensure that once all essential criteria are completed a micro-care providers will be trained to a sufficient level and able to undertake care packages via our commissioning team.</p> <p>Progress for Providers Accreditation – An accreditation scheme to assess the quality of individualised care and support from care providers</p> <p>Foundational Economy Challenge Fund – Funding for a series of experimental projects enable Welsh Government to test how they can support the services and products which every citizen relies, such as care, food and housing.</p>
------	--

This page is intentionally left blank



SOCIAL & HEALTHCARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 2 nd March 2023
Report Subject	Residential Care Services for Children and Young People
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer: Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire County Council has commenced an ambitious programme to develop in house Residential Children’s Care Homes as part of a ‘Care Closer to Home’ strategy (see Section 6: Accessible Documents). The strategy sets out our intention to build our own in in house residential care to provide local, high quality, registered care that meets the needs of our looked after children. Integral to this provision will be establishing a motivated and skilled residential workforce with effective and supportive leadership.

This report sets out progress in delivering the following projects identified in our ‘Care Closer to Home’ Strategy:

- Tŷ Nyth - a registered Home with MST therapy to support family reunification
- Y Dderwen - a registered Home providing long term placement stability
- Mesen Fach – a crisis flat offering short term placements in emergencies
- Small Group Homes supporting 1 or 2 children in bespoke community-based settings

The report also confirms progress with staff recruitment and workforce development.

RECOMMENDATIONS	
1	The report seeks to update members of progress to develop our in-house residential care as part of our ‘Care Closer to Home’ strategy.

REPORT DETAILS

1.00	EXPLAINING THE RESIDENTIAL CARE SERVICES FOR CHILDREN AND YOUNG PEOPLE REPORT
1.01	Tŷ Nyth – Supporting Family Reunification
1.02	Tŷ Nyth (Nest House) has been designed to support the safe and appropriate reunification of looked after children from care to family. The service can also support young people to move from residential care to foster placements. The Home can support up to 4 children at any one time.
1.03	The provision is a grant funded partnership venture between Flintshire (host), Wrexham and BCUHB and builds on the well-established MST service that successfully supports families whose children are on the edge of care.
1.04	The model that will become operational at Tŷ Nyth is MST-FIT which stands for Multi Systemic Therapy - Family Integrated Transitions. The MST-FIT model consists of two distinct yet complementing parts.
1.05	<p>Part 1: 12-week residential stay at Tŷ Nyth</p> <p>The residential care staff at Tŷ Nyth will have specialist training in DBT (Dialectical Behavioural Therapy). DBT is an evidence-based intervention for emotional regulation and distress tolerance. Staff will work with a child to learn skills to recognise and manage their feelings as well as social skills to help in family life. The DBT skills young people learn include:</p> <p>Mindfulness Skills for decreasing impulsiveness and rigid thinking, and for increasing awareness of thoughts and feelings. This will help children be aware of their surroundings and feelings and to act wisely.</p> <p>Emotion Regulation Skills for understanding the function of emotions and for managing difficult emotions. This will help children better understand emotions and ways of getting control over their emotions.</p> <p>Distress Tolerance Skills for managing stress and accepting parts of life that can feel unfair or painful. This will help children deal with upsetting emotions or situations without making things worse</p> <p>Interpersonal Effectiveness Skills & Social Skills for pro-social assertiveness, managing conflict, and building healthy relationships. This will help the child get what they want from other people in positive ways and to build healthy relationships.</p> <p>Practitioners keep in close contact with parents and carers who are welcome to join in skills sessions in the home.</p>

	During their stay young people increase their overnight stays with family every four weeks until at the end of 12 weeks they are living with their family full time.
1.06	<p>Part 2: MST-FIT</p> <p>After 4 weeks at Tŷ Nyth, an MST therapist will begin to work with the family to prepare for their child's return home.</p> <p>An MST therapist will work with the family for 2 months before the planned return home. The work is intensive with 2-3 coaching sessions each week to help make sure the transition home goes as smoothly as possible.</p> <p>MST is a treatment model that targets systemic factors that create the context for problematic behaviour. The MST-FIT team will work both directly with the parents and where appropriate the young person utilising evidence-based intervention, including:</p> <ul style="list-style-type: none"> • DBT (Dialectical Behaviour Therapy) mirroring the work completed in Tŷ Nyth • CBT (Cognitive Behaviour Therapy) • Motivational Interviewing and relapse prevention • Family Therapy • Behavioural Interventions <p>The therapist will work on the behaviours that may have led to a child being in care in the first place. This could be aggression and violence at home, running away, committing crime or self-harming and other risky behaviours.</p> <p>The therapist will continue to work with the family for up to 4 months after their child returns home. Therapists from the Team are on call 24 hours a day, seven days a week.</p>
1.07	A registration application has been submitted to CIW for Tŷ Nyth and we await their determination.
1.08	Y Dderwen – Long term home
1.09	Y Dderwen ('Oak Tree') has been designed as a long-term home for looked after children. We have developed a modern, homely environment that enables us to support 4 children locally. Like Tŷ Nyth the Home has been designed to meet very high RISCA (Regulation and Inspection of Social Care (Wales) Act) specification requirements including the installation of ensuite facilities for every bedroom and a sprinkler fire suppressant system.
1.10	We are seeking to train the residential care staff at Y Dderwen in Dyadic Developmental Practice (DDP) therapy. DDP is a treatment for children who had experienced neglect and abuse in their birth families and suffered from significant developmental trauma.
1.11	Troubled children may have had many changes in the people who look after them and find it hard to trust adults. They may believe that parents

	aren't safe and can't always be turned to for comfort and help. They may develop insecure attachments and try to stop their new parents from becoming emotionally close to them. The therapy helps the children learn to trust. It is family-based and involves the child with his or her caregivers.
1.12	A registration application has been submitted to CIW for Y Dderwen and we await their determination.
1.13	Mesen Fach - crisis flat / annex
1.14	Mesen Fach ('Little Acorn') is a crisis flat that has been designed to offer short term emergency support to children. The provision is annexed to Tŷ Nyth with its own separate entrance. One child at a time can be supported at Mesen Fach and the Home will have its own registration and operate separately from Tŷ Nyth. However, management oversight and leadership will be provided by the Manager and Deputy Manager at Tŷ Nyth.
1.15	The provision is a grant funded partnership venture between Flintshire (host), Wrexham and BCUHB.
1.16	Small Group Homes
1.17	There is a small cohort of young people who will not be suitable for shared living and will need either solo placements, placements with their siblings, or to live with a maximum of 1 other young person. The placements are difficult to source from the independent sector and where available they are very expensive.
1.18	2 local authority properties have been provided to Social Services to be established using a 'Small Groups Home' model. Small Group Homes provide community based registered Children's Homes for children with specific needs. One Home is in Mold and the other in Shotton. Both properties have been fully refurbished to the standards that are required under RISCA legislation. As these properties are smaller provisions, they do not require ensuite facilities.
1.19	A registration application for one provision is at its final stage with CIW with a variation being prepared to extend registration to the second property.
1.20	Workforce Recruitment: Residential Care
1.21	Strong, value-based leadership is integral to ensuring a compassionate, high quality and nurturing culture with Children's residential care. We have invested in recruiting, and developing, a management team to lead our service development in an area of service provision that is new to the local authority.
1.22	To support the establishment of the Service, the role of our RI (Responsible Individual) for Adults Services, has been extended on an interim basis. This has enabled organisational knowledge, experience and good practice to inform our service development. Once established we will be seeking to recruit a specific RI for Children's Services to then lead the service and oversee any further expansion of in-house children's residential provision.

1.23	<p>To meet registration requirements, requisite staffing levels and the infrastructure to provide effective support and oversight of the care provided, we will need to recruit:</p> <table border="1" data-bbox="320 271 1385 683"> <thead> <tr> <th data-bbox="320 271 512 376">Home</th> <th data-bbox="512 271 671 376">Manager</th> <th data-bbox="671 271 842 376">Deputy Manager</th> <th data-bbox="842 271 1034 376">Senior residential worker</th> <th data-bbox="1034 271 1233 376">Residential worker</th> <th data-bbox="1233 271 1385 376">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 376 512 421">Tŷ Nyth</td> <td data-bbox="512 376 671 421">1</td> <td data-bbox="671 376 842 421">1</td> <td data-bbox="842 376 1034 421">1</td> <td data-bbox="1034 376 1233 421">8</td> <td data-bbox="1233 376 1385 421">11</td> </tr> <tr> <td data-bbox="320 421 512 454">Y Dderwen</td> <td data-bbox="512 421 671 454">1</td> <td data-bbox="671 421 842 454">1</td> <td data-bbox="842 421 1034 454">1</td> <td data-bbox="1034 421 1233 454">8</td> <td data-bbox="1233 421 1385 454">11</td> </tr> <tr> <td data-bbox="320 454 512 533">Mesen Fach</td> <td data-bbox="512 454 671 533">/</td> <td data-bbox="671 454 842 533">/</td> <td data-bbox="842 454 1034 533">1</td> <td data-bbox="1034 454 1233 533">7</td> <td data-bbox="1233 454 1385 533">8</td> </tr> <tr> <td data-bbox="320 533 512 638">Small Group Homes</td> <td data-bbox="512 533 671 638">1</td> <td data-bbox="671 533 842 638">1</td> <td data-bbox="842 533 1034 638">1</td> <td data-bbox="1034 533 1233 638">12</td> <td data-bbox="1233 533 1385 638">15</td> </tr> <tr> <td data-bbox="320 638 512 683">Total</td> <td data-bbox="512 638 671 683">3</td> <td data-bbox="671 638 842 683">3</td> <td data-bbox="842 638 1034 683">4</td> <td data-bbox="1034 638 1233 683">35</td> <td data-bbox="1233 638 1385 683">45</td> </tr> </tbody> </table> <p data-bbox="320 719 1050 757">The Managers Tŷ Nyth will also cover Mesen Fach.</p> <p data-bbox="320 792 1313 831">There will be one set of Managers covering the 2 Small Group Homes</p> <p data-bbox="320 866 1313 943">We will also need to recruit relief staff to ensure that there is sufficient contingency cover for staff absence.</p>	Home	Manager	Deputy Manager	Senior residential worker	Residential worker	Total	Tŷ Nyth	1	1	1	8	11	Y Dderwen	1	1	1	8	11	Mesen Fach	/	/	1	7	8	Small Group Homes	1	1	1	12	15	Total	3	3	4	35	45
Home	Manager	Deputy Manager	Senior residential worker	Residential worker	Total																																
Tŷ Nyth	1	1	1	8	11																																
Y Dderwen	1	1	1	8	11																																
Mesen Fach	/	/	1	7	8																																
Small Group Homes	1	1	1	12	15																																
Total	3	3	4	35	45																																
1.24	<p>Recruiting to all posts has been a challenge. As we have not run our own Children's Homes for at least 3 decades we do not have a supply of candidates experienced in working in Children's Homes. Positively, we have managed to recruit a small number of staff from within Adult Services, primarily with extensive experience in support young adults with learning disabilities. This cohort of staff have brought skills, insight and knowledge from that service area. However, the position is that we have had to seek to recruit from within a very competitive and vibrant workforce market. On the whole recruitment has been, and remains, a challenge and a risk for the programme. Initial progress in recruiting to all posts was slow but has picked up pace, particularly since the new year.</p>																																				
1.25	<p>Our current position is that by the end of March 2023 we will have sufficient workforce for Tŷ Nyth, Y Dderwen, and 1 Small Group Home. The residual vacancies within those establishments are for the 3 senior residential care worker posts.</p>																																				
1.26	<p>Recruitment initiatives continue to ensure the recruitment of 2 senior residential care workers and 13 residential care staff for Mesen Fach and one other small group.</p>																																				
1.27	<p>To date 3 relief staff have been recruited and that number will need to be scaled up as the provisions come on stream.</p>																																				
1.28	<p>Workforce Recruitment: MST-FIT</p>																																				
1.29	<p>The MST FIT Team will consist of a Supervisor/Team Manager, Relief Supervisor, 4 Therapists and a Business Support Officer. The recruitment process has taken a number of months, but we are now at the point that the only vacancy is 1 Therapist post.</p>																																				

1.30	As the majority of the team is in place they have been allocated cases that have been referred to our long standing MST Team to prevent waiting lists. Once Tŷ Nyth is open the MST FIT Team will have a mixed caseload supporting families and children in, and having just left, Tŷ Nyth as well as edge of care cases. This approach will ensure maximum use of their capacity and skills and enable us to extend the number of families supported.
1.31	Phasing of Opening
1.32	There are multiple factors that will determine the timelines for opening the provisions which include: <ul style="list-style-type: none"> • CIW registration • Workforce recruitment, induction and training • Identification of children and assessment of compatibility
1.33	At this stage we are not able to provide a specific opening dates. With significant caveats we can provide the following indicative phasing as a guide of intent that will be continuously reviewed: <ul style="list-style-type: none"> • Small Group Home 1: April 2023 • Tŷ Nyth: May 2023 • Y Dderwen: June 2023 • Small Group Home 2: August 2023 • Mesen Fach: September 2023
1.34	When each provision opens there will be a phased plan for the number of children moving into the provision to ensure an appropriate pace and expansion to meet their individual needs.

2.00	RESOURCE IMPLICATIONS
2.01	A combination of Welsh Government grant programmes and financial investment through the Council's Medium Term Financial (MTF) Plan are being used to fund the development of the Residential Homes. The funding will enable the establishment of in-house provision and the gradual rebalancing of expenditure from high cost out of county placements to support the revenue costs of in-house provision once grant funding ceases.
2.02	The Tŷ Nyth site was purchased with funding provided through the Welsh Government Intermediate Care Fund. The site purchase included the Y Dderwen and Mesen Fach buildings.
2.03	The renovation of Tŷ Nyth and Mesen Fach has been met in full through the Regional Integration Fund (RIF). Revenue costs for both provisions including the MST-FIT Team will be met by RIF for the next 4 years. There is an element of match finding for this grant which is being met by BCUHB through the provision of the MST Supervisor/Team Manager position. During the next 4-year lifecycle of the RIF fund there will be an

	element of tapering of funding (currently subject of a national review) with any shortfall being jointly shared between Wrexham County Council and Flintshire County Council. Commitments and obligations are being set out in a legal contract which is at the final stages of completion.
2.04	The development and revenue costs associated with Y Dderwen and the 2 Small Group Homes are being met from two Welsh Government Grants. Firstly, a Safer Accommodation grant of £75k for 2022/2023 and an additional 3 year Welsh Government Grant that has been allocated to support a national programme of eliminating profit from Children's social care. £350k has been allocated from the eliminating profit fund for 22/33. Indicative allocations for the next 2 years are 2023/24 - £501,212 and 2024/25 - £561,000.
2.05	As identified in para 2.01 the next 3 years will mark a transition phase as we establish in house provision and, over time, seek to reduce our reliance on out of county. This will be a gradual phasing as children will need to continue to be supported in their out of county placements, where this is in their best interests, whilst local authority infrastructure is developed. We will continue to work closely with local independent providers to ensure that we achieve a sustainable market model to ensure placement sufficiency and the delivery of positive outcomes for our looked after children, within the 'eliminating profit' principles and framework set by Welsh Government. This will require joint working and a strong partnership approach with local providers.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The prospective development of additional in-house residential provision will require significant workforce recruitment and staff development. Recruitment within the social care sector is challenging and an innovative approach towards both recruitment and retention will be necessary in a competitive employment market. This will include recruiting for 'values', funding intensive training on therapeutic models for support, investment in senior residential roles to provide visible and accessible role modelling with each provision and a programme of leadership development and coaching for managers.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The North Wales Population Needs Assessment (April 2022) collated stakeholder feedback relating to children's services and service providers.
4.02	We have worked with our Young Voices Out Loud Group, which consists of young people who are looked after as well as care leavers, to look at potential names for the Homes. The young people were clear that they wanted to keep the continuity of Tŷ Nyth and were keen that the names for the other Homes were aligned to nature, nurture, growth, strength and development. They suggested trees as names which has informed the final names for the provisions.

4.03	Young people have also provided us with some very clear messages about the Homes needing to be homely, not having official notice boards up, and have been involved in the selection of some of the artwork and soft furnishing.
------	--

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Care Closer to Home: Placement Commissioning Strategy approved by Joint Education, Youth & Culture & Social & Healthcare Overview and Scrutiny Committee on 30 June 2022 https://committeemeetings.flintshire.gov.uk/documents/s71129/Placement%20Commissioning%20Strategy.pdf?LLL=0

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Craig Macleod, Senior Manager: Children Telephone: 01352 701313 E-mail: craig.macleod@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>The Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA): The Act became law on 18th January 2016 and provides the statutory framework for the regulation and inspection of social care in Wales.</p> <p>Responsible Individual (RI): The Regulation and Inspection of Social Care (Wales) Act 2016 requires providers to designate a Responsible Individual (RI) for each place at, from or in relation to which a regulated service is provided as part of the registration process.</p> <p>Regional Integrated Fund: The Health & Social Care Regional Integration Fund is a five year fund from April 2022-March 2027. The fund is intended to enable integration of health and social care services.</p> <p>Medium Term Financial Strategy (MTFS) : A strategy that provides a financial framework within which financial stability can be achieved and sustained in the medium term to deliver the Council's key strategic outcomes, priorities and sustainable services.</p>

Tŷ Nyth – Supporting Family Reunification



Y Dderwen – Long term home



Mesen Fach - crisis flat / annex



This page is intentionally left blank



SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 2 nd March, 2023
Report Subject	Flintshire Provider Services – Regulatory Issues, Service Effectiveness and Development
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

This report describes the role of the Responsible Individual, the requirements of this role and how in house regulated services have performed over the last 12 months.

The Responsible Individual is a statutory requirement for all organisations in Wales who deliver care services. In Flintshire Mark Holt is the Responsible Individual and as well as visiting all services a minimum of four times per year, must collate evidence to measure services against the Regulation and Inspection of Social Care (Wales) Act (2016).

The services covered under this report are:

- Older People’s residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti.
- Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plar Yr Ywen.
- Older People’s Community Support – Holywell, Deeside and Mold localities.
- Short-term respite for people with a learning disability – Hafod and Woodlee.
- Supported Living – 17 houses across Flintshire.
- Childrens services - Tŷ Nyth, Park Avenue and the small Group Homes

The methodology for collecting evidence includes, file audits, health and safety visits, record keeping, safeguarding, team meetings and consultation with service users and families. It also uses inspections from Care Inspectorate Wales, we have received six inspections since August 2022 and Councillor rota visits.

In summary the Responsible Individual reported a high level of confidence in all areas of the service and there has been significant improvement in supported living, short-term respite care as well as investment in the newly expanded Marleyfield House.

RECOMMENDATIONS

1	That members accept the report and note the requirements of the role of Responsible individual.
---	---

REPORT DETAILS

1.00	EXPLAINING THE FINDINGS OF THE RESPONSIBLE INDIVIDUAL
1.01	The role of the Responsible Individual is a statutory requirement of any organisation in Wales who provide care services that are registered with Care Inspectorate Wales. This role carries a legal responsibility for the Council.
1.02	The role is required to ensure that the statutory guidance, as set out in the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA), is adhered to and that the services being delivered are to a sufficient standard and meet regulatory requirements.
1.03	<p>There are a total of 84 regulations that cover all aspects of care provision. The Responsible Individual has the responsibility to evidence good practice and report if a service falls short or there are potential risks identified.</p> <p>In addition Flintshire Councillors complete annual rota visits that consider the environment that people reside in as well as the experiences of people who use our services.</p>
1.04	<p>Within Flintshire Council there are registered services in a number of different areas these are Older People's provider services, Learning Disability services and for the first time for many years the newly established in house children's provision. Each service area has to provide its own statement of purpose and we are inspected and monitored on an annual basis by Care Inspectorate Wales.</p> <p>The current services are as follows:</p> <ul style="list-style-type: none"> • Older People's residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti. • Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plar Yr Ywen. • Older People's Community Support – Holywell, Deeside and Mold localities.

	<ul style="list-style-type: none"> • Short-term respite for people with a learning disability – Hafod and Woodlee. • Supported Living – 17 houses across Flintshire. • Childrens Services - Tŷ Nyth, Park Avenue and the small Group Homes <p>Currently the service’s employ in excess of 500 staff on a variety of full and part time contracts.</p>
1.05	<p>A number of methods are used to collect evidence to complete the overall findings of each of the services. Time is spent in each service looking at the operational running, the record keeping, the reporting and that paperwork is up to regulatory standards. Meeting are held with service users, staff, families and managers every six months so that they can give their views on what is working well and what we could improve.</p> <p>The Responsible Individual is also required to submit an annual report for each service to Care Inspectorate Wales in May of each year. It is important to point out that the work of the Responsible Individual is in addition to an annual inspection process as set out and completed by Care Inspectorate Wales.</p>
1.06	<p>The following is a summary of the findings within each of the service area from the Responsible Individual, Care Inspectorate Wales and the Councillor Rota visits.</p> <p>Residential care – the Responsible Individual can report a high level of confidence in residential care homes in Flintshire. All three homes demonstrate a high level of knowledge, skill and training of their staff teams. Systems are in place and are designed to benefit the individual resident. Training is up to date and whilst some staff raised concerns about some training still being online, the majority of the workforce had adapted to the change.</p> <p>The evidence shows that staff are well supported, and this was backed by staff comments, all of whom stated that they felt that they could raise concerns with their manager or senior managers within the organisation. Paperwork was at a high standard and documentation was person centred and relevant to the individual.</p> <p>Care Inspectorate Wales have also acknowledged in their recent reports that the quality of paperwork is high and the care homes show a high level of empathy and understanding to the individuals within our care.</p> <p>Rota visits to the homes also identified that the homes felt warm and the staff’s caring nature was commented on. These visits also identified that the buildings themselves were well maintained and in the case of Marleyfield House the extension was described as stunning. It was particularly noted that this investment has allowed residents to have en-suite rooms; that are spacious; with a balcony and this has transformed the way people perceive residential care.</p>

	<p>Resident and family feedback is positive, one resident suggesting she gets better treatment than the King, whilst another said “its not my home, but its as close as you will ever get.”</p> <p>In terms of areas identified that we need to address or be aware of. Recruitment and retention of staff remains, as it was last year, the greatest risk. The number of applicants and the HR delays have led to shortages across the service and this puts additional strain on existing staff.</p>
1.07	<p>Extra care housing</p> <p>The Responsible Individual reported a high level of confidence in Extra Care schemes in Flintshire. The reports for the last 12 months show positive outcomes for individuals, with a strong focus on people maintaining their independence. They have also reported that activities have increased as we have moved out of the pandemic.</p> <p>Staff across all four schemes showed a high level of satisfaction working in extra care. A number of staff said they were proud to be part of Flintshire and felt their working environment was excellent. Tenants shared the view about the scheme’s, one person stated that living in extra care had helped with their confidence and they were now able to do things for themselves again.</p> <p>Extra care has also successfully supported eight people who were living in residential care to becoming more independent within their own extra care apartment.</p> <p>Care Inspectorate Wales reported that the service showed a high level of quality and had built a positive culture to improve peoples lived experience.</p> <p>Flintshire now has four extra care schemes, with Plas Yr Ywen in Holywell opening in March 2021. Plas Yr Ywen has settled really quickly and with the new style bistro dining this is a popular scheme for those living there and already has a growing waiting list.</p> <p>Two areas that the service needs to consider in terms of potential risk and / or improvement.</p> <p>Meals – the general feedback for food is good, however there have been complaints raised my tenants and families at both Llys Jasmine and Llys Raddington. Whilst this is the responsibility of the registered landlord, we work closely with them to ensure that quality improves. There has been an improvement in the food, however this remains under constant review.</p> <p>Fees – The service charge for tenants in all four schemes has recently increased significantly by an average of £80 per week. There has only been one formal complaint that was addressed to Wales and West Housing, however in conversation with tenants they were concerned about the increase and the cost of living.</p>

1.08	<p>Community support and supported living. The Responsible Individual reported a high level of confidence in Community support and supported living in Flintshire. This is an area that has seen a significant improvement in the last 12 months.</p> <p>Both these service areas deliver care into people’s own home, the significant difference being that supported living is 24 hour support for people with a learning disability and Community Support is 7am – 11pm predominantly for older people.</p> <p>The services have seen improvements in staff training and knowledge, recording and reacting to health changes, person centred outcomes and collaborative working with other agencies. All of these areas were recognised in the recent five-day Care Inspectorate Wales inspection and despite this being a rigorous experience for managers and staff it did highlight the exceptional quality of a very difficult service to deliver.</p> <p>Community support has maintained its reablement delivery whilst increasing its own capacity which has been invaluable as the service continues to respond to the challenges of increasing demand via hospital discharge.</p> <p>The feedback from relatives and people who use the service has been excellent, one person reflected “the staff treat me with such care, nothing is too much trouble” and a family member stated “our son has complex needs, yet the staff are so skilled in understanding what he needs and how to look after him.”</p> <p>The biggest area of risk for homecare and supported living is like residential care, recruitment. Over the last six months we have had only 6 people apply for a role in Homecare. This is at the same time as we are trying to expand and grow our share of the market and increasing pressures from record levels of hospital discharges. This is not a situation that can continue as it is not sustainable in the mid to long term.</p>
1.09	<p>Short term care – Hafod and Woodlee Both Hafod and Woodlee short term houses have reopened after the pandemic, which has been welcomed by people who use the service and their families.</p> <p>The recent Care Inspectorate Wales reports were extremely positive and this view has been shared by the Responsible Individual and recent rota visits. Whilst closed the service has been proactive in ensuring that processes, paperworks, training, risk assessments etc. are in place and that staff understand their role completely.</p> <p>This hard work has paid off in terms of the quality within the service which is exceptional. The staff have developed a positive working ethos and they have described how happy and well supported they feel. Staff were also content that they could raise concerns as there was a professional and supportive approach taken by Managers.</p> <p>Activities in the community have restarted, however they have been slow since the pandemic and whilst this is understandable there is a need for</p>

	this to improve so that the service can offer an even better experience during their stay.
1.10	Children's services We now have the additional element of children's services and are currently going through the process of completing all registrations with Care Inspectorate Wales. Once complete this will offer much needed support to 10 young people and will include emergency support, therapeutic interventions and residential care.

2.00	RESOURCE IMPLICATIONS
2.01	<i>Revenue: there are no implications for the approved revenue budget for this service for either the current financial year or for future financial years.</i> <i>Capital: there are no implications for the approved capital programme for either the current financial year, however there are future challenges in all care settings due to the increased cost of living. Higher food, utilities, fuel etc.</i> <i>Human Resources: As described, recruitment and retention remains a challenge</i>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Not required

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	As part of the RISCA regulations there is a statutory duty for the Responsible Individual to engage with the people who use our services. Regulation 76 states: The responsible individual must put suitable arrangements in place for obtaining the views of <ul style="list-style-type: none"> a) The individuals who are receiving care and support, b) Any representatives of those individuals, c) Service commissioners, d) Staff employed at the service.

5.00	APPENDICES
5.01	Appendix 1 – Snapshot of services

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Mark Holt – Responsible Individual Telephone: 01352 701383 E-mail: Mark.holt@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Responsible Individual – the specific role that ensures that provider services meet the statutory requirements as set out in the Regulation and Inspection of Social Care (Wales) Act (2016).</p> <p>RISCA – this is the abbreviation for the Regulation and Inspection of Social Care (Wales) Act (2016). These are the statutory requirements for all provider services who operate in Wales.</p> <p>Care Inspectorate Wales – is an independent National body who inspects and monitors care services throughout Wales.</p>

This page is intentionally left blank

Marleyfield House



Barney the therapy dog has made a visit to the home.

Page 53



Marleyfield House residents enjoying a visit from Buckley Singers and Santa.

Plas Yr Ywen

Tenants from Plas enjoyed their first trip to the panto



Valentines at Plas



ITV recently came to Plas Yr Ywen to film the tenants and some young people from the local community to discuss a book the girls were promoting on helping teens. They spoke to the residents on how life is different now to when they were growing up.



Romance is in the air as the couple above celebrate their engagement with plans to marry in the summer

Woodlee and Hafod – Short Term Care



Page 55

Short Term Care - Paula and Susan (identical twins) who usually stay at Woodlee, were supported to bake some Cornish pasties to enter into the best pasty competition run by HFT. They didn't win but they enjoyed taking part.



Karl who usually stays at Hafod loves Christmas and seeing all of the decorations. He wanted to go to the garden centre to see all of the fancy decorations and had his lunch there. is in the air as the couple above celebrate their engagement with plans to marry in the summer

Lys Eleanor



Llys Gwenffrwd and Llys Jasmine – Pancake Day



Pancake Day – always lots of fun with a few near misses



Homecare teams



Members of our homecare teams out and about supporting local people

