

## **FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:** **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**DATE:** **1<sup>ST</sup> MAY 2014**  
**REPORT BY:** **DIRECTOR OF COMMUNITY SERVICES**  
**SUBJECT:** **CSSIW INSPECTION REPORT – COMMISSIONING DEMENTIA**

### **1.00 PURPOSE OF REPORT**

1.01 To inform members about the outcome of a national review of commissioning in adult social care. The review included an inspection of how well services for people with dementia and their carers are being commissioned in Flintshire.

### **2.00 BACKGROUND**

2.01 The Care and Social Services Inspectorate for Wales (CSSIW) conducted a national review of commissioning in adult social care between July 2013 and January 2014. The review was conducted in partnership with Healthcare Inspectorate Wales (HIW) and Auditor General for Wales (AGW).

2.02 The review was conducted in two phases. The first phase involved the completion of a self-assessment by local authorities, evaluating the quality of their overall commissioning with their partners in relation to their strategic priorities. This was followed by a meeting with CSSIW to verify the evidence contained within the self-assessment.

2.03 The second phase comprised field work which focused on the commissioning of services for people with dementia and their carers. The inspectorate visited five local authorities including Flintshire. Flintshire was the only authority in North Wales to be selected.

2.04 A site visit lasting three days was undertaken in early January 2014. Three inspectors, along with a representative from the Welsh Audit Office tracked five current cases of service users living with dementia. They visited the resources used by these service users, met support staff, their carers and family members. They interviewed the professionals involved from Health and Social Care and had access to all documentation.

2.05 The inspectors also held focus groups with large numbers of representatives from the voluntary sector, the independent sector, as well as our in-house care teams. They undertook a series of meetings at all levels of the organisation including elected members and met

with Strategic Managers from BCUHB.

- 2.06 The CSSIW report on commissioning arrangements in Flintshire is attached. The report forms part of the wider National Report entitled “National Review of Commissioning for Social Services in Wales 2014”. The national report can be found at:

<http://cssiw.org.uk/our-reports/national-thematic-report/2014/?lang=en>

### **3.00 CONSIDERATIONS**

- 3.01 Flintshire’s report was published on CSSIW website on 16<sup>th</sup> April 2014. Overall it is very positive about the services in place for people living with Dementia in this Authority. In relation to our Commissioning Strategy for people living with Dementia it states .....
- 3.02 “Flintshire County Council’s Commissioning Strategy for long term placements for older people with Dementia is a comprehensive document which considers current and future demand and links this to budget information and the state of the market place. The analysis and conclusion decisions are sophisticated and advanced and put the Local Authority in the position of making sound long term decisions and managing the market rather than working in a reactive way. They also have a very detailed strategy for concerns”.
- 3.03 The report goes on to identify a number of areas of “best practice” it found in Flintshire namely:-
- i. The “Living Well” domiciliary care team supporting people living with Dementia using in-house domiciliary care staff.
  - ii. The North East Wales Carers Information Service (NEWCIS) as a model of best practice in supporting carers and families, (indeed a follow up visit by Marya Shamte Head of CSSIW has been arranged for early May).
- 3.04 Flintshire’s Community Care Brokerage Service was described as proactive commended for brokering Continuing Health Care packages in order to ensure that CHC and palliative care is provided in a timely way and that processes work smoothly for Providers across Flintshire.
- 3.05 The report recognised Flintshire’s contribution to the development of a Regional approach to commissioning through its work with the North Wales Regional Commissioning Hub and the development of a Regional Framework for domiciliary providers. It highlighted Flintshire’s focus on ‘quality and responsiveness of services’, noting that the Authority does not commission 15 minute domiciliary care calls and describing relationships with providers as “very positive and very collaborative”.

- 3.06 The inspection report acknowledges the current lack of resources in terms of specialist EMI nursing home placements within Flintshire boundaries and the challenge this presents in the face of growing demand for the future.
- 3.07 The report states that “partnership arrangements with BCUHB for people with dementia are not as effective or developed as they should be.” Inspectors report that they were informed BCUHB were not in a position to commit to long term commissioning and partnership arrangements at the time of the inspection, recognising that the authority is already addressing the issue.
- 3.08 More positively the report goes on to recognise that “there is a commitment on both sides to further develop the partnership arrangements and build on initiatives already in place.” Discussions with senior staff in BCUHB have reaffirmed this commitment.
- 3.09 Service users and carers reported to inspectors that “it was often difficult to clear the first hurdle of their GP” recognising problems were linked to Dementia and refer on to a ‘Memory Clinic’. Inspectors also did not find evidence of the Dementia support workers, (joint funded posts) making a difference at a primary care level.
- 3.10 The report makes three recommendations to improve the services for people living with dementia in Flintshire.
1. The Local Authority and Local Health Board should accelerate an integrated outcome focused approach to supporting people with dementia and their carers. This should include co-location of operational teams and agreeing the Care Management arrangements and approach to risk.
  2. The Local Authority and Local Health Board should review the Dementia Support Worker Service to optimise access and availability, especially at the time of diagnosis.
  3. The Local Authority and its Partners should develop a joint approach and plan to commission locally based, high quality nursing home capacity.
- 3.11 There are a number of strands to how we will take the recommendations forward in Flintshire.
- 3.12 We have secured additional funding through the Intermediate Care Fund to bring additional capacity to:
- Develop a Market Position Statement for Dementia Services. This will set out the services we will ensure are in place to provide timely and effective social care support for people with dementia and their carers

- To extend the Living Well service into the independent sector to enhance the number of people with dementia that can be supported to live well at home.
  - To provide additional training and support for staff working in the independent sector on the delivery of good quality dementia care
  - To arrange training for carers and family members on dementia so they can better understand and support a family member with dementia
- 3.13 We recognise that responding to the recommendations requires a strong and committed partnership approach. BCUHB are critical partners in taking forward this agenda.
- 3.14 We have started the process of developing co-located Health and Social Care Teams with the first Team now in place. Our plans for co-location of the remaining two localities are reflected in the Authority's Improvement Plan and progress will be monitored through the associated performance management arrangements of the Plan.
- 3.15 We have started to discuss the development of a joint commissioning strategy with BCUHB. This strategy and associated action plans will include the development of a joint approach to commissioning locally based, high quality nursing home capacity.
- 3.16 Given that the footprint of BCUHB extends across the whole of North Wales we recognise that we will need to work towards this goal largely through a regional collaborative approach, involving Social Services colleagues in the other five Local Authorities.
- 3.17 We will develop a detailed action plan for developing and further strengthening dementia care by the end of June 2014. the development of the action plan will require effective consultation with partners.

#### **4.00 RECOMMENDATIONS**

- 4.01 Scrutiny are asked to consider the findings arising from the CSSIW report and support the development of an action plan detailing our response to the recommendations.
- 4.02 A strong, reciprocal, partnership approach between BCUHB and the local authority will be integral to developing the action plan and ensuring that good quality support and care is available to people with dementia and their carers. It is recommended that a progress report, and the final draft of the action plan, is brought to Scrutiny in July for review and consideration.

#### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 Actions to take forward the recommendations arising from the report will need to be costed and developed within available resources.

**6.00 ANTI POVERTY IMPACT**

6.01 None

**7.00 ENVIRONMENTAL IMPACT**

7.01 None

**8.00 EQUALITIES IMPACT**

8.01 None

**9.00 PERSONNEL IMPLICATIONS**

9.01 None

**10.00 CONSULTATION REQUIRED**

10.01 None

**11.00 CONSULTATION UNDERTAKEN**

11.01 None

**12.00 APPENDICES**

12.01 CSSIW Flintshire Report

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

None

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