

A Place to Call Home? A Review into the Quality of Life and Care of Older People living in Care Homes in Wales

Older People’s Commissioner for Wales March 2017

Flintshire Current Status and Action Plan relating to Action 2.2/ 3.2/3.3/ 6.2

Version Control	Author	Date of Review	Amendment
V1	CD for DH	15.11.17	Review of Actions for OPC response by CD
V2	LPJ for DH	5.2.18	Review following response from OPC by LPJ

Key: [Blue Text indicates recommendation from Older Peoples Commissioner for Wales analysis and response received in Jan 18](#)

Older Peoples Commissioner Required	Outcome	Actions	Who / by when
<p>Key Conclusion 2: Too often, care homes are seen as places of irreversible decline and too many older people are unable to access specialist services and support that would help them to have the best quality of life.</p> <p>Link to Welsh Government policy and legislative areas: Social Services and Wellbeing (Wales) Act and National Outcomes Framework, Sustainable Social Services: A Framework for Action, Together for Health – Stroke Delivery Plan 2012-16</p>			
2.2 Older people in care homes have access to specialist services and, where appropriate, multidisciplinary care that is designed to support rehabilitation after a period of ill health.	Older people receive full support, following a period of significant ill health, for example following a fall, or stroke, to enable them to maximise their independence and quality of life.	<ol style="list-style-type: none"> 1. Consider how to roll out and embed the reablement approach in all homes Progress Feb 2018: We are currently working on an approach that will be suitable for all homes within the county. 	Flintshire Reablement TM Ongoing

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		<p>2. Continue to roll out Welcome Packs across all Flintshire care homes Ongoing Progress Feb 2018 : Residential Care Homes have rolled out their Welcome Packs, it has been identified that adaptation need to be completed for Nursing Home providers and Domiciliary providers</p> <p>2.1 Adapt Welcome Packs for Nursing Home Providers and Domiciliary providers</p> <p>3. Agree the operating model for the new Community Resource Team and launch the new service Progress Feb 2018: Service has been launched and integrated in to Single Point of Access (SPOA) and has extended hours outside of normal office times.</p> <p>4. Test the concept of a 'Care Home Support Team' if available resources are secured Progress Feb 2018: Resources for the Care home support team are currently being discussed within social services teams</p>	<p>Contract and Commissioning Team/ Care Home Providers/ Domiciliary Providers December 2017</p> <p>Contract and Commissioning Team/ Nursing Home Providers/ Domiciliary Providers September 2018</p> <p>Planning and Development/ SPOA Team September 17- March 18</p> <p>Contract and Commissioning Team December 2017</p>

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		<p>5. Explore opportunities to use capital funds to extend/ increase bed capacity within two of our in-house homes Progress Feb 2018: We are still in the preliminary stage of the opportunity and discussion are looking at a 32 beds with a Step up Step down resource.</p> <p>6. Negotiate Falls service delivery with Countess of Chester and Glan Clwyd Hospital Progress Feb 2018: Negotiation are currently ongoing to deliver the resource.</p> <p>7. Ensure recording of rehabilitation goals in care management documentation.</p>	<p>Registered Manager and Resources and Regulated Services Ongoing</p> <p>Contracts and Commissioning Team September 2018</p> <p>Flintshire Reablement TM</p>
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<p>Key Conclusion 3: The emotional frailty and emotional needs of older people living in care homes are not fully understood or recognised by the system and emotional neglect is not recognised as a form of abuse.</p> <p>Link to Welsh Government policy and legislative areas: Together for Mental Health - A Strategy for Mental Health and Wellbeing in Wales, National Outcomes Framework 2014, Mental Health (Wales) Measure 2010, National Dementia Vision for Wales 2011 and the Intelligent Targets for Dementia. NICE Dementia Quality Standard 2010. NICE Dementia Quality Standard (2010) and NICE Clinical Guideline 42. November 2006 (amended March 2011)</p>			

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<p>3. 2 All care home employees undertake basic dementia training as part of their induction and all care staff and Care Home Managers undertake further dementia training on an ongoing basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.</p>	<p>All staff working in care homes understand the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made</p>	<p>1. Begin the Creative Conversation research study interventions and training with the care homes and all staff registered to take part Progress Feb 2018: Intervention and training has been completed with 56 staff members from 15 Care Homes and sustainability facilitator training has been completed.</p> <p>2. Finalise the sustainability plan of training with qualified trainers for 5 year period Progress Feb 2018: Sustainability facilitators training has been completed with 2 facilitators and they have each delivered a training programme with staff registered to take part.</p> <p>2.2 Apply for Funding to continue development of Creative Conversations Progress Feb 2018: Additional funding has been applied for to develop an implementation guide and continued delivery of the training within Care Homes and Community. Awaiting Outcome March 2018</p> <p>3. Embed practises around supervision and performance assessment from study into sustainability plan Progress Feb 2018: Participant panels arranged with staff involved in the research study in March</p>	<p>Planning and Development Team / Bangor University / Care Home Providers April- Dec 2017</p> <p>Planning and Development Team/ Bangor University/ Local Arts Facilitators September 2017</p> <p>Planning and Development Team/ Bangor University/ Local Arts Facilitators March 2018</p> <p>Planning and Development Team/ Bangor</p>

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		<p>2018 to discuss, guide and implement programme delivery into supervision and performance assessment.</p> <p>3.1 Develop supervision and performance assessment into creative conversation programme following participant panel and awarded grant funding.</p> <p>4. Dissemination event: Sharing sustainability plan, findings, impacts and evaluation. Progress Feb 18: Development is awaiting completion of evaluation.</p> <p>5. Evaluate closer links and opportunities with care homes regarding dementia training and A place to call home...delivering what matter and progress for providers reporting Progress Feb 18: Developments are underway for integrating 'A place to call home' and 'Creative Conversation' to identify opportunities and links these will be presented at the dissemination Event in May</p>	<p>University/ Care Home Providers September 2017</p> <p>Planning and Development Team/ Bangor University/ Care Home Providers September 2018</p> <p>Planning and Development Team/ Bangor University/ Care Home Providers/ Arts Facilitators May 2018</p> <p>Planning and Development Team/ Contracts and Commissioning Team/ Bangor University/ Care Home Providers/ Arts Facilitators</p>

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3.3 Active steps should be taken to encourage the use	Older people are supported to retain their existing	<p>6. Review and Develop progress for providers timescale for Bronze, silver and gold Awards whilst reviewing other linked project and programmes that support Silver and gold Awards</p> <p>7. Review Workforce Development and Contracts Monitoring operations relating to training of Care home staff relating to dementia</p> <p>8. Implement and review the Good Work and Dementia Learning and Development Framework for Wales into Care Home Staff development and training</p>	<p>April 2018</p> <p>Planning and Development Team/ Contracts and Commissioning Team September 2018</p> <p>Contract and Commissioning Team/ Workforce Development September 2018</p> <p>Planning and Development Team/ Contracts and Commissioning Team/ Workforce Development/ Care Home Providers September 2018</p>

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<p>of befriending schemes within care homes, including intergenerational projects, and support residents to retain existing friendships. This must include ensuring continued access to faith based support and to specific cultural communities.</p>	<p>friendships and have meaningful social contact, both within and outside the care home. Care homes are more open to interactions with the wider community. Older people are able to continue to practice their faith and maintain important cultural links and practices.</p>	<ol style="list-style-type: none"> 1. Encouraging the outstanding 16 care homes to become involved in befriending via the memory café, participate in the intergenerational projects and to tackle stigma within the community. Progress Feb 2018: Care home have become more involved, and starting to engage more proactively with outstanding care homes. Recent developments have been Memory Café Christmas Ball (5 Care Homes Attended), Cinema Screenings, Shopping events etc. Increased engagement has been recorded from all care Homes in Flintshire. 2. Work with additional faith based support to organise involvement and access to available support within different dominations including the welsh Methodist Chapel 3. Progress Feb 2018: Church Organisation have become accredited by the Alzheimer’s Society as Dementia Friendly Organisation this has created increased involvement with our Dementia services Initiative. 4. Sustain funding for intergenerational work Progress Feb 18: Funding is regularly being granted via various sources such as Town council, Mayors Charities and Church Organisation. We currently have 6 Intergenerational projects running. 	<p>Planning and development Team/ Dementia Friendly communities/ Memory Cafés Ongoing</p> <p>Planning and development Team/ Dementia Friendly communities/ Memory Cafés Ongoing/ Faith Groups Ongoing</p> <p>Planning and development Team/ Dementia Friendly</p>

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		<p>5. Planning and Development of Stage 2 Progress Feb 18: Plans have begun to map the current social engagement activities that are taking place within Care Homes within Flintshire. It has found that this is limited but some potential roll out engagement is possible with the support of Social Services and the community.</p> <p>5.1 Expand and develop a plan for community engagement delivery with Care Homes</p>	<p>communities/ Memory Cafés Ongoing/ Faith Groups September 2017/ Ongoing</p> <p>Care Home providers/ Planning and Development Team/ Contract and Commissioning/ Dementia Friendly Communities December 2017</p> <p>Care Home providers/ Planning and Development Team/ Contract and Commissioning/ Dementia Friendly Communities March 2019</p>

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		<p>6. Create links and partnerships for care homes to bring resource for befriending in care homes, retaining friendships and access to faith based support and cultural communities Progress Feb 18: Discussion have taken place about having local events with Care Homes and community/ businesses/Organisation to create links. Networking lunches were suggested within Care Homes. Planning is still underway.</p> <p>7. To Incorporate the Age Friendly Initiative into current practice to ensure the Action for requirement involves all care home residents</p>	<p>Care Home providers/ Planning and Development Team/ Contract and Commissioning/ Dementia Friendly Communities Summer 2018</p> <p>Care Home providers/ Planning and Development Team/ Contract and Commissioning/ Dementia Friendly Communities/ Age Friendly communities March 2019</p>
<p>Key Conclusion 6: Commissioning, inspection and regulation systems are inconsistent, lack integration, openness and transparency, and do not formally recognise the importance of quality of life</p> <p>Link to Welsh Government policy and legislative areas: Sustainable Social Services for Wales: A Framework for Action, Social Services and Wellbeing Act, National Outcomes Framework</p>			

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<p>6.2 Care home providers, commissioners and CSSIW should develop informal and systematic ways in which to ensure they better understand the quality of life of older people, through listening to them directly (outside of formal complaints) and ensuring issues they raise are acted upon.</p> <p>Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement (see action 6.10).</p> <p>6.7 Annual Quality Statements are published by the Director of Social Services in respect of the quality of life and care of older people living in commissioned and Local Authority run care homes. This should include:</p> <ul style="list-style-type: none"> • the availability of independent advocacy in care homes 	<p>Commissioners, providers and inspectors have a thorough understanding of the day-to-day quality of life of older people living in care homes.</p> <p>Older people's views about their care and quality of life are captured and shared on a regular basis and used to drive continuous improvement.</p> <p>Older people have access to relevant and meaningful information about the quality of life and care provided by or within individual care homes and there is greater openness and transparency in respect of the quality of care homes across Wales and the care they provide</p>	<ol style="list-style-type: none"> 1. Roll out the Working Together for Change Approach with all homes in Flintshire Progress Feb 18: This action is ongoing 2. Analyse social media feedback from people regarding quality of life in care homes Progress Feb 18: This is ongoing 3. Complete initial Progress for Providers Self Assessments with all care homes in Flintshire, and review progress against actions plans Progress Feb 18: 10 care homes have been awarded Bronze, 8 are still working towards the Award 4. Capture success stories to demonstrate how delivering what matters using the person centred tools is making a difference to people's lives Progress Feb 18: All of the 10 Bronze Awarded Care Homes have captured success stories and provided to contracts management. 	<p>Contracts and Commissioning/ Care Home Providers Ongoing</p> <p>Contracts and Commissioning/ Care Home Providers Ongoing</p> <p>Contracts and Commissioning/ Care Home Providers Ongoing</p> <p>Contracts and Commissioning/ Care Home Providers Ongoing</p>

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<ul style="list-style-type: none"> • quality of life and care of older people, including specific reference to older people living with dementia and/or sensory loss • how the human rights of older people are upheld in care homes across the Local Authority • the views of older people, advocates and lay assessors about the quality of life and care provided in care homes • geographic location of care homes <p>Further details of reporting requirements should be included as part of the Regulation and Inspection</p>		<p>5. Produce an Annual Report summarising our understanding of the quality of life and care in care homes based on listening to older people and feedback we received; this will support our continuous improvement</p> <p>Progress Feb 18: This will be captured within our Annual Directors report (ACRF) for 2017-18 and is currently being completed</p> <p>6. Ensure that any barriers to engagement for residents are prevented and resolved</p>	<p>Contracts and Commissioning Team Ongoing</p> <p>Contracts and Commissioning Team Ongoing</p>