

## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY

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| <b>Date of Meeting</b> | Thursday 3 <sup>rd</sup> October, 2019 |
| <b>Report Subject</b>  | Progress for Providers Update          |
| <b>Cabinet Member</b>  | Cabinet Member for Social Services     |
| <b>Report Author</b>   | Chief Officer (Social Services)        |
| <b>Type of Report</b>  | Operational                            |

### **EXECUTIVE SUMMARY**

This report provides members with an update on 'Progress for Providers – Creating a Place Called Home ... Delivering What Matters' including the roll-out of the programme to domiciliary care providers.

The report also provides an opportunity to raise awareness of the project and its outcomes.

### **RECOMMENDATIONS**

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| 1 | To advise of the impact of 'Progress for Providers – Creating a Place Called Home ... Delivering What Matters'. |
| 2 | To provide details of ongoing actions and initiatives underway to further develop the programme.                |

## **REPORT DETAILS**

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| <b>1.00</b> | <b>EXPLAINING PROGRESS FOR PROVIDERS</b>   |
| 1.01        | <b>Background</b>  |
| 1.02        | In Flintshire we have 26 Nursing and Residential Care Homes which support over 800 older people to live well. The majority of these homes are owned and managed by local business men and women who face significant challenges to ensure their businesses and the care sector are successful.   |
| 1.03        | One of the recent key changes in the care sector has been the introduction of the Social Services and Well-being (Wales) Act 2014 which required the sector to move away from commissioning task based services and instead move towards ensuring providers support people to achieve their own personal outcomes and to promote well-being.   |
| 1.04        | Flintshire County Council appreciated that we had important assets to draw on when facing these challenges. We are proud of the positive relationship we have with our providers and their willingness to engage in creating and developing new approaches and solutions to address these new ways of working.   |
| 1.05        | The importance of resident's lived experience has also been apparent for some time and Flintshire recognised the importance of enabling people to make choices about the things that matter most to them giving them more control over the services that support them to live their lives.   |
| 1.06        | To take the concept forward Flintshire engaged with Helen Sanderson Associates and a leadership steering group was formed. An open invitation was extended to all residential care homes in Flintshire and 16 of the 26 committed to be part of the initial phase of the programme.  |
| 1.07        | These homes have embarked on a journey alongside the Council's own in-house provider services, social work teams, OTs, management teams and many more to implement person centred practice including 'One Page Profile', 'Good Days and Bad Days', 'Working/not working' and more.   |
| 1.08        | In order to recognise the milestones the care homes were making in achieving on their journey of implementing person centred care practices, Flintshire developed its own 'Progress for Providers' a self-assessment toolkit. The toolkit clearly sets out Flintshire's expectation around the delivery of individualised care and it supports Responsible Individuals and Managers and leaders within homes by providing a range of person centred tools which help staff teams change the way they support people and how they engage with family and friends. The 'Progress for Providers' toolkit also helps providers promote greater choice and control for those who receive care which allows providers to really focus on what matters most to each person. |
| 1.09        | To show the progression, Flintshire introduced 3 levels of accreditation which are validated by the Flintshire Contract and Commissioning Team in partnership with the Care Home Managers. The Bronze, Silver and Gold accreditation help manager check their own progress of time and   |

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|      | demonstrate publicly that they are making continued progress along the road to truly person centred care.  |
| 1.10 | In September 2018 the project was publicly recognised, winning the Social Care Wales Accolades Awards for 'Excellent outcomes for people of all ages by investing in the learning and development of staff'. The project was also a finalist in the Association for Public Service Excellence (APSE) Awards - 'Celebrating outstanding achievement and innovation within UK local government service delivery', also held in September 2018.   |
| 1.11 | <b>Progress to Date</b>  |
| 1.12 | Currently 15 Residential Care Homes in Flintshire have achieved Bronze accreditation. Flintshire's Contract Monitoring Officers have carried out a short review of 14 of these homes to ensure that person centred practice is sustained and embedded.   |
| 1.13 | Work has been completed to develop guidance and paperwork for Silver accreditation and 6 of the homes who achieved Bronze are now working towards Silver accreditation. The remaining 9 homes are completing their review process before also moving forward to Silver.  |
| 1.14 | Work has been underway to develop Progress for Providers for Domiciliary Care by creating a secondment opportunity for an individual with a domiciliary care background to come and work with the team to develop and pilot the programme in this sector. Domiciliary Care providers will start at Silver accreditation, due to the nature of their work.  |
| 1.15 | The work in Domiciliary Care is nearing completion and 2 Domiciliary Care agencies have started their Silver Accreditation with 2 more about to start in the Autumn.   |
| 1.16 | To support the achievement of Silver accreditation, a year-long learning and development programme has been designed and is being delivered to support the delivery of Outcome Focused Care Planning – Appendix 1 is a flyer providing details of the programme.   |
| 1.17 | The Progress for Providers programme has also lead us to realise the importance of recruitment in the care sector and that individual's values are as important a consideration as their qualifications. We have again engaged with Helen Sanderson Associates to develop a Values Based Recruitment programme which has been delivered to both our own in-house Provider Services and HR as well as the Independent Sector Care Providers. Appendix 2 is a flyer detailing the programme. |
| 1.18 | <b>Next Steps</b>  |
| 1.19 | The Social Services Contracts and Commissioning team are continuing to work with the remaining care homes to move them towards Bronze accreditation. 2 homes have started their Bronze accreditation and 3 more are starting in the Autumn. The remaining homes are currently being monitored through quality monitoring processes and we will review their appropriateness for the programme over time.   |

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| 1.20 | To support the 6 homes who are working on Silver to complete their accreditation and to enrol the remaining 9 homes on Silver over the next nine months. |
| 1.21 | To support the 2 domiciliary providers to complete their Silver accreditation and work with the next cohort to achieve the same.                         |
| 1.22 | To design a deliver training course for all Social Services staff on how to utilise the 'Progress for Provider Tools' to support them in their work.     |

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| <b>2.00</b> | <b>RESOURCE IMPLICATIONS</b>  |
| 2.01        | Continued development through the Commissioning and Contract Monitoring team with one individual to be seconded to the team on a short term basis to adapt the programme for Domiciliary Care.                        |
| <b>3.00</b> | <b>CONSULTATIONS REQUIRED / CARRIED OUT</b>   |
| 3.01        | During the initial design and implementation phase, consultation events and activities were held with all stakeholders.   |
| 3.02        | With the development of the programme into Domiciliary Care further consultation and collaboration work has been undertaken with representatives from the sector to ensure the tools and guidance is fit for purpose. |

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| <b>4.00</b> | <b>RISK MANAGEMENT</b> |
| 4.01        | None                   |

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| <b>5.00</b> | <b>APPENDICES</b>                                |
| 5.01        | Appendix 1 – Outcome Focused Care Planning Flyer |
| 5.02        | Appendix 2 - Flyer for Value Based Recruitment   |

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| <b>6.00</b> | <b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>   |
| 6.01        | <p>None.</p> <p><b>Contact Officer:</b> Jane Davies – Senior Manager Safeguarding and Commissioning<br/> <b>Telephone:</b> 01352 702503<br/> <b>E-mail:</b> <a href="mailto:jane.m.davies@flintshire.gov.uk">jane.m.davies@flintshire.gov.uk</a></p> |

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| 7.00 | <b>GLOSSARY OF TERMS</b>  |
| 7.01 | <p><b>Social Care Wales</b><br/>A Welsh Government created national body created to leave and support service improvement in Wales by building a confident workforce in social care.</p> <p><b>Social Care Wales Accolades</b><br/>The Accolades are the biennial awards that recognise, celebrate and share excellent practice by organisations, groups or teams in social work, social care across Wales.</p> |