

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

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

EXECUTIVE SUMMARY

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

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

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

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

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

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

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

RECOMMENDATIONS

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

REPORT DETAILS

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

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

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

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

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

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

5.00	APPENDICES
5.01	None.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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