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Ein cyf / Our ref: GLE / SL / FAct

Dyddiad / Date: 07/08/2020

Dear Susie,

Care Inspectorate Wales (CIW) Focused Activity

This letter summarises the findings of our focused activity in Flintshire on the 25 & 26 of February 2020. The inspectors were Glenda Lloyd Evans, Senior Manager and Sian Roberts, Inspection Manager.

Overview

The activity provided an opportunity to focus on Flintshire's progression journey. This included the work of the progression team, and an employment support programme for adults with learning disability. We also met with members of the Dungeon and Dragons Gaming Group, a support group supporting people recovery from mental health.

Findings

Wellbeing.

- Individual's well-being is central to the work within the progression model. We saw evidence that assessments and subsequent care and support planning focuses on people's strengths and capabilities, as well as barriers they face to achieve their

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We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

personal outcomes. This in line with the requirements of the Social and Services Well-being (Wales) Act 2014.

- Staff working within the progression model actively identify and support individuals to be able to attend activities and social events of their choice and where possible, to do this independently. We heard of good practices of assisting individuals to be able to do this with support initially, but then of support being appropriately reduced in line with individual's wishes, as their confidence and independence skills increased.
- We saw evidence of people's independence promoted through different initiatives and communication strategies. For example, through transport training and the provision of individualised flash cards.
- We saw a practice of regular reviews and forward planning with individuals and their families provided with information and advice to assist them to reach a decision.

People – voice and control

- We saw evidence in case recordings, both within assessments and statutory reviews, of individuals' wishes and feelings being actively sought by practitioners, and subsequent interventions remaining focused on individual's voice and choice.
- People benefit from both formal and informal advocacy. We saw in case files and heard from family members, how they are actively encouraged by practitioners to support and advocate on behalf of individuals. One individual benefitted from his mother being an informal advocate and assisting him to weigh up different options in relation to continued education or an opportunity through Project Search.
- We saw creative use of direct payment to enhance people's independence and/ or involvement in community activities. We heard of direct payment awarded to groups and how the payment offers the security the group requires to enable it to establish, grow and continue to support the recovery of people from a mental illness.
- We met committed and professional staff. Discussions with staff, observations made, and case records evidenced staff's understanding of the principles of the Social Services and Well-being Act (Wales) 2014, and their vigilance in ensuring that these are implemented in practice. Staff told us that they are very happy and content working in Flintshire.

Partnership

- Care Providers told us of their positive working relationship with practitioners and managers in Flintshire. We heard how they worked together to develop “A Shared Approach to Positive Risk Taking”. There was recognition of individual’s right to make informed decisions and of families being supported by practitioners to understand positive risk taking and its potential benefits before a decision is made.
- We heard how changes to care and support plans to further develop individual’s independence is informed by risk assessments and were told that changes to such documents are kept within an individual’s home. We would recommend that there is reference to such documentation in case records kept directly by the local authority.
- Flintshire is working in partnership with Clwyd Alyn, Coleg Cambria and HFT to help young people with learning disability to secure employment. We heard how a business event was arranged on Deeside Park to raise awareness among local businesses of the opportunities they have to offer mentoring opportunities, work placements or even work to the young people.

Prevention

- We saw a focus on developing and maintaining skills that enabled people to achieve greater independence and responsibility. Individuals are given the opportunity to take risks safely and assistive technology is used effectively to support greater freedom and independence.
- We met with members of the Dungeons and Dragon Group; a group started by a mental health support worker. Members told us how the group helped with their recovery, provided an opportunity to develop friendship, interest and a reason to interact. Evidence of the local authority’s focus on enabling the individuals to develop and maintain social relationships and be involved in their community.

Areas for improvements

- Ensure there is a record of the risk assessments and decisions on local authority’s case records.

Methodology

- We reviewed a sample of 6 case files open to the progression team specifically.
- We spoke with staff from the progression team, individuals currently supported by the progression team, external providers, parents, and a commissioning manager.
- We observed and spoke with young people upon their return from work placements for a debrief session with members of the Project Search Team.

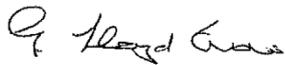
- We spoke with 5 members of the Dungeons & Dragons Gaming Group.

CIW will reflect the findings of this focused activity in our annual Local Authority Performance Review letter.

I would like to extend our thanks to all those who helped with the arrangements for this work and to staff who spoke with us.

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Yours sincerely,



Glenda Lloyd Evans
Senior Manager – CIW Local Authority Inspection