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Bridgend County Borough Council
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Civic Offices, Angel Street, Bridgend, CF31 4WB / Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB

Legal and Regulatory Services /
Gwasanaethau Cyfreithiol a Rheoleiddiol
Direct line / Deialu uniongyrchol: 01656 643148
Ask for / Gofynnwch am: Mr Mark Anthony Galvin

Our ref / Ein cyf:
Your ref / Eich cyf:

Date / Dyddiad: 5 February 2016

Dear Councillor,

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the Adult Social Care Overview and Scrutiny Committee will be held in the Council Chamber, Civic Offices, Angel Street, Bridgend, CF31 4WB on **Thursday, 11 February 2016 at 10.00 am.**

AGENDA

1. Apologies for Absence
To receive apologies for absence (to include reasons, where appropriate) from Members /Officers.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including Whipping Declarations)
3. Forward Work Programme Update 3 - 6
4. Community Services 7 - 36
Invitees:
Sue Cooper – Corporate Director, Social Services and Wellbeing
Councillor Phil White – Cabinet Member, Adult Social Care and Health and Wellbeing
Michelle Chilcott – Integrated Community Services Manager
5. Rota Visiting by Elected Members 37 - 56
Invitees:
Sue Cooper – Corporate Director, Social Services and Wellbeing
Councillor Phil White – Cabinet Member, Adult Social Care and Health and Wellbeing
Judith Brooks – Group Manager, Business Support

6. Urgent Items

To consider any items of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Assistant Chief Executive Legal and Regulatory Services

Distribution:

Councillors:

M Butcher
N Clarke
PA Davies
N Farr

Councillors

EM Hughes
PN John
B Jones
RC Jones

Councillors

JE Lewis
LC Morgan
D Sage
M Thomas

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 FEBRUARY 2016

REPORT OF THE ASSISTANT CHIEF EXECUTIVE – LEGAL AND REGULATORY SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of Report

1.1 The purpose of this report is to:

- a) present the items due to be considered at the Committee's meeting to be held on 6 April 2016;
- b) present a list of further potential items for prioritisation by the Committee.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 The key improvement objectives identified in the Corporate Plan 2013-2017 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Improvement Objectives adopted by Council on 25 February 2015 formally set out the improvement objectives that the Council will seek to implement between 2013 and 2017. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

3.1 At its meeting on 22 June 2015, the Adult Social Care Overview and Scrutiny Committee determined its Annual Forward Work Programme for 2015/16.

4. Current Situation / Proposal

Meetings of the Adult Social Care Overview and Scrutiny Committee

4.1 In relation to the Committee's next scheduled meeting to be held on 6 April 2016, the table below lists the items to be considered and the invitees due to attend.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Prevention, Wellbeing and Local Community Co-ordination	Susan Cooper Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)	An update on how Bridgend is developing preventative services. To include information on Communities First, including a presentation on outcomes for individuals and groups to evidence how lives have been improved as a result of the programme and what provision will be in place moving forward.	tbc

Direct Payments	Susan Cooper Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)	To include information on how many people are purchasing services from the Authority and what type of services are being purchased.	tbc
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4.2 The table below lists potential items which are put to the Committee for reprioritisation as appropriate.

Topic	Proposed Date	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Bryn Y Cae	tbc		tbc
The Social Services and Wellbeing (Wales) Act 2014	tbc	The Act goes live on 6th April. A position statement against all parts of the Act and the implications for BCBC.	tbc

Corporate Parenting

4.3 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend.¹

4.4 In this role, it is suggested that Members consider how the services within the remit of their Committee affects children in care and care leavers, and in what way the Committee can therefore assist in these areas.

4.5 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

5. Effect upon Policy Framework and Procedure Rules

5.1 The work of the Adult Social Care Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equality Impact Assessment

6.1 None

7. Financial Implications

¹ Welsh Assembly Government and Welsh Local Government Association 'If this were my child... A councillor's guide to being a good corporate parent to children in care and care leavers', June 2009

7.1 None.

8. Recommendations

The Committee is recommended to:

- (i) Note the topics due to be considered at the meeting of the Committee for 6 April 2016 and confirm if it requires any additional specific information to be provided by the invitees listed or the Overview & Scrutiny Unit;
- (ii) Revisit and consider the list of future potential items for the Committee Forward Work Programme and reprioritise as the Committee feels appropriate.

Andrew Jolley
Assistant Chief Executive – Legal & Regulatory Services

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Background Documents: None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 FEBRUARY 2016

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

COMMUNITY SERVICES

1. Purpose of Report .

- 1.1 The purpose of the report is to update the Committee on the progress in community services including an update on the future of Occupational Therapy in the community.

2. Connection to Corporate Improvement Plan / Other Corporate Priority.

- 2.1 This service development relates to:

- Working together to help vulnerable people to stay independent;
- Working together to tackle health issues and promote healthy lifestyles;
- Working together to make best use of our resources.

3. Background.

- 3.1 In September 2013 the Western Bay Health and Social Care Programme set out a joint commitment to work together to integrate and improve the planning and delivery of community services for older people, Delivering Improved Community Services. The commitment was a whole systems approach to addressing the challenges of the issues presented by an ageing population. It stated clearly the first phase of integration would focus on intermediate care services which in turn would act as a catalyst for change across the rest of the system. A detailed business case, 'Delivering Improved Community Services – Business Case for Intermediate Tier Services' was developed.

- 3.2 The crux of the Delivering Improved Community Services and the subsequent business case was; to achieve sustainable health and social services for frail or older people, to provide better assessment, care and support at lower cost; something that is impossible were the Authority to be tied to traditional, silo-type forms of both health and social care delivery.

4. Current situation / proposal.

- 4.1 As a consequence of the business case, investment was made in an optimal intermediate care service model. The optimal model comprises of standard elements. Included within these elements are:

- **Common Access Point** - The Western Bay Community Services model has at its front end a Common Access Point (CAP) into health and social care

services. The CAP can be accessed by the public and professionals and performs the following functions:

- Information, advice and assistance including directing to 3rd sector and community services where this is the best place to have well-being needs met
 - Multi-disciplinary triage and urgent response in the community for people who do require assessment or immediate service.
- **Acute Clinical Service** - The Western Bay agreed an acute clinical model which is led by a community consultant and delivered by a highly experienced nurse practitioner workforce. The purpose of this function is to provide rapid (within 4 hours) assessment, diagnostics and treatment in the community, thus avoiding a hospital admission. This service would link the day hospital, community based clinics (known as hot clinics) and provides a virtual hospital ward in the community. This model continues its development in Bridgend where the current consultant and the nurse practitioner workforce are redesigning the operational model to meet the agreed optimal service model.
 - **Reablement** – This is professional therapy led reablement service which is critical to supporting timely discharge from hospital. The Western Bay model is based on supporting effective safe discharge from hospital either into a residential or community based reablement service. Community based reablement - This is well-established in Bridgend, with the service known as Better@Home. This provides a short term bridging care service that supports people with levels of care whilst they wait for either the initiation of a reablement service or the restart of a current package of care, This is usually up to five days, depending on the complexity of the discharge; although, if someone has only been in hospital a short time their existing care package can usually be re-instated within 3 days.
 - Residential Reablement/ Assessment Beds – In addition to community residential capacity, the service model also provides residentially based reablement for people who would otherwise require a longer hospital stay prior to commencement of a community based service and also assessment of people who are potentially on a pathway to a long term residential care placement. In Bridgend there are six beds in Bryn y Cae performing this function. In partnership with Abertawe Bro Morgannwg University (ABMU) Health Board Primary Care and Community Services Delivery Unit colleagues, discussions in relation to beds in the community to identify if there is opportunity to further develop this aspect of service delivery.
- 4.2 The table below summarises the proximity in delivering the optimal model in Bridgend. The table indicates requirement to further develop certain aspects, those being:
- Mental Health provision in common access point- awaiting opportunity to re align financial resources to enable this new post to be created. Work is underway to explore how the service can bridge the current common access point to the joint health and social services single access point operating within mental health services

- Support and Stay for people with Dementia- this service forms part of the services under the Mental Health Directorate within ABMU Health Board. This has specific criteria under which individuals are able to be referred. Discussions have begun to clarify the model and develop a clear pathway for Dementia services within the Community Resource Teams.

KEY:

Y- Yes

N- No

D- Under development

Key features of optimal model	
Multi-disciplinary triage in common access point	Y
Mental Health provision within common access point	N
Third Sector Brokerage in common access point	Y
Acute clinical response, Nurse Practitioners and Community Consultant – virtual ward model	D
Therapy led reablement service	Y
Intake & review reablement	Y
Therapy led residential reablement	Y
Support & stay for people with dementia	D
Step up / down intermediate care (residential or community)	Y

- 4.3 As part of the second phase of the Western Bay Health and Social Care Program, the community network development has been the focus of attention and more recent funding.
- 4.4 The default position in Western Bay is for Community Services to be managed through 11 community network teams which are co-located in community hubs. Multi-disciplinary community services are managed around clusters of GP practices to provide a 'team around the person' model of community care. This model requires a system shift to targeted earlier intervention and prevention.
- 4.5 Within Bridgend, three Community Network Teams have been established with district nursing, social work, and community occupational therapy co-located and grouped under the leadership of single integrated managers.
- 4.6 A review of the occupational therapy services as well as its systems in order to facilitate the smooth transition to this model has indicated that changes to the structure within the professional leadership and management arrangements for occupational therapy were required.
- 4.7 The recommendations from the review included:

- A new structure of leadership and management, aligning community occupational therapy in the Community Resource Team services, the Integrated Referral Management center and the Community Network services to a single integrated manager. This facilitates maximum influence to improve successful outcomes for individuals and Carers within Bridgend.
 - Occupational therapy for children is co-located with other children's services.
- 4.8 A formal consultation with the Occupational Therapy staff has been undertaken and the new structure is currently under implementation. To date, the Human Resource process has been underway with recruitment to senior management posts. New contracts outlining alignment to network areas are being issued to the workforce. The Occupational Therapists have begun working in shadow alignment to the networks in preparation for this different way of working. It is anticipated that the staff will very soon begin working from their new bases of work.
- 4.9 The next phase in implementing Community services across Western bay is the development of Anticipatory Care Planning. This way of working, focuses initially on people most at risk of losing independence. The crux is that there is a single case manager who 'holds the ring' of all professional input and acts as the single point of contact for a person and their carer. The model identifies proactive measures to prevent crises and sets out clearly what the plan is if a crisis occurs. The North Network in Bridgend is piloting this methodology currently.
- 4.10 Older Person's Mental Health – Community Mental Health Teams for older people are increasingly working in an integrated way with community networks with anticipatory care planning acting as a catalyst for change. Teams are being co-located where possible. Dementia support workers are being integrated into community networks to support people and their carers to manage their diagnosis and providing a crucial link to secondary care.
- 4.10.1 Well-being/ Local Community co-ordination – Loneliness and social isolation are key triggers for someone to require a greater intensity of service or step up into hospital or to a care home. Bridgend is implementing a model to connect people into support networks and build social capital in communities and neighbourhoods.

'What Matters To Me' Service Model

- 4.11 The 'What Matters to me' service model is presented in **Appendix 1** and details the whole systems integrated approach, Western Bay are taking to deliver improved outcomes for older people with well-being, care and support needs. It is a person centred approach which details the proactive and preventative approach to meeting the needs of people at risk of losing independence and tackling social and health needs holistically.
- 4.12 The model details eleven initial steps which need to be taken together to deliver better outcomes for people, and deliver services which are financially sustainable. These range from initiatives to tackle loneliness and social

isolation, through to strengthening existing intermediate care services and developing proactive anticipatory care planning for people at risk of losing their independence. The model also includes a clear commitment to integrate older person's mental health services into community teams so services are delivered through 'one team' around the older person.

4.13 'What Matters to Me' is the product of significant engagement undertaken as part of the Changing for the Better program, then strengthened with engagement on Delivering Improved Community Services and further strengthened as a result of the 'Focus on Frailty' event in March 2015. The latter event was attended by 220 stakeholders across health, social care, third sector and service user representatives. Apart from the rich feedback on the various service elements of the model, one of the outcomes of that event was a challenge to the descriptor of frailty by older people as they do not consider themselves as being 'frail' nor do they appreciate the label. The branding of the model 'What Matters to Me', which reflects the ethos of what this service model represents, is as a result of feedback from that and also engagement with older people and key partners.

4.14 **IMPROVING PERFORMANCE AND MEASURING OUTCOMES** - A Western Bay Performance Sub-Group has been established and is made up of Performance Management officers and the Operational Leads from Community Resource Teams across the three Local Authorities within Western Bay and Performance Management officers from ABMU Health Board. The group has developed a performance framework and Performance scorecards/ dashboards are now in place. The Performance Sub Group is mandated to develop common measures which are reported in the same way. These performance reports are reported to the Community Services Planning and Delivery Board.

4.15 In addition, community services are looking to ensure that the experience of people who use services is effectively captured consistently across the Western Bay footprint. Methods include user and carer surveys as well as the introduction of capturing digital stories.

5. Effect upon Policy Framework and Procedure Rules.

5.1 There is no impact on the policy framework and procedure rules.

6. Equality Impact Assessments.

6.1 Two Equality Impact Assessments have been completed in relation to Community Services, both have identified that there are no equality implications.

7. Financial Implications.

7.1 In October 2015, Cabinet approved provisions of entering a s33 Agreement between BCBC and ABMU Health Board, and delegated authority to the Corporate Director, Social Services and Wellbeing to approve the final terms of the s33 Agreement, in consultation with the Assistant Chief Executive Legal and Regulatory Services and the Section 151 Officer and to arrange execution of those agreements on behalf of the Council.

7.2 Both AMBU and BCBC contribute to a joint budget. The current pooled budget for the 2015/16 s33 agreement is £4.33m. This is apportioned between BCBC and AMBU as follows:

BCBC	£2.187m	50.48%
ABMU	£2.145m	49.52%

8. Recommendation.

8.1 It is recommended that the Committee:

- Notes the progress made in the implementation of the business case to deliver integrated intermediate care services at an optimal scale as well as implementation of the phase two- Community network development.
- Notes the 'What Matters to Me' model as the overarching service model for integration of community health and social care services to meet the well-being, care and support needs of older people.

Susan Cooper
Corporate Director - Wellbeing
January 2016

9. **Contact Officer:** Michelle Chilcott
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Email: michelle.chilcott@bridgend.gov.uk

10 **Background documents:**
None



“What matters to Me” – Supporting the health and wellbeing of our older population

*The new way of working for health and
social care across the Western bay region*

What we will do

1. We will focus on the needs of older people at risk of losing their independence
2. We will all plan and implement community services around the 11 Community Networks
3. We will focus on early intervention and prevention to tackle loneliness and social isolation
4. We are committed to implementing 'What Matters To Me' consistently across Western Bay, ensuring all older people have the same services available to them and are called the same thing irrespective of where they live
5. We will roll out the same 'acute clinical team' model across all localities, ensuring the right service for those in crisis and linked to ambulatory care
6. Our core community services will deliver pro-active anticipatory care planning to keep care as close to home when needed
7. We will integrate services on the basis of 'only doing things once' where possible, such as assessment, single case manager and single care plans, including integrated Older People's Mental Health in a 'team around the person' approach
8. We will use innovative ICT solutions to give the workforce the tools they need to do the job
9. We will develop our workforce through team development and leadership for staff – moving to a 'core competency framework'
10. We will work with third sector to build the infrastructure needed in communities to support people
11. We will minimise delays for patients who have had unplanned admissions to hospital by improving the interface between community services and hospitals

1. Introduction

The need to change ways of delivering care and supporting the health and wellbeing of older people is well evidenced in health and social care research and policy, with the drivers for change more pressing than ever.



People are living longer and as a result are vulnerable to mental and physical ill health conditions and have complex needs that require care. Across the Western bay area it is predicted there will be a 34% increase in the number of people aged 65+ by 2033.

Whilst significant progress has been made, health and social care provision in the Western Bay area needs to adapt further to ensure services are fit for purpose and sustainable; giving individuals every opportunity to take ownership of their own health.

In 2013, *Delivering Improved Community Services* set out an ambitious plan for addressing the pressures resulting from an ageing population. We have come a long way in the last 18 months – through delivering phase 1 of that plan, for example through delivering the intermediate care programme – but over that time period we have learnt a lot. This document sets out how phase 2 of the project will be implemented, taking the learning so far and applying it to new models of care arising in different parts of the UK.

As such, this document sets out our commitment to deliver high quality integrated health and social care that meets the current and future needs of older people across Swansea, Neath Port Talbot and Bridgend. The document has been developed through a process of research and discussion with partners in health and social care, including the ‘Focus on Frailty’ event on 27th March 2015 and building on the engagement with partners as part of *Delivering Improved Community Services*.

2. Our Vision

“Healthy independent ageing with proactive high quality care close to home when needed”

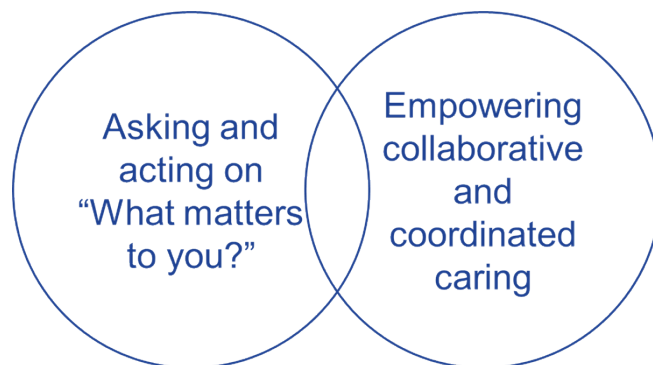
We aim to support older people in our community to:

- Live healthy, independent lives in their own homes

- Be listened to by people who are responsible for services, working with them to understand how they can live the lives they want
- Stay as independent as possible through accessing the right information, advice and assistance
- Receive services in their home when needed
- Have their health and social care problems solved quickly and considered as a whole rather than individually

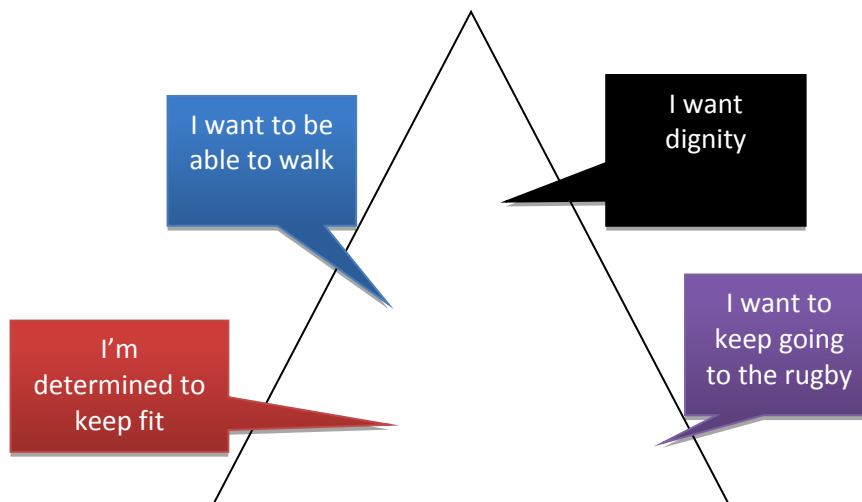
3. Principles

Two overlapping principles are central to helping us deliver our vision:



Asking and acting on "What matters to you?"

All individuals are different. They have different life priorities combined with different health and social care needs.



Central to effectively and efficiently supporting the health and wellbeing of our older population is understanding these perspectives by asking **"What matters to you?"**

This must be at the forefront of all care and organisational thinking.

By doing this we will:

- Ensure the relevant health and social care needs of people are met
- Help individuals engage in their personal care and have a positive experience when interacting with health and social care systems.

Box 1. Using personal stories to inform better health and social care

We intend to engage members of the public and staff to understand stories of experiencing health and social care. This will provide a consistent foundation for transforming care. *(Example below)*

DORIS' STORY – MAY 2015

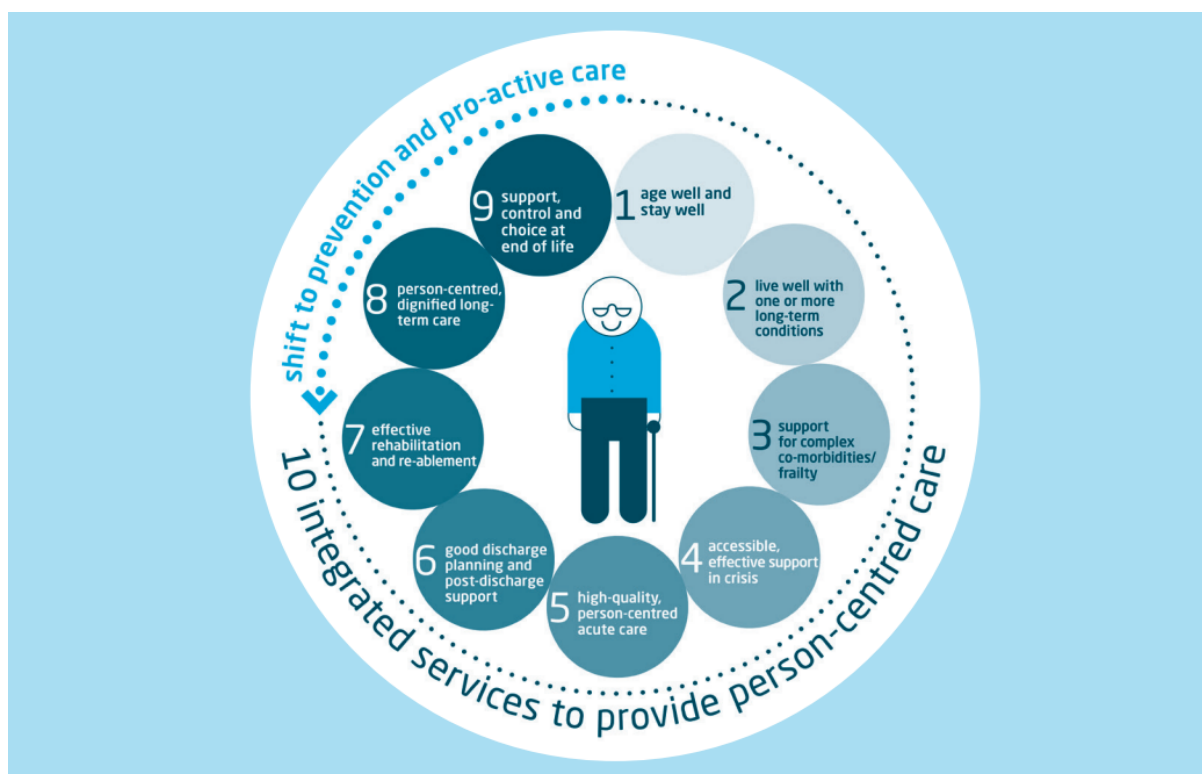
I was talking to my daughter recently about the huge change there has been over the last couple of years in the care and support I receive. I am 85 years old, and have lived in the area for most of my life. The past ten years since my husband died have been a struggle. I have lived with diabetes for twenty years, and now have heart and breathing problems as well. If that were not enough, I've been getting a bit confused at times.

Since last year though, things have got a lot better. The main difference has been Penny. I think she is a nurse, and her main job is to co-ordinate the care I need. I still see some different people, but they all now seem to have an up to date picture of how I'm doing. I still regularly see a physiotherapist and a mental health man has started to visit. They've recently added an extra carer visit, so I now see somebody who helps me with my medication and to get up and dressed and things three times a day. Penny says that most of them are now based in an office nearby, so there is only one number we need to phone if there's a problem. The person who answers the phone is really helpful, and will always put me in touch with somebody if Penny is not there.

The great thing is that I've not had to go to hospital, except for appointments for the past twelve months. The year before, I was taken in three times, twice in the middle of the night. When I got out of the ambulance and into hospital, nobody seemed to know much about me, and it looked to be a real struggle to make arrangements to get me home. They were also talking about me maybe needing to go into a care home, but that seems to have stopped now.

I see my GP every two months, and she says that this new system is fantastic. She works closely with Penny and her team, and says she knows I will get the help I need if there's a problem. She also says it makes her life a lot easier, and that the area does this better than most places. I always used to think the people I saw talked to one another. It's so much better now that they do.

Empowering collaborative and coordinated caring



Supporting the health and wellbeing of older people often involves addressing a range of physical, mental, environmental and social needs and the collaboration of multiple individuals and groups, with the older person themselves at the centre.

To support the health and wellbeing of the older population we must empower this collaboration and ensure it is coordinated in a seamless manner. This includes:

- enhancing integrated teams already developed
- making new connections between individuals and groups
- harnessing the power of third sector and communities
- giving confidence to the public and staff to proactively assess needs, deliver care for themselves or others and acts as brokers of knowledge

By doing this we will:

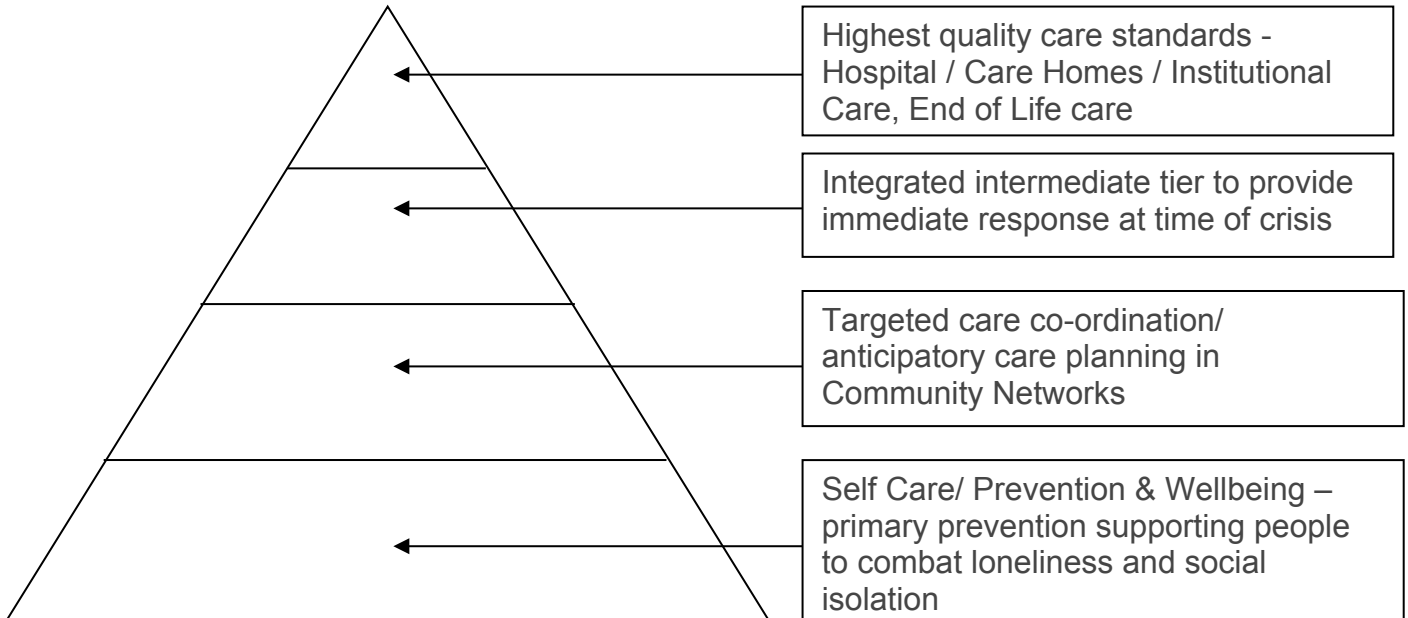
- ensure all the people necessary are involved and engaged with care
- develop structures and pathways to facilitate transitions of care
- install the required capacity and capability for those involved – including the ability of the public and staff workforce development

4. Delivering at a service level

With these principles in mind, to turn our vision into reality requires the specification of difference levels of care to frame decisions, conversations and delivery of care. These

delivery aims were designed as a result of direct feedback from over 220 stakeholders at the Focus on Frailty Event on 27th March 2015.

(A collation of best practice from other areas of the country is provided in an appendix to this document)



The sizes of the segments emphasises our vision of **supporting the health and wellbeing of older people at home when possible** and in healthcare institutions when necessary.

The levels of care do not suggest additions to the current health and social care services but rather **a new way of person centred, collaborative and coordinated** working that builds upon existing core services and organisations and addresses recognised gaps in services and workforce capacity and capability.

a. Self-Care/ Prevention & Wellbeing – primary prevention supporting people at risk of frailty

Aim: to help people take action to manage their health and wellbeing, live as independently as possible and to keep out of hospital.

How:

- Support to combat loneliness and social isolation
- Tools, motivation and confidence to take responsibility for their health and wellbeing
- Taking the learning from local initiatives such as Local Area Coordination to begin to use innovative ways of tackling loneliness and social isolation
- Supporting the maintenance of a healthy lifestyle – regular exercise, not smoking, reduced alcohol consumption, health eating
- Installing a culture of independence and empowerment through self-care and wellbeing, supported by families, carers and community
- Enabling people to live healthy and independent lives engaged in their community and remaining active
- Ensuring there are regular mechanisms in place to check-in with people and their health and wellbeing

This support for patients could be provided by a range of sources - from health and social care organisations to families and communities to other public groups or mechanisms that can facilitate any of the above points.

b. Targeted care co-ordination/ anticipatory care planning in Community Networks

Aim: To deliver anticipatory care for those most vulnerable in communities

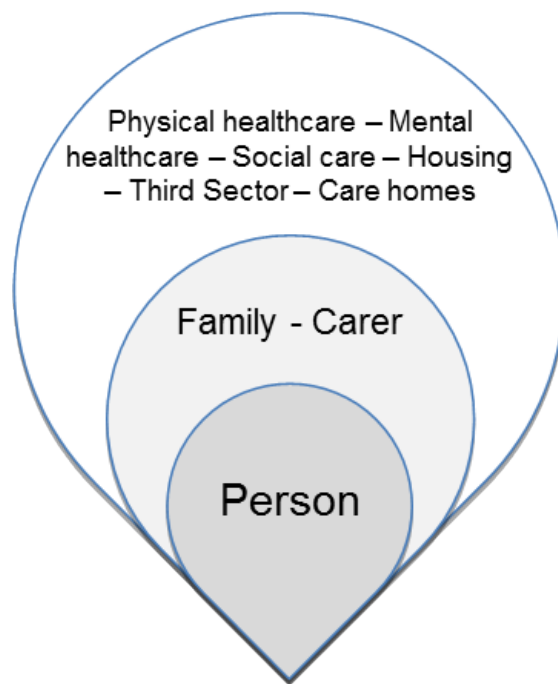
How:

- Case finding and regular review of individuals who would benefit from coordinated care and continuity with a named case manager
 - Includes patients with simple or complex long term medical conditions as well as with a range of other health conditions and changing social support needs
- Encourage individuals and carers to play an active part in determining their own care and support needs as part of a collaborative care planning process
- Develop personalised care plans through shared decision making between the person and staff centred on “what matters to me?”

- An iterative process based on co-creating goals for maintaining and improving health, support options, personal preferences and the needs of family and carers
- Capture care plans on a standardised, person held document ("This is me" passport).
 - Supports and reduces duplication of conversations between individuals, families, carers and health & social care
 - The care plan is shared with all those who may touch the lives of those people, such as the Ambulance service, GPs, day service provider, etc.
- Ensure the proactive **case management** of those at risk of deterioration and the best possible **care coordination** arrangements are in place with a named case manager and coordinator

To achieve this requires close working with General Practice, community teams and families to identify and coordinate care to help people live independently in the community.

The above aims and service level



Box 2. Definitions for Targeted care co-ordination/ anticipatory care planning

Case management

Case management is a personalised and time-limited intervention aimed at preventing a specific occurrence or event, often a deterioration of health and hospital admission.

It may involve a range of groups or people delivering a range of interventions or support services.

Care coordination

The role of a care coordinator is to act as the first point of contact for questions, concerns or problems for an identified person in regards to their health.

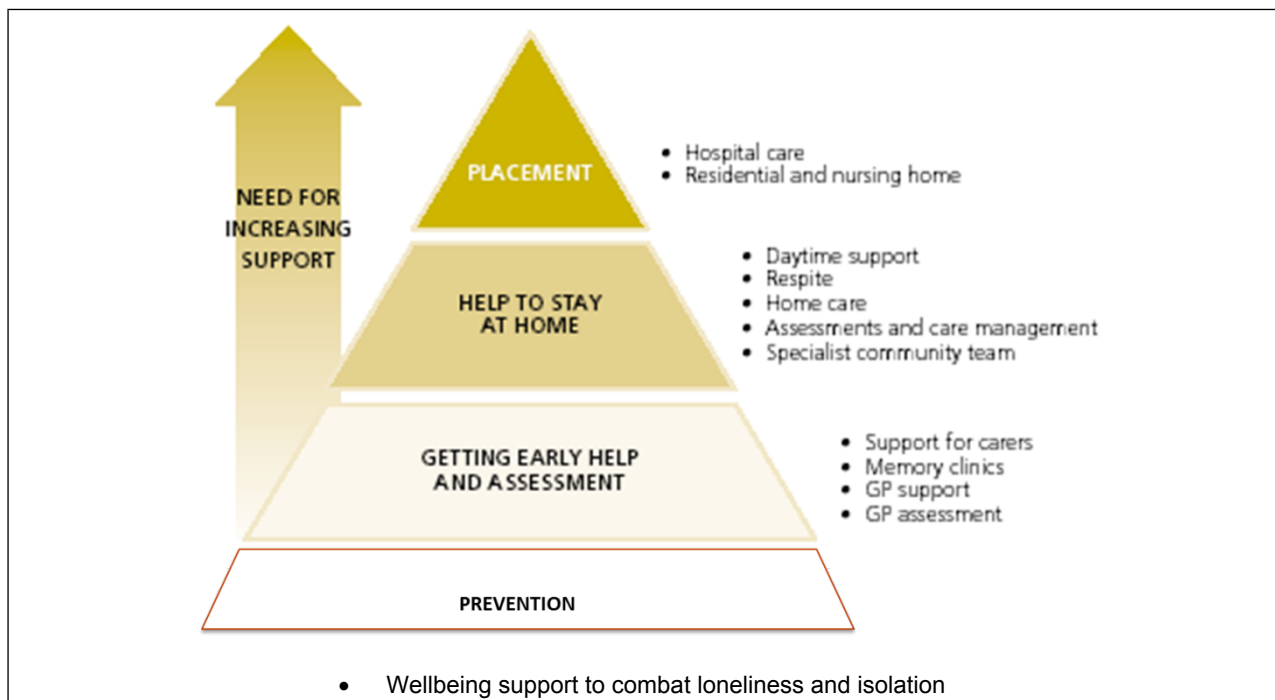
They would take responsibility for checking in with the person and having oversight of their care plan, but not necessarily responsible for delivering the care plan.

Tasks would also include medicines management, self-care support, advocacy and negotiation, psychosocial support etc.

The process of care coordination is seen as a way of working which can be adopted by a range of staff, rather than an additional caseload or task ascribed to an individual practitioner on top of existing duties.

Box 3. Older people's mental health

Care for older people with mental health needs can also be viewed in a similar format and will be considered within every level. An example below outlines this for care of people with Dementia



c. Integrated intermediate tier to provide immediate response at time of crisis

Aim: Maximise recovery and on-going independence and reduce the need for institutionalised care whilst also limiting duplication and hand-offs between health and social care agencies

How

- Short term interventions that address needs at a time of crisis, when people's needs change, of after illness or injury
 - Rapid support close to home when required
 - Good rehabilitation/ re-ablement after acute illness or injury

Much progress has already been made at this level of care through the development of community resource teams (CRTs). These teams support integrated and co-ordinated care management including specific admission avoidance and supportive discharge schemes, chronic condition case management, enhanced preparation for scheduled care, enhanced medicines management and advanced access to diagnostics. Going forward, it will be necessary to harness the learning in developing these teams and integrate with the other levels of care

d. Hospital / Care Homes / Institutional Care, End of Life care when required

Aim: Deliver high quality care in healthcare institutions for those that need it

How

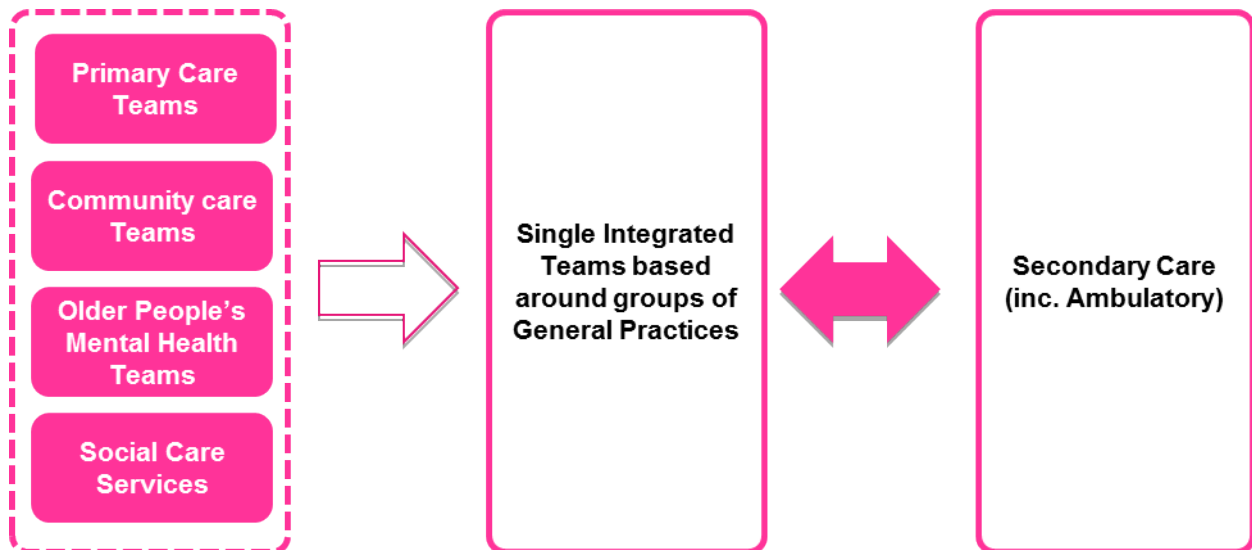
- Good acute hospital care when (and only when) needed
- High-quality nursing and residential care for those who truly need it
- Choice, control and support towards the end of life
- Good discharge planning and links to post-discharge support aiming to return to their community without delay.

Collaborative and coordinated working with other individuals and groups is necessary to ensure this is a smooth, safe, proactive transition of care.

Box 4. Interface between community, hospitals and ambulatory emergency care

For the levels of service delivery to function effectively there needs to be seamless interface between secondary care and community services (including primary care)

To do this effectively we will look to leverage the integrated community workforce which assesses & proactively plans to meet the needs of older people.



The aim will be to provide community services that are coordinated for people. Our local older people in Western Bay, if unwell or need support, will be cared for or supported by the most appropriate professional – this might be the Community Mental Health Nurse, the GP or a Social Worker – whoever it is the care and support will be coordinated around the needs of the individual.

Community teams are also pivotal to ambulatory care working well, that is treating people on the basis of need when in crisis without the need for admission to hospital – ambulatory care as the default. A key issue facing the NHS is that of managing the increased demand for emergency care within a reducing resource of inpatient beds and staff. Ambulatory care aims to ensure a significant proportion of emergency patients are managed safely and efficiently on the same day, avoiding admission to a hospital bed. Pivotal this is the joint working of community and secondary care.


The Western Bay region has recently joined the Ambulatory Care Network which will be used to extend the good foundations already achieved.

5. Enablers

Integrated Assessment

Key to enabling the health and wellbeing of the older population is the ability and consistency to identify support needs. A focused Task and Finish Group was established in November 2014 to research the most suitable assessment criteria for older people requiring health and social care. The rationale for this was that many different assessment criteria were being used across health and social care.

The group consisting of Geriatricians, nurses and social work professionals agreed the common assessment should be the Integrated Assessment documentation. This will be supplemented by the Rockwood Frailty Scale for further assessment of frailty.



Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board


ABERTAWA BRO MORGANNWG
Integrated Community Nursing Assessment


Addressograph


GP:


Area	
Network	
Assessor (Print Name)	
Assessor (Signature)	
Date/time	


Clinical Frailty Scale


 **1 Very Fit** – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are among the fittest for their age.


 **2 Well** – People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally, e.g. seasonally.


 **3 Managing Well** – People whose medical problems are well controlled, but are not regularly active beyond routine walking.


 **4 Vulnerable** – While not dependent on others for daily help, often symptoms limit activities. A common complaint is being “slowed up”, and/or being tired during the day.

 **5 Mildly Frail** – These people often have more evident slowing, and need help in high order IADLs (finances, transportation, heavy housework, medications). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation and housework.

 **6 Moderately Frail** – People need help with all outside activities and with keeping house. Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.

 **7 Severely Frail** – Completely dependent for personal care, from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months).

 **8 Very Severely Frail** – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.

 **9 Terminally Ill** – Approaching the end of life. This category applies to people with a life expectancy <6 months, who are not otherwise evidently frail.

Scoring frailty in people with dementia

The degree of frailty corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.

In **moderate dementia**, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.

In **severe dementia**, they cannot do personal care without help.

Rockwood Frailty Scale

Integrated Assessment documentation

Workforce Development

Another key enabler is the development of skilled and motivated workforce with the right number and allocation of roles.

The future health service will see more person-centred systems of care and less division between primary, secondary, community, voluntary and social care organisations. Individual roles, teams and governance arrangements will need to be developed to support the increasing numbers of staff that will be in training, on placement and working independently outside hospital, and in community settings. The workforce will frame, prepare and deliver an organisational development programme.

We aim to develop a working environment and culture where everyone comes to work each day thinking they can improve outcomes and customer service within the resources we have – providing better care for our older population. To achieve this, our strategic and operational visions will be linked to a complementary Organisational Development strategy.

Planning for these workforce developments is already underway. Some potential actions to continue these efforts include:

Skills and motivation

- Develop culture change examples and morale boosters – aiming to get everyone on the same page in terms of integration and focus on proactive and not reactive care models
- Develop a core competency framework
- Modify core training programmes to align with new service needs
- Develop new learning environments that build on multidisciplinary approaches

Number and type of roles

- Take a stocktake of the current workforce and its needs
- Manage immediate and forecasted workforce supply shortages
- Reshape existing roles through ongoing training, education and development
- Develop and pilot new roles
- Evaluate and research the effectiveness of new roles and workforce configurations

6. How we'll deliver on 'What Matters To Me'

At a meeting of the Western Bay Leadership Group on 1st July 2015, it was agreed there needs to be a robust governance structure for the Community Services programme to implement the work going forward. The specific request was to amend the current governance arrangements and set up a new Community Services board/group which includes all the relevant stakeholders and reports up to Leadership Group.

It is therefore proposed to have a *Regional Planning and Delivery Board for Community Services*, which will have responsibility for planning and commissioning of community service for older people as well as providing a strategic cross challenge function on service implementation. This would address the issue of inconsistent local implementation and provide the mechanism for standardisation across the region. By establishing a Board that addresses both planning and delivery it will allow one meeting per month for key stakeholders rather than two separate meetings. The stakeholders will include:

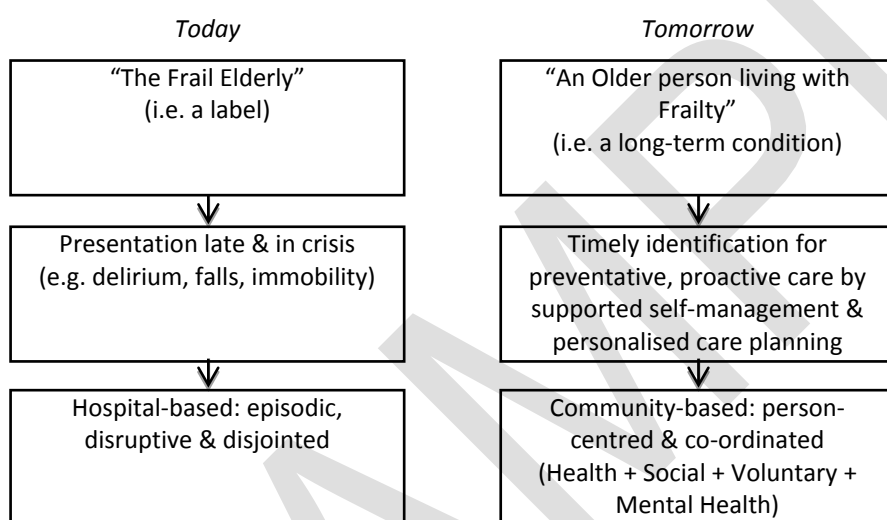
- x3 Directors of Social Services/Heads of Adult Services
- Service Director for Primary and Community Care – ABMU
- Nurse Director/Medical Director – Primary and Community Care
- Service Director/ Medical Director for Mental Health
- General Practitioner
- Third Sector Chief Officer
- CS Programme support

A Terms of Reference will be drawn up in consultation with the key stakeholders before the Board commences in October 2015.

Examples of best practice to guide our work

Examples of best practice that link with the articulated priorities within the system are outlined below from an overarching view of care and within the individual levels. These have been drawn from and summarised for the Kings Fund archive of best practice and NHS England publications.

Overarching views of caring for older people



The full presentation can be found here - <http://www.kingsfund.org.uk/audio-video/professor-john-young-primary-care-based-model-frailty>

Making our health and care systems fit for an ageing population – The Kings Fund & Safe, compassionate care for frail older people using integrated care pathway - NHS England

The Kings Fund and NHS England both outline a wide overview of evidence based elements of care for older people. They identify 9 key areas which are outlined in the list and diagram below and overlap the 4 levels of car outlined.

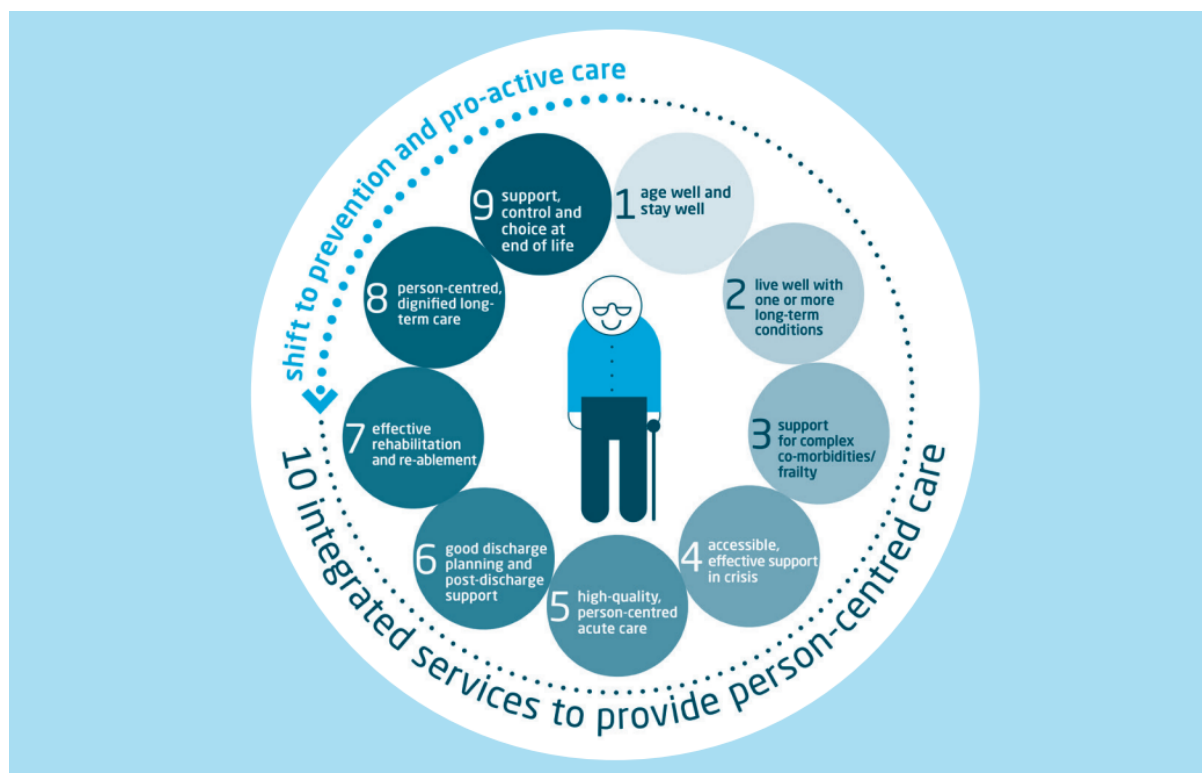
- Good acute hospital care when needed
- Good discharge planning and post-discharge support
- High-quality, long-term nursing residential care for those who need it
- Choice, control, care and support towards the end of life
- Healthy active ageing and supporting independence

Helping people to live well with simple or stable long-term conditions

Helping people live with complex co-morbidities, including dementia and frailty

Rapid support close to home in times of crisis

Good rehabilitation and re-ablement (outside acute hospitals) after acute illness or injury



Highest quality care standards - Hospital / Care Homes / Institutional Care, End of Life care

Emergency care pathway for older patients - Sheffield Teaching Hospitals NHS Foundation Trust

Sheffield Teaching Hospital one of the hospital's three MAUs has become a unit focusing on the medical admissions of frail older people with the co-location of all the specialist, medical, nursing and therapist staff who deal with frail older people.

To overcome the often delayed process of discharge from hospital for these patients, where the patient is medically fit to leave hospital but waiting for home support to be in place, inter-agency working with both the local authority and primary care has supported the introduction of a 'discharge to assess' system. This is where patients are discharged once they are medically fit and have their support needs assessed on arrival at home by members of the community intermediate care and social care teams. This enables them to access the right level of home care and support much more quickly

Following this introduction the Frailty Unit saw a 34% increase in patients being discharged on the day of their admission or the following day, with no increase in the proportion of patients readmitted to hospital. The change has truncated a discharge process of up to two weeks to care packages being put in place directly with the patient at home, enabling the Frailty Unit to reduce length of stay and therefore shortening the overall patient pathway.

Further information can be found here -

http://www.health.org.uk/media_manager/public/75/publications_pdfs/Improving%20the%20flow%20of%20older%20people.pdf

Integrated intermediate tier to provide immediate response at time of crisis

Examples of addressing these elements are provided in the overarching best practice examples.

Joint emergency team (JET) - Greenwich

A collaboration between Greenwich Community Health Services, Oxleas NHS Foundation Trust and Royal Borough of Greenwich Social Care has seen the development of a team of nurses, social workers, occupational therapists and physiotherapists working together to provide a multi-disciplinary response to emergencies arising within the community which require a response within 24 hours.

The team responds to emergencies to which they are alerted within the community at care homes, A&E and through GP surgeries, and handle those which could be dealt with through treatment at home or through short-term residential care.

Over a two-and-a-half-year period, over 2,000 patient admissions were avoided due to immediate intervention from the Joint Emergency Team (JET). There were no delayed discharges for patients over 65 and over £1m has been saved from the social care budget.

Further information can be found here -

<http://www.local.gov.uk/documents/10180/12193/Greenwich+-+Getting+back+on+your+feet+-+value+case/9cd224ae-b63d-42f9-872e-18943767a695>

Frailty Pathway - Lincolnshire West CCG

Lincolnshire West CCG led the creation of an integrated frailty pathway, supported by a wider range of services including a community response team, to enable the frail elderly to remain healthy and safe at home.

It included a number of service changes, including:

Developing a range of third sector services (e.g. transport and befriending services)

Creation of a community geriatrician post

Establishment of integrated community response teams

Additional training and enhanced GP involvement for local care homes.

Use of the Canadian Frailty Scoring Tool to identify patients at risk of unnecessary hospital admissions

They have reflected upon the importance of securing buy-in from all partner organisations from the start, acknowledging the time and effort that is required to develop such a pathway and the benefits of involving patients and carers to help articulate how the new service will be different in practice and how this will improve the care that is delivered

Further information can be found here -

http://www.nhs.uk/media/2570535/lrc_case_study_lincolnshire_frailty_pathway.pdf

Targeted care co-ordination/ anticipatory care planning in Community Networks

Transforming Primary Care in London - London Primary Care Transformation Board and Primary Care Transformation Clinical Board.

A new framework for commissioning primary care in London has outlined elements of Accessible, Proactive and Coordinated care specification. The coordinated care specification refers to patient centred, coordinated care and GP/patient continuity. A number of elements apply to the provision of care for the frail elderly:

Case finding and review

Practices will identify patients who would benefit from coordinated care and continuity with a named clinician, and will proactively review those that are identified on a regular basis.

Patients with complex conditions who need care from more than one professional or team are to be added to a coordinated care register and will be provided with an enhanced level of service. These patients may have long term conditions but may also be patients with a range of other health conditions and social support needs such people with mental health conditions; people in nursing homes; people at the end of life; or vulnerable people who find it hard to access services.

Patients are to be identified using a combination of clinical alerts, risk profiling and clinical judgment. Every practice or network of practices where appropriate, will run a regular risk profiling/risk stratification process in order to identify patients who should be on their care coordination register.

Named professional

Patients identified as needing coordinated care will have a named professional who oversees their care and ensures continuity.

Patients may also be allocated an additional member of the practice team or an additional health or social care professional as a care coordinator to act as their first point of contact if they have questions, concerns or problems. This person who coordinates their care should work with the patient to achieve their goals.

Patients with more complex needs would ideally be able to contact their care coordinator 24/7 for certain periods of very acute clinical risk or towards the end of their life.

Care planning

Each individual identified for coordinated care will be invited to participate in a holistic care planning process in order to develop a single care plan that can be shared with teams and professionals involved in their care.

Development of the care plan should follow the approach described in Delivering Better Services for People with Long Term Conditions – Building the House of Care. This represents a departure from the current focus on individual diseases towards a generic approach in which patients' goals drive care delivery and greater attention is paid to the contribution that people make towards managing their own health. Care planning should be based on a philosophy of co-created goals for maintaining and improving health. It should be an iterative process that continues for as long as an individual has complex needs. Patients identified for coordinated care, and their carers, should be encouraged to play an active part in determining their own care and support needs as part of a collaborative care planning process. This should involve discussing care and support options, agreeing goals the patient can achieve themselves, and co-producing a single holistic care plan that includes the needs of family and carers.

Patients supported to manage their health and wellbeing

Primary care teams will create an environment in which patients have the tools, motivation and confidence to take responsibility for their health and wellbeing. A culture of self-management support will underpin care coordination, recognising that the personal information that patients, their carers and families bring to the development of care plans can be as important as the clinical information in medical records.

Support for patients could be provided by individual practices or across a number of practices and could for example include internet resources; advice from staff skilled in lifestyle training and/or motivational support; information packs; services provided by volunteers or voluntary organisations and access to patient groups in which patients support each other.

Care Coordinator - Wiltshire CCG, The Great Western Hospital Foundation Trust (GWHFT) and Primary Care in Wiltshire

At a local level, Wiltshire NHS organisations have collaborated to develop a new model of care targeted at frail older people and people with complex long term conditions.

It has seen the deployment of 23 WTE Care Coordinators (one per 20,000 population) to work in GP surgeries and focus on ensuring that the people referred to them by GP's and sometimes identified using a Risk Stratification Tool:

- re receiving the right care, at the right time, in the right place,
- Know what services they can access and how
- Have support for their discharge from hospital
- Access appropriate community resources (not just those traditionally available from statutory authorities).

The Care Coordinators links with practices themselves but also with their local Community Teams, acute hospitals, social care, and voluntary sector and community groups.

Further information -

<http://www.kingsfund.org.uk/sites/files/kf/media/Great%20Western%20Hospital%20NHS%20Foundation%20Trust%2C%20Care%20Cordination%20Project.pdf>

Clinical Management Plan (CMP) - NHS South Worcestershire Clinical Commissioning Group

Targeted art care home residents, but applicable to a wider range of individuals, NHS South Worcestershire have developed a Clinical Management Plan (CMP) to help improve the coordination and management of care.

The CMP is one single individualised patient plan, available for any health care clinician treating the patient and includes details of a residents care needs and preferences in regards to end of life care or avoidance of hospital admission. The CMP facilitates residents living well by ensuring their CMP is agreed between the resident, Community Nurse Practitioner (CNP), care home staff and the GP. It remains with the patient at their care home, allowing direct access to ambulance crews and GP Out of hour's services for rapid support close to home.

The individualised CMP facilitates patient engagement and offers care home residents the opportunity to express and record their care wishes, particularly in regards to end of life care. One CMP accessible for all helps to avoid error and improves communication speed

After 11 months the evaluation of the project has seen a 15% reduction in admissions from Care homes in South Worcestershire, fewer ambulance call outs and fewer episodes where residents were conveyed to hospital, with savings in the region of £500.000. More recent information suggests a 25.3% reduction in all admissions when compared to this time last year.


Further information -

<http://www.kingsfund.org.uk/sites/files/kf/media/NHS%20South%20Worcestershire%20Clinical%20Commissioning%20Group%20Clinical%20Management%20Plan.pdf>

Self-Care/ Prevention & Wellbeing – primary prevention supporting people at risk of frailty

Practical guide to health ageing – NHS England & Age UK

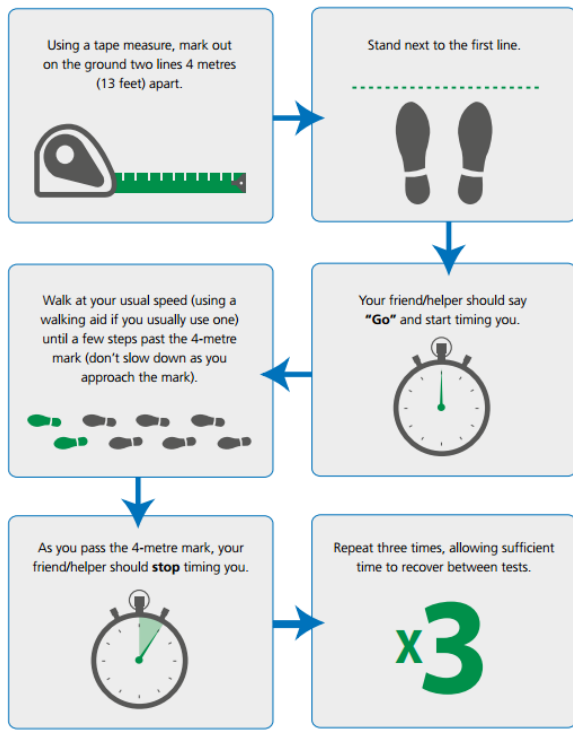
Try this at home



Have you noticed it's taking longer to get to the bus stop than it used to? Or that your weekly supermarket shop takes longer than before?

These can be signs that you've started slowing down.

If you've noticed you're a little slower than you used to be, or even if you haven't, you may want to try the simple test opposite which will let you know if the 'slowing-down' process of later life is affecting you. It is called the Walking Speed Test. You can do it easily at home. All you need is a tape measure and a watch with a second hand or mobile phone with a stopwatch function.



Using a tape measure, mark out on the ground two lines 4 metres (13 feet) apart.

Stand next to the first line.

Walk at your usual speed (using a walking aid if you usually use one) until a few steps past the 4-metre mark (don't slow down as you approach the mark).

Your friend/helper should say "Go" and start timing you.

As you pass the 4-metre mark, your friend/helper should **stop** timing you.

Repeat three times, allowing sufficient time to recover between tests.

x3

If you take more than 5 seconds, it's likely you're affected by the slowing-down process of later life. Of course, some of us walk slowly for other reasons, such as arthritis, but the test will give you a good indication of your general fitness. If you have slowed down you may want to try some simple exercises, or see your GP or nurse to discuss things further.

NHS England, in partnership with Age UK, have produced a leaflet with advice to help improve the health and general fitness of people of any age, but written to be particularly relevant for people who are 70 years or older. It includes a guide to a self-assessment of the "slowing down" process related to the effects of ageing on the body and specific advice regarding a number of areas: looking after feet and eyes, making the home safe, keeping active, talking about medicines, getting hearing testing, preventing falls. Looking after mental well-being, and getting ready for winter.

To access the leaflet: <http://www.england.nhs.uk/wp-content/uploads/2015/01/pract-guid-hlthy-age.pdf>

An Ageing Well strategy - Newcastle West CCG & Newcastle Council

Newcastle CCG & Council also provides a specific example of a local region developing a strategy which considers a range of different stages of ageing, including: preparing for active old age; active old age; vulnerable old age; and dependent old age.

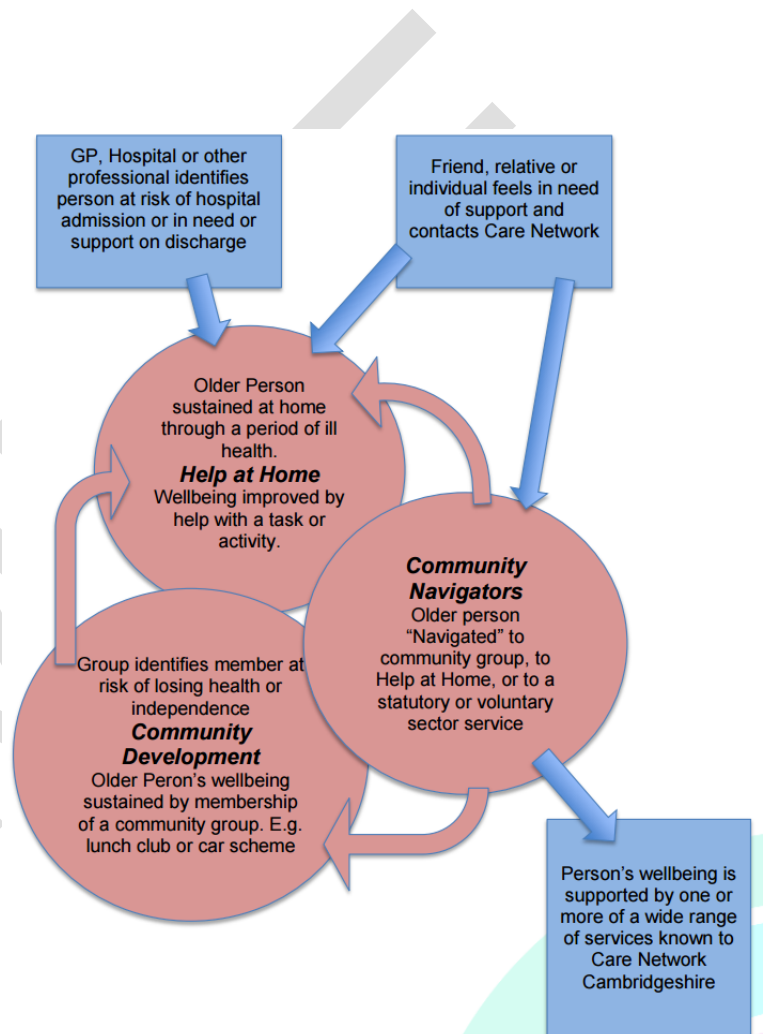
The strategy includes:

- Health checks aimed at identifying risk factors such as obesity, physical inactivity and poor diet in those aged 40-74
- Engaging older people as volunteers and health champions
- A focus on case-finding to identify older people who are vulnerable to deterioration or dependency so that they can receive proactive support
- Focus on supported self-management

Care Networks – Cambridgeshire Care Network

The Cambridgeshire Care Network, through a combination of qualified paid staff and trained volunteers, has developed an infrastructure of support for over 100 local community groups. Approximately 1,200 volunteers have been engaged in the work. The network includes:

1. **Community Development** – supporting communities and groups to support local older and vulnerable people.
2. **Community Navigators** – providing information about activities and services which older people might enjoy or find helpful
3. **Help at Home** – providing short-term practical and emotional support to older and vulnerable people at a time of need.



BRIDGEND COUNTY BOROUGH COUNCIL

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 FEBRUARY 2016

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

ROTA VISITING BY ELECTED MEMBERS

1. Purpose of Report

- 1.1 To provide the Committee with:
 - an update on the programme of rota visiting to the Council's adult social care establishments and independent sector establishments;
 - the outcome of the pilot of visits by Council Elected Members to home care recipients including plans to take the scheme forward.
- 1.2 To request that the Committee consider the proposal for the way forward in relation to home care visits.
- 1.3 Members will be aware that the rota programme includes visits to Children's establishments and a separate report is taken to the Children and Young people Overview and Scrutiny Committee on an annual basis.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The report links to the corporate priority: Helping vulnerable people to stay independent.

3. Background

- 3.1 Members are aware of the importance of visiting social care establishments as a valuable contribution to the safeguarding of vulnerable adults, children and young people and ensuring that the quality of care provided is appropriate. It is essential that opportunities are presented for Elected Members to meet with people who receive services to listen to their views.
- 3.2 Rota visiting is part of the quality assurance of the Authority's services; there are other inspections and visits that contribute to the safeguarding of people who use social services. For example, there is a robust contract monitoring process in place, there are CSSIW inspections, Health and Safety checks and statutory visits carried out by independent officers within the Council.
- 3.3 In the past, the programme included only the council-run social services establishments. Following proposals from Elected Members, it was agreed to expand the programme to include independent sector social care and nursing establishments for adults and this has been up and running since September 2012. 18 independent sector homes were included in the recent programme of visits (there were 6 in the first rota) and it is hoped to engage with more in the future.

- 3.4 Comprehensive guidance, developed with Members, is regularly reviewed and provided at the start of each annual programme of visits. Training sessions have taken place including some 1:1 sessions to ensure that any new Members were updated on the process. Also, to assist Members with the process, an email is sent to them on the first day of every month to remind them of the visits that are due that month.
- 3.5 The last reports to the Overview and Scrutiny Committees (Adult Social Care – 14th July 2014 and Children and Young People 2nd September 2014) noted that the importance of Member visits could not be over-emphasised as they provide a point of contact for service users that was over and above that of the staff. It is recognised that it gives service users an opportunity of expressing their feelings to persons outside the establishments.
- 3.6 Based on a similar process, it was agreed to pilot visits to service users receiving homecare from both the council and from independent sector providers. A team of five champion Elected Members piloted the scheme in the first instance. The pilot was based on the current rota visiting scheme and took place in February and March 2015.

4. Current situation / Proposal

Programme of visits to Council-run and independent sector establishments

- 4.1 The 2014/15 rota programme involved 12 teams of Elected Members required to visit 16 Council run adult social care establishments and 13 independent sector establishments.
- 4.2 The 2015/16 rota programme involved 14 teams of Elected Members required to visit 14 Council run adult social care establishments and 18 independent sector establishments.
- 4.3 To keep the number of visits to a manageable amount, Members will be aware that not every establishment is scheduled to be visited every month.
- 4.4 Attached at **Appendices 1a and 1b** is a schedule of visits carried out from April 2014 to December 2015, together with a summary of the comments made. It is not possible to include every comment and the summary gives the main points relating to the welfare of people. Queries and concerns raised by Members from their visits have been responded to directly. Some examples of this are: damage to a disabled facility door was reported and officers were able to respond to the Members informing them that the door had been repaired. A concern about the quality of meals in one establishment was raised and a reply was provided to Members informing them that the situation had improved and that a local supplier was providing the meals.
- 4.5 81 of the possible 167 visits were carried out during the reporting period April 2014 to December 2015. This equates to 49% of the visits that were due.
- 4.6 The next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation. It is anticipated that the existing cohort of Members will remain in the programme.

Programme of pilot visits to home care recipients

4.7 Following discussions, it was agreed to pilot a series of visits to home care recipients across the county borough. A small team of five Elected Member champions was identified to undertake the visits. These were:

Cllr Marlene Thomas
Cllr Megan Butcher
Cllr Janice Lewis
Cllr Norah Clarke
Cllr Pam Davies

4.8 Because of the sensitive nature of the visits to people's own homes, a comprehensive training and awareness schedule was established for the pilot team. This included gaining a wider understanding of the services that support people to remain as independent as possible, such as:

- Reablement
- Bridgestart
- Better @ Home
- Bridgeway

4.8.1 The training schedule included visits to internal services such as Bryn y Cae Reablement, the Community Resource Team, Mobile Response and Telecare and meetings with staff teams in POVA, DoLS, Dementia and Contract Monitoring.

4.9 A number of meetings were held with the pilot team and a comprehensive guidance document was developed.

4.10 The programme of visits involved one of the champion elected members accompanied by a member of staff, visiting a homecare service user. The visits were conducted in the person's own home.

4.11 The programme of visits for this pilot was specified and pre-arranged and agreed with the service user and their family as appropriate. Home care recipients involved in the pilot were chosen from different areas of the county borough and with different needs and services. Home care managers visited the homecare recipients in advance of the visits to ensure all were prepared and happy for the visit to take place. Each Member received:

- The list of visits to be made and by whom
- Details of the service user (name, addresses, telephone number)
- Visit report form
- Guidance on undertaking the visits

4.12 The members visited five service users who had a variety of needs. For example, one person was disabled, one person had dementia. Members were met outside the service users' homes by a member of the homecare staff who accompanied them throughout their visit.

- 4.13 Following the visits, the Members submitted a report on their visit. These are attached at **Appendix 2**.
- 4.14 The pilot was considered to be successful. A summary of the comments are as follows (not verbatim):
- The Service user would like to continue his care with the staff he is used to;
 - The service user and the staff commented that 15 minutes was insufficient time to deal with the problems;
 - The service user welcomed the visit;
 - Polite care workers; good rapport;
 -could not speak more highly of the service....;
 - A few occasions when care workers were late;
 - Amount of time allocated was adequate.
- 4.15 All involved agreed that the benefits of the Council getting feedback directly from people receiving services was extremely valuable. It is recognised that these type of visits could not be unplanned and that a significant amount of management time and planning was involved.
- 4.16 It is intended to roll out the programme incrementally through 2016. A plan will be formed to ensure Members have the right training and support, that there is effective monitoring, and that homecare teams can manage the process.
- 4.17 It is proposed to identify two teams of Members to undertake specific sets of visits during the year. A further evaluation of the impact and benefits of this would then be undertaken before rolling it out further.

5. Effect upon Policy Framework and Procedure Rules.

- 5.1 There is no impact on the Policy Framework and Procedure Rules.

6. Equality Impact Assessments.

- 6.1 There are no equality implications.

7. Financial Implications.

- 7.1 There are no financial implications.

8. Recommendation.

It is recommended that the Committee:

- 8.1 Note the information provided in this report;
- 8.2 Note that the next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation.

Susan Cooper
Corporate Director – Social Services and Wellbeing

January 2016

9. Contact Officer: Judith Brooks
Telephone: (01656) 642081
Email: judithbrooks@bridgend.gov.uk

10 Background documents:
None.

**BRIDGEND COUNTY BOROUGH COUNCIL
ADULT SOCIAL CARE ROTA VISITING
PREMISES VISITED – April 2014 to Dec 2015**

Property (no of visits due to Dec 15)	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	
Anwen New 15/16 –(1)														X								
ARC, Bridgend (6)	X												X						X			
BLeaf, Brynmenyn (4)											X								X			
Breakaway, Kenfig Hill (7)							X						X						X			
Breaksea New 15/16 – (1)																						
Bridgend Resource Centre (7)					X	X																
Brocastle Manor Bridgend (2)				X																		
Bryn y Cae, Bridgend (20)	X	X	X	X	X	X		X	X	X				X	X	X						
Canola House, Bridgend (2)														X								
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	

Cartref, Newton New 15/16 – (1)																			X		
Cwm Calon, Maesteg (7)		X	X								X	X									
Danygraig House, Porthcawl (2)			X																		
Foxtroy House, Tondu, Bridgend (1)										X											
Glamorgan Holiday Hotel, 14/15 only) (1)										X											
Glanffrwd, Pencoed New 15-16 – (1)																	X				
Glanyrafon Bridgend (20)		X				X		X	X		X	X			X			X	X	X	
Glyn Cynffig Hostel, Kenfig Hill (5)				X			X				X				X						
Heathfields Bridgend (3)							X												X		
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15
Hyfrydol, Maesteg (20)	X			X				X	X						X			X			

ROTA VISITS BY MEMBERS - April 2014 to December 2015
Summary of Comments

PROPERTY:	SUMMARY COMMENTS
Anwen	We were very impressed with the home, it was well laid out, and was a really pleasant environment. There was a lovely, safe enclosed garden available to residents, and a good variety of activities. There was also a hairdressing salon, everything was based around a hub, which was well set out. The residents we spoke to were cheerful and calm, and appeared happy in their surroundings.
ARC	<p>We were welcomed and shown around and were impressed by the décor and design.</p> <p>Unfortunately we happened to visit during the lunch break and there were no groups or users present to chat to. We were given a copy of the weekly schedule which showed the wide range of organisations using the facility. The building appeared to meet their needs in every way, is well kept and cleaned and a credit to the management.</p>
B Leaf	<p>We received a warm welcome and a guided tour while the work of the project was explained.</p> <p>The service users we spoke to both inside and outside were happy and enjoyed their work.</p> <p>The service users all seemed busy and happy doing a number of jobs, including gardening and maintenance.</p> <p>Overall, we felt this was a very valuable service which provides the clients with a stimulated and worthwhile environment.</p>
Breakaway Abbey Road	<p>We arrived as a training course on Assisted Eating was just finishing in the kitchen area.</p> <p>The home was clean and in very good order; since our last visit it has undergone a refurb with an extra bedroom created on the ground floor. They have use of a vehicle at weekends.</p> <p>The residents we spoke to seemed happy and well cared for.</p>
Breaksea	Not visited
Bridgend Resource Centre	<p>Facilities include hydrotherapy, physio and a sensory room and domestic skills teaching. A new venture has been started up called Touch and Trust which is showing positive results.</p> <p>All service users were engaged in activities during our visit. They are also undertaking personal relationships and sexuality instruction which we felt was important.</p> <p>The high support unit appeared well run and efficient. Toilet facilities</p>

	<p>were of an extremely high standard which we felt worthy of comment.</p> <p>The centre has a wide range of users and all needs are catered for, recreational, stimulation and relaxation. All services were accessible.</p> <p>The member of staff who showed us around was very committed to his work and his enthusiasm, knowledge and leadership skills made the visit all the more informative and enjoyable. The continual need for staff training and updating is maintained.</p>
<p>Brocastle Manor</p>	<p>We visited on a hot, sunny day. Given a full tour of the premises including lounges, bathrooms, kitchen, laundrette, individual rooms and garden. The home currently 80 clients, the majority of whom receive nursing and dementia care. The home is a well-kept, modern building which appears to be very comfortable.</p> <p>We spoke to a number of clients who seemed content and staff who were happy in their work. Various activities and outings are arranged, entertainment is provided by visiting artistes and staff.</p> <p>A wide choice of food on the menu. Residents may have a lie-in if so desired.</p>
<p>Bryn y Cae</p>	<p>All residents we spoke to expressed satisfaction with the home and praised the food above all.</p> <p>Staff emphasised the importance of entertainment, to which end a karaoke machine had recently been purchased at the residents' suggestion.</p> <p>The garden areas were well maintained, although a fence was awaiting repair.</p> <p>The reablement unit had clearly improved its throughput of residents and continued to be a success. It is essential that facilities like this are made available to those who need them.</p> <p>We spoke to some of the residents, all of whom were very happy with the service provided and the care they receive and were full of praise for the staff.</p> <p>Painting and decorating was being undertaken while we were there and refurbishment of a bathroom and shower area. Residents' rooms were all nicely furnished and comfortable, many with en suite.</p> <p>The EMI section has excellent facilities for residents recuperating after hospital treatment, with impressive physiotherapy facilities.</p> <p>The residents with whom we spoke seemed quite happy. We spoke in particular to a number in the resettlement unit, which is well used and appears to be making a big difference in enabling people to return home as quickly as is practical.</p>

	<p>I was impressed with the wonderful provision and the affection shown to the clients by staff. The clients I spoke to told me they were very comfortable, not only with their rooms but with the warm and experienced staff.</p> <p>While I was there, I joined in a 'sing along' in the communal lounge, spoke to some ladies who were about to have their hair done.</p> <p>I received a full breakdown of staff to client ratio and what their roles entail and felt that this provision was an excellent 'exemplar' for BCBC.</p> <p>We arrived unannounced at lunchtime. The entrance hall was clean, warm and welcoming with an elaborate floor decoration created by one of the residents.</p> <p>Lunch was pork dinner and the dining room was spotless.</p> <p>We spoke to a number of residents in all three units and they were happy with the home and the food.</p>
<p>Canola House, Bridgend</p>	<p>This is a 9 bed facility for older clients with mental health issues ranging from anxiety to schizophrenia. The home is staffed 24 hours a day</p> <p>We met the registered manager who was very helpful and showed us around. There was a good rapport with clients.</p> <p>There was a roast dinner being freshly cooked. The staff were very knowledgeable and friendly.</p> <p>There are communal bathrooms. The home was very clean. Each client has the opportunity to decorate their own bedroom to their own taste.</p> <p>My only comment would be that the communal areas were in need of some updating. Overall this was a very pleasant environment.</p>
<p>Cartref, Newton</p>	<p>The establishment converted from nursing to residential provision. The facility includes: themed recreational rooms including a 'pub' – the Pipe and Zimmer, a hair salon, a cinema, improved garden area, lifts. A grocery store is planned.</p> <p>The manager would welcome being a member of a care home forum where ideas could be shared.</p> <p>Particularly innovative was the fact that bedroom areas had street names and the rooms had individually coloured doors each with its own house number.</p>
<p>Cwm Calon</p>	<p>We were shown around by two very informative carers. The building is nicely situated with easy access to local shops and cafes. Service</p>

	<p>users we spoke to were happy there and settling in well. A physiotherapy session and an advocacy meeting were taking place during our visit.</p> <p>An outside area to relax in would enhance wellbeing.</p> <p>There was an issue with the quality of the meals. This is now provided by a local provider and the feedback is much improved.</p> <p>The centre was bright, clean and cheerful with an array of facilities. Staff seemed to be very engaged with the clients, several of whom were leaving for off-base activities. A busy, effectively managed and homely centre which benefits from central location in terms of visiting town for shopping etc.</p>
Danygraig House, Porthcawl	<p>Nothing unfavourable detected in these spotlessly clean premises. All bedrooms are en-suite and enjoy rural and sea views. Certain areas of good practice:</p> <ul style="list-style-type: none"> • Innovative use of colours to aid dementia sufferers (red for door handles, rails, toilet seats; yellow for kick plates on doors, etc.) • Non-slip surfaces in courtyards. • Original local artwork by children of local school. • Monthly newsletter for residents' relatives.
Foxtroy House, Tondu	<p>We were impressed by the friendly and informal atmosphere. The home was a hive of activity and every effort is made to ensure a lively and stimulating environment and culture. Residents are given the choice of a range of activities in which to engage and visits to local attractions. Relatives were visiting while we were there and engaging in a relaxed and happy manner. There was a good stair lift but, as with other homes we've visited recently, it would benefit from a lift.</p> <p>Staff training is a top priority to ensure skills are constantly upgraded, particularly up-to-date dementia care training. Management are not keen on employing agency staff.</p> <p>The home and its staff are doing a great job and offering an excellent service.</p>
Glanffrwf Pencoed	<p>We spoke to a number of residents, who commented how happy they were there. The home was freshly decorated and there was a good choice of food, on a four weekly cycle, with options for those who didn't like the options.</p> <p>There were a good choice of activities, with Hairdresser and Nail bar available to residents. The home can deal with all types of care, including end of life care.</p> <p>There was a lovely garden available for residents use, in nice weather.</p>
Glanrafon Resource Centre	<p>A lovely, spacious home with plenty of natural lighting. We were taken around by a very keen and enthusiastic member of staff who told us of the many diverse activities which take place, i.e. concerts and local outings.</p> <p>The residents were all happy, no complaints about food.</p>

	<p>The home would benefit from a bit of upgrading, i.e. painting and decorating.</p> <p>There are issues over parking with people using it as a car park to take children to school and they also block the entrance.</p> <p>The fire alarms were in good order and the weekly fire drill was documented and up to date.</p> <p>We spoke to residents who unanimously reported high levels of satisfaction, particularly with the quality and quantity of food. Some visit the community café in the school opposite.</p> <p>We toured the facility and spoke to residents and visitors. The men only wing is working well.</p> <p>We visited the male wing where clients were having their eyes tested, the male lounge and female wing. All clients spoken to were content and no problems reported.</p> <p>Spoke to a relative of a resident receiving end of life care, who advised that he was extremely pleased with the care his relative was receiving and highly praised the dedication of the staff.</p>
<p>Glyn Cynffig Hostel</p>	<p>Only two clients present when we visited, as they are encouraged to get out as much as they can. They had no issues and were happy with the situation. Nice to see that former clients call in.</p> <p>The unit appeared to be well run.</p> <p>Premises in need of painting in hallways and lounges; some of the furniture past its best</p> <p>It seemed a calm and well managed environment which would benefit from redecoration.</p> <p>The unit needs general redecoration and some more serious work, e.g. a windowsill with no paint and plaster missing from a wall.</p> <p>We were shown around the well equipped kitchen areas and individual lounge areas.</p> <p>Clients we spoke to were happy with the home and the help they received and the length of stay in helping them to adjust.</p>
<p>Heathfields Bridgend</p>	<p>Most noticeable were the high quality furnishings throughout which, together with the traditional décor, create a homely atmosphere. There are extra large TVs (50" and 60") and clocks with dates in communal areas.</p> <p>Close liaison continues with the local churches involving regular visits to the home and occasionally singing.</p> <p>We had extensive conversations with residents who reported a high</p>

	degree of satisfaction all round, with staff, food and facilities.
Hyfrydol (Maesteg)	<p>We were very quickly impressed with the facilities: the lounges and relaxation areas were warm and friendly, bedrooms and toilets spotless and there was a calm, happy and relaxed atmosphere. Staff were engaging with residents and attending to their needs.</p> <p>Large televisions available in the lounges upstairs and downstairs. There is access to a computer and Internet. Menus on offer were varied and appetising.</p> <p>Staff and residents' working relationship is clearly excellent. The home is an example of the public sector doing things very well.</p> <p>The residents were all happy with the home, the staff and the food. One in particular stopped us to say how happy she was there.</p> <p>We looked around the home and spoke to staff and residents.</p> <p>It looked much more homely than last time, with stickers and new pictures on the wall. There was a good list of activities advertised for residents and relatives.</p> <p>All residents are clearly being well cared for. Regular visits from the mental health team ensure appropriate diagnosis.</p> <p>There is computer access, weekly hairdresser visits, chiropractor, plenty of social events and access to outside space. Visitors can bring in pets to show residents.</p> <p>There are only single rooms, so if a married couple is admitted they have to be separated.</p> <p>Clients appeared happy, clean– it felt like their home, which was good to see.</p>
Llys Gwyn, Bridgend	<p>The home was very friendly and welcoming and staff all very visible. We were introduced to several residents and told of activities that take place like jewellery making and choir.</p> <p>The home has a dog which belongs to one of the residents. Family members are always welcome and often visit for Sunday dinner.</p> <p>The home was very much run as a family unit, which left us feeling unsure how much of the management and service resulted from evidence based research.</p> <p>Some parts of the home required decoration and were in need of updating. The fish tank needs some attention.</p>
Maesglas Resource Centre (this	The accommodation is adaptable with rooms downstairs suitable for those with mobility issues. We looked around one of the residents' flats.

<p>has now been sold)</p>	<p>Residents were chatty and animated about the activities they'd been involved in earlier that day and we could see that they were all happy.</p> <p>We were shown around the premises and observed a general state of disrepair. The centre is dated and needs upgrading.</p> <p>When we arrived we were surprised to see a 'For Sale' sign outside.</p> <p>The condition of the building is reasonably good and five residents remain. Some staff have already been deployed to other locations and it is expected the residents will move to Maesteg. There is a great deal of sadness at this closure as some staff have been there for 30 years.</p> <p>Concern that residents' possessions may not be able to fit into the new, smaller accommodation and this may cause upset.</p>
<p>Monkstone House, Porthcawl</p>	<p>We were welcomed by the manager who showed us around the spacious rooms. We were impressed by the décor and the atmosphere of the home. It was warm and comfortable. We spoke to a number of residents, some of which had visitors. They were delighted with their treatment and with the accommodation. They appeared very relaxed. There is a sensory garden outside with a spongy floor to prevent injury.</p>
<p>The Oaklands, Bridgend</p>	<p>Well regarded establishment offering a high standard of care. Reminiscence exercises are a key feature of activities - a list of activities was provided. Residents make visits to restaurants, hostelrys and local attractions. Residents described their home as light and airy and the food was "very good" "...marvellous".</p>
<p>Picton Court, Bridgend</p>	<p>Some residents were outside enjoying the weather and view. They happily engaged in conversation and expressed no concerns with their care or with the home. Later in the visit spoke to one relative who was very pleased with the care of their family member. There are a range of activities and some residents were happily engaged in them during the visit. A varied menu caters for all diets. Staff training is evident. A professional caring home.</p>
<p>Pinehurst, Bridgend</p>	<p>Not visited</p>
<p>Pyle/Porthcawl Local Day Service</p>	<p>Service users were making good use of local facilities – including computers and i-pads funded through coffee morning initiatives, plus swimming twice weekly and visits to a large local supermarket.</p> <p>Two minibuses were well used for trips to Aberavon and other locations as well as transporting service users to and from home.</p> <p>Suggestions for improvement:</p> <ul style="list-style-type: none"> • Dropped kerbs in the locality to facilitate wheelchair use. • Clearly signed parking bay for two minibuses with turning area and in the interests of health and safety.
<p>Serendipity Care, Porthcawl</p>	<p>Not visited.</p>

Southmead Grange and Lodge, Porthcawl	<p>We toured the facility. The rooms are en-suite, although not suitable for all residents.</p> <p>Good range of activities and choice of meals. The home is reasonably full.</p> <p>Need to improve their arrangements for smokers and some other facilities, for example, some residents reported they would appreciate a visit from a hairdressers.</p>
Ty Cwm Ogwr	<p>Good occupancy level, with respite beds well used.</p> <p>We looked around and spoke to residents all of whom were satisfied with the home and said the food was excellent. The bedrooms have excellent views.</p> <p>We asked whether any concerns and apart from a slight alteration required to a ramp, there were none.</p> <p>We were greeted and given a run-down of the home prior to a tour. The atmosphere was happy and friendly and clients we spoke to were full of praise about all elements of the unit.</p> <p>We found the facility to be both very modern and extremely well run and wish there were a way it could be maintained.</p> <p>A waste disposal system which we requested during our last visit is still not in place and food waste continues to be carried through the premises.</p>
Ty Nant Nursing Home, Port Talbot	<p>Visit due March 2016</p>
Ty Penybont	<p>We received our usual warm greeting and were shown around by an enthusiastic staff member.</p> <p>It is a very light facility with a large extension overlooking a sizeable garden. An extensive range of activities is offered. Service users were being organised to engage in various activities, some held in the centre, others in Pyle Leisure Centre and Cardiff and courses held in Bridgend College.</p> <p>Damp was evident in patches on the ceiling with bubbling paint in Base Room 3 and on the right wall of the dining room.</p> <p>The centre is clearly a happy, vibrant and dynamic place to be, the service users were confident, comfortable and happy. The staff were focused, energetic and hardworking.</p>
Valleys Gateway/ Pencoed Localised Day Service	<p>We arrived at the same time as some service users on a bus while another group were being taken out. Both transfers seemed well organised.</p> <p>There are various activities organised, e.g. Zumba, gardening, bowling, cinema trips and weekly physio sessions.</p>

	<p>The centre is visited by student nurses and social health care students but it can be difficult to retain volunteers.</p> <p>On our last visit in January we received complaints about access to You Tube being blocked. The problem still exists.</p> <p>Staff cannot make visual aid cards as there's no colour printer so the Manager has to rely on the Speech and Language team from Bridgend to act for them. Any data worked on one day is wiped off by the next, making things difficult.</p> <p>Can someone from IT go out and do an overview and assessment of the centre's needs?</p>
Wood B	<p>Response to recent HSE inspection finding has been resolved and is positive. The service is likely to transfer to a Trust and there is concern about this. Whilst this is positive in terms of being able to seek funding, there is inadequate clarity re timelines.</p> <p>The service has been transferred into the Awen Trust and a further visit is planned for February 2016.</p>

HOME CARE VISITS BY MEMBERS

CLIENT:	COMMENTS:
Person A	<p>Person A has been in receipt of service for four years and praised the carers.</p> <p>Person A explained that the carers always arrived on time and in most cases a few minutes early. They left on time. The half an hour in the morning is sometimes not enough due to the tasks and the medication administered. Someone has always attended. The same carers are in attendance and Person A said that they are all wonderful and was extremely happy with the service.</p> <p>The elected Member stated that she was very satisfied with the service provided and that the carer was extremely competent and very pleasant.</p>
Person B	<p>Person B has been in receipt of service for 12 months following a fall and a stay in hospital.</p> <p>Person B praised the carers politeness and stated that the carers always turn up and timeliness is good. Only delayed on two occasions and they rang ahead each time. Otherwise, they arrive on time and don't leave early. Person B said "I don't know how they get everything done in the time they are here", and was very complimentary.</p> <p>The carers go four times a day and are very reliable. The service user also has a "lifeline" which they have used. Person B is nervous about the possibility of the service stopping because of budget cuts but was reassured by the visiting Member that the emphasis was on keeping people independent and in their own home and that the Council is trying to keep front line services going.</p> <p>The visiting Member commented that the home carer was friendly and polite.</p>
Person C	Person C has advanced dementia and was bedridden and unable to speak. The

	<p>conversation took place with the spouse who is also Person C's carer.</p> <p>Person C has had services for 14 years and has a number of visits a day.</p> <p>Person C's spouse highly rated the service and the politeness of the care workers. The care worker that was present at the visit had a good rapport with the spouse and has been attending to Person C for a considerable number of years.</p> <p>Timeliness good with only a few times when they were late – one occasion the home carer was 20 mins late. The spouse felt that the time allocated to visits was adequate and any more would be too much. There was never a time when no-one turned up and the same care workers attend in the same time slots.</p>
<p>Person D</p>	<p>Person D had been left disabled in middle years and is now confined to a wheelchair. Person D is able to live alone very independently with the help of our service.</p> <p>I was greeted warmly by Person C and the home carer and both welcomed the idea of home care visits.</p> <p>Person C was happy with the provision, apart from 2 issues:</p> <ul style="list-style-type: none"> • Wants to continue receiving care from people Person D is used to • The 15 minute visits were insufficient time to deal with the problems that occurred
<p>Person E</p>	<p>Person E stated that they were very happy with their care and carers and rated them highly.</p> <p>There was a continuity of carers and there seemed to be a family-like rapport with the carer and awareness of the care needed to be given and the carers were working with Person E to provide it.</p> <p>The care worker did say that Person E needs a little longer to attend to the needs and some prompting with the mid-day meal.</p>