

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

10 MARCH 2020

REPORT OF THE CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING CARE INSPECTORATE WALES (CIW) NATIONAL INSPECTION

1. Purpose of Report

1.1 The purpose of this report is to

- provide Cabinet with an update in respect of the Care Inspectorate Wales (CIW) National Inspection of Bridgend County Borough Council's (BCBC) Older Adults' services

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The report assists in the achievement of the following corporate priorities:-

- Helping people to be more self-reliant – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- Smarter use of resources – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

2.2 The report also supports the following local strategic priorities:-

- Adult Social Care Commissioning Plan 2010-20: Living Independently in Bridgend in the 21st Century;
- The Remodeling Adult Social Care programme;
- The Council's Medium Term Financial Strategy (MTFS)

3. Background

3.1 The Social Services and Well-being (Wales) Act 2014 (SSWBA) has been in force for almost four years. The Act is the legal framework that brings together and modernises social services law in Wales. The Act imposes duties on local authorities, Health boards and Welsh Ministers that requires them to work to promote the well-being of those who need care and support, and carers who need support.

3.2 In August 2019, BCBC were notified that an inspection of BCBC's Older Adults' services was to be carried out in September 2019. The inspection, carried out by Care Inspectorate Wales (CIW) in collaboration with Healthcare Inspectorate Wales (HIW), was to evaluate how BCBC is promoting independence and preventing escalating needs for older adults, in line with requirements of the SSWBA.

- 3.3 The purpose of the national inspection was to explore how well the Authority, with its partners, is promoting independence and preventing escalating needs for older adults. The inspection identified where progress has been made in the implementation of the Act and where improvements are required.
- 3.4 The scope of the inspection was to focus upon the experience of older adults as they come into contact with and move through social care services up until the time they may enter residential or nursing care.
- 3.5 The method by which the inspection was undertaken is shown below, which focused on four main activities:
- Journeys through care and support: Most inspection evidence was gathered by looking at the experiences of individuals in receipt of services, which was carried out through case-file audit and case tracking;
 - Presentation - The Head of Adult Social Care presented BCBC's evaluation of how well the Council support prevention and promotion of independence for older adults;
 - Staff Survey - an electronic survey was submitted to all staff working with older people, designed to capture general information about their work and experiences;
 - Meetings with key individuals/groups - the Inspectors also spoke to key partners and stakeholders about their understanding and knowledge of the inspection area(s), either as part of a group or as individuals.
- 3.6 The key questions the inspection explored were framed within the four underpinning principles of the SSWBA:
- Well-being – supporting people to achieve their own well-being and measuring the success of care and support;
 - People – voice and control: putting the individual and their needs at the centre of their care, an equal say in the support they receive;
 - Partnerships and Integration – partnership, integration and co-operation drives service delivery;
 - Prevention – increasing preventative services within the community to minimise the escalation of critical need. Services will promote the prevention of escalating need, the right help is available at the right time.
- 3.7 CIW and HIW evaluated the quality of the service within the parameters of the four underpinning principles of the SSWBA (as listed above) and considered their application in practice at three levels:
- Individual level
 - Operational level
 - Strategic level

4. Current situation / proposal

- 4.1 In January 2020, a final version of the national inspection report (**Appendix A**) was submitted to BCBC from CIW, along with a CIW press release (**Appendix B**).

4.2 The report provided key findings against each of the four underpinning principles of the SSWBA as per paragraph 3.6:

The key inspection findings were:

- Well-being – the Inspectorates found the vision for adult social care is very well embedded in BCBC and partner agencies. Significant and successful efforts have been made to ensure individual practice is person-centred and outcome focused;
- People – voice and choice – BCBC engages well with people to inform and shape service developments and individually people felt their voice and choices had been heard. Staff were positive and committed to their roles;
- Partnerships, integration and co-production – the Inspectorates found good integrated health and social care services within BCBC adult services that benefits people through quick decision-making and a joined-up approach;
- Prevention and early intervention – the Inspectorates found there is a good range of community groups within BCBC of particular interest to older people. The Inspectorates found good early intervention to prevent escalation of need.

4.3 The key areas for improvement against each of the four underpinning principles of the SSWBA as per paragraph 3.6:

- Well-being – the Inspectorates identified that support provided to assist people back into their homes following admission to hospital is not always available when people need it. BCBC should review its practice of sending people information to self-fund care when reablement and enablement services are not available to ensure this is in line with legislation. BCBC should ensure its system for arranging domiciliary care is as efficient as possible;
- People voice and choice – the Inspectorates identified that delays for people accessing certain services impacts on meeting their identified needs at the earliest opportunity. The active offer for people to receive support through the Welsh language is not fully in place;
- Partnerships integration and co-production – the Inspectorates recommend discharge arrangements at the Princess of Wales hospital require improvement to ensure older people’s health and well-being does not deteriorate due to unnecessarily extended periods of hospital admission. Some processes within Social Services could be simplified to increase timely help to people;
- Prevention and early intervention – BCBC should improve on consistent signposting of people to services and its quality assurance. BCBC must ensure all 15 minute calls in domiciliary care meet legislative requirements. BCBC must ensure sufficient support to carers who need a short break from caring responsibilities.

4.4 Within the inspection report, the Inspectorates stated that:

“We expect strengths to be acknowledged, celebrated and used as opportunities upon which to build. We expect priorities for improvement to result in specific

actions by the Local Authority and Local Health Board to deliver improved outcomes for people living in the Local Authority area in line with requirements of legislation and good practice guidance”.

It was also stated that CIW will monitor progress through its on-going performance evaluation activity with BCBC.

- 4.5 CIW advised that individual inspection reports for each Local Authority will be published on the CIW website, in-line with CIW practice guidance, and a national overview report is to be produced once all inspections have been completed, which CIW have advised is scheduled for early 2020.
- 4.6 BCBC have developed an action plan in response to the CIW’s key areas for improvement which includes how each element will be monitored by, in addition the Head of Adult Social Care will oversee the action plan with a CIW response working group. This in turn will report into the Remodeling Adult Social Care (RASC) Board, chaired by the Corporate Director Social Services and Wellbeing.
- 4.7 A full copy of the action plan is shown in **Appendix C** – showing priority area for improvement, the task, how it will be monitored and the lead officers.

5. Effect upon Policy Framework & Procedure Rules

- 5.1 There is no impact on the policy framework and procedure rules. Any future services requiring commissioning as a result of this proposal will be undertaken in-line with Contract Procedure Rules requirements.

6. Equalities Impact Assessment

- 6.1 In implementing the action plan, it is not currently anticipated that there will be any equality impacts on staff and/or individuals. If this view changes at any time, an EIA screening (and a full EIA if necessary) will be undertaken, to assess the potential impact on individuals and staff.

7.0 Well-being of Future Generations (Wales) Act 2015 Assessment

- 7.1 The implementation of the duties and responsibilities under the Social Services and Wellbeing Act (Wales) (SSWBA) 2014, in turn, supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend.
- 7.2 By promoting an environment that maximises people’s physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the wellbeing goals of a healthier and more equal Bridgend and Wales are supported.

8. Financial Implications

- 8.1 The majority of actions identified in the action plan in **Appendix C** will be met from within existing BCBC staff and resources and regional grants e.g. the Transformation Grant and the Intermediate Care Fund (ICF) that are available to

BCBC. Resulting business cases will be developed pending resources being identified and progress will be reported to the RASC Board as appropriate.

9. Recommendation

9.1 Cabinet is recommended to note the report.

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Background documents:
None