
**PRESS RELEASE
BY
CARE INSPECTORATE WALES**

TITLE **Inspection of Bridgend County Borough Council social services looked at the capability for independence for older adults**

DATE **EMBARGOED 9TH January 2020 12:00**

The inspection, carried out by Care Inspectorate Wales (CIW) in collaboration with Healthcare Inspectorate Wales (HIW), evaluated how Bridgend County Borough Council is promoting independence and preventing escalating needs for older adults.

The inspection focused on the experience of older adults as they initially come into contact with, and move through, social care services up until the time they may need to enter a care home.

The report highlights the local authority and local health board's strengths, and priorities for improvements to take forward, including:

Key findings

- **Well-being** - the inspectorates found the vision for adult social care is very well embedded in Bridgend County Borough Council (BCBC) and partner agencies. Significant and successful efforts have been made to ensure individual practice is person-centred and outcome focussed.
- **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. We found good early intervention to prevent escalation of need.

Areas for improvement

- **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.

Next steps

CIW and HIW have drawn the local authority and health board’s attention to strengths and areas for improvement. CIW will monitor progress through its on-going performance evaluation activity with Bridgend County Borough Council.

ENDS

Notes to the editor

Key findings are in line with principles of the Social Services and Well-being (Wales) Act 2014, which has been in force for almost three years.

The Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support, or carers who need support.

The principles of the Social Services and Well-being (Wales) Act 2014 act are:

- Support for people who have care and support needs to achieve **well-being**.
- **People** are at the heart of the new system by giving them an equal say in the support they receive.
- **Partnership and co-operation** drives service delivery.
- Services will promote the **prevention** of escalating need and the right help is available at the right time.

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