

| Priority | Tasks | Date | Monitored By | Lead Officers |
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| CIW Inspection of Older Adults' Services September 2019 - Priorities for Improvement | | | | |
| WELLBEING | | | | |
| Reablement and enablement is not always available when people need it, which delays the achievement of people's outcomes. | <ul style="list-style-type: none"> Develop a new operational model for the support at home service. Consider options afforded by the transformation funds e.g. establish clear process to ensure right service, right time. Develop and implement a new staffing structure following a staff consultation process. Implement the electronic scheduling system for the support at home service. | July 2020 | Remodelling Programme - Support at Home work stream. Service Delivery Plan. | Group Manager Integrated Community Resource Team and Provider Service Manager. |
| BCBC should review its practice for sending people information to self-fund care in such circumstances to ensure this is in line with legislation. | Practice has been reviewed and it has been adjusted accordingly. | January 2020 | Remodelling Programme - Support at Home work stream. | Group Manager Integrated Community Resource Team. |
| BCBC should ensure arrangements in extra care are responsive to the wishes of tenants and allow them to meet their personal outcomes. | <ul style="list-style-type: none"> Continue with the Ethos in Extra Care initiative. Hold a workshop on "What is Extra in Extra Care" to determine a shared vision with shared expectations in the delivery of care. Quality Care reports. Collation of feedback from tenants, families and other professionals. | March 2020 | Remodelling Programme. Responsible Individual regularity requirements. | Head of Adult Social Care and Integrated Community Services Manager and Provider Service Manager. |
| BCBC should continue to look at how it organises domiciliary care and any other steps to achieve more capacity to respond to people's individual needs and wishes for care they receive. | <ul style="list-style-type: none"> Develop a new operational model for the support at home service to increase capacity. Work with colleagues across the Council to develop new ways of recruitment and retention of direct care staff. Implement the electronic scheduling system for the support at home service. Management of the domiciliary market. Develop a self-directed care model for people with requirements for support at home. | July 2020 | Remodelling Programme - Support at Home work stream. Service Delivery Plan. | Group Manager Integrated Community Resource Team and Integrated Community Cluster Network, and Provider Service Manager and Group Manager Commissioning. |
| PEOPLE – VOICE AND CHOICE | | | | |
| Delays for people accessing certain services impacts on meeting their identified needs at the earliest opportunity. | Consider options afforded by the transformation programme to determine how people are managed through our assessment services to ensure that those pathways are seamless. Develop a multidisciplinary triage that ensures that people have the right type of assessment service | July 2020 | Remodelling Programme - Support at Home work stream. Changing the Culture board. Sustaining Social Work programme. | Integrated Community Service Managers. |
| BCBC should ensure the active offer to provide services in Welsh is operational. | <ul style="list-style-type: none"> Review of current practice. Working within the Council to recruit more Welsh speaking staff. | April 2020 | Changing the Culture Board and Extended Managers. | All Managers. |
| Improvements are required in consistency and recording of staff supervision. | <ul style="list-style-type: none"> Reinvigorate the Supervision Policy. Review and amend the recording tool for staff supervision. Benchmark activity in children's services to establish how they recording advice on cases from supervision within WCCIS and monitoring supervision compliance. | April 2020 | Monitored by the Remodelling Programme - Changing the Culture Board work stream. | Head of Adult Social Care. |

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| BCBC will wish to ensure there is sufficiency of individual managers to supervise and oversee those for whom they are responsible. | <ul style="list-style-type: none"> Review of structures and management arrangements to determine the social work model across adult services. Review where social work is provided from and how it is supported. | June 2020 | Transformation programme Ambition 1 Ambition 2 | Head of Adult Social Care and Group Managers. |
| PARTNERSHIPS, INTEGRATION, AND CO-PRODUCTION DRIVES SERVICE DELIVERY | | | | |
| Ensure structure and transfer processes within short term teams maximises timely help available to people. Case holding practice must be subject to appropriate management oversight and expedites 'flow' through the system to allow more people to receive help at the right time. | Review of structures and management arrangements to determine the social work model across adult services need to review where social work is provided from and how it is supported. | June 2020 | Transformation programme Ambition 1 Ambition 2 | Group Managers. |
| Improved commonality of approach with mental health and hospital ward staff to improve joined up services for people. | Develop a consistent approach to best interest decision-making for people in hospital and the community. Review the business support function with the discharge team | June 2020 | Changing the Culture and Sustaining Social Work Programme. | Group Managers. |
| Discharge arrangements at the Princess of Wales hospital require improvement to ensure older people's health and wellbeing does not deteriorate due to unnecessarily extended periods of hospital admission. | <ul style="list-style-type: none"> Continue to support and engage with the Health Board's improvement agenda. Take all opportunities to discuss with the Health Board the opportunities to increase the range of community beds as alternatives to an acute hospital bed. Review current pathways for people going home who are new to health and social care services and require an assessment and intervention service for up to 6 weeks. Review current pathways for people already known and in core services to return them home. Explore options to develop a service that supports families in identifying placements. | July 2020 | Transformation programme Ambition 1 Ambition 2 | Group Managers Integrated Community. |
| Production of revised BCBC medication policy to ensure care workers help people to take medication safely and practices is consistent. | <ul style="list-style-type: none"> Review the NICE guidelines and identify current gaps Review the Cwm Taf Morgannwg policy. Discuss current regional arrangements between health and social care with partners. Set up Advisory Group to revise current medication policy and plan implementation and roll out including a cost benefit analysis. | May 2020 | Local Task and Finish group establish to ensure compliance with national guidelines for medication for domiciliary care services. | Head of Adult Social Care. |
| PREVENTION AND EARLY INTERVENTION | | | | |
| Ensure practitioners are confident they have access to current and comprehensive information on community activities. | <ul style="list-style-type: none"> Overlay and align all third sector navigators with the cluster networks making them accessible to all members of our community. Access to Dewis on all desktops for professional staff. | May 2020 | Transformation Programme – Ambition 1 Ambition 3 | Group Managers Integrated Community. |
| BCBC should improve on consistent signposting, quality assurance and ensuring sufficiency of ongoing staffing in the Common Access Point (CAP). | <ul style="list-style-type: none"> Deliver on the CAP aspect of Ambition 1 including learning and development. Review and evaluate the current Business Continuity plan with decisions that are informed of the maximum/minimum productivity to resource ratio. Procure specialist knowledge and best practice for managing contact/ call centres to determine the most appropriate model for access, advice and assistance. | July 2020 | Transformation Programme – Ambition 1 | Group Manager Integrated Community Resource team |
| BCBC must ensure all 15 minute calls in domiciliary care meet legislative requirements and address any concerns of provider agencies. | <ul style="list-style-type: none"> Accelerate the implementation of Outcomes Focussed commissioning. Monitor the use of 15 minute calls to ensure their use is | April 2020 | Remodelling Programme | Group Manager Commissioning. |

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| | appropriate. | | | |
| BCBC should seek to involve people subject to safeguarding processes or their families as much as possible. | <ul style="list-style-type: none"> Review of current processes in line with national safeguarding procedures. Develop and implement any changes required. | May 2020 | Safeguarding Board. | Head of Adult Social Care and Safeguarding Manager |
| BCBC must ensure sufficient support to carers who need a short break from caring responsibilities. | <ul style="list-style-type: none"> Ensure the effective delivery of the current short term contract. Explore opportunities for respite in 24 hour settings. Maintain Carer engagement/ communication. | June 2020 | Changing the Culture. | Group Manager Commissioning. |