

Care & Support at Home Action Plan – September 2021

Appendix A

Issue #1: Need for all actions to be co-ordinated with single action plan project team

Action(s)	Lead	Timescale
Interim action plan to be confirmed for co-ordination of plan. Workforce officer interviews 24/08/21. Project group including all leads to be established	Corporate Director	Immediate

Issue #2: Domiciliary care providers are indicating they are experiencing significant pressures and in small numbers may consider handing packages back to the local authority to provide

Action(s)	Lead	Timescale
Develop provider support arrangements, refocusing the work of brokers and contract monitoring officers to working proactively with providers to understand issues and risks and take supportive actions to address.	Commissioning	06/09/21
Weekly provider meetings to understand and share intelligence across the sector so action plans are based on real time evidence	Commissioning	06/09/21

Issue #3: Demand for domiciliary care is outstripping supply resulting in delays for people to have their assessed needs met

Action(s)	Lead	Timescale
Social workers to work with providers to review current packages with families and providers to understand any alternatives to commissioned care which support people to achieve their outcomes and do such as family support, community connection, third sector support, assistive technology etc.	Integrated Services	06/09/21
Robust risk assessment to ensure harm is minimised whilst people wait for their care plan to be fully implemented in hospital or the community.	Integrated Services	Immediate
Explore all options to expand the provider base.	Integrated Services / Commissioning	Immediate and ongoing
Develop options for residential step up/step down with a reabling focus for people waiting domiciliary care at home	Head of Adult Social Care	06/09/21
Review casual bank arrangements for social care workers so this is being used optimally.	HR	06/09/21
Review and maximise use of agency workforce.	Head of Adult Social Care	06/09/21

Issue #4: Retention and recruitment into care worker roles is challenging due to a range of factors including workforce fatigue, backlog in annual leave and competition from other sectors such as hospitality, retail etc.

Action(s)	Lead	Timescale
Develop social care worker marketing plan (linked to the national 'WeCareWales' campaign) to use the most effective mechanisms to highlight the positive aspects of working in social care and encourage recruitment across the sector	Comms	31/08/21
Introduction of different internal staff contracts ranging from 15hrs to full time hours	Homecare Services	31/10/21
Work with Employability Bridgend to develop pathways to employment to support job seekers into vacancies across the social care sector. Actions include: <ul style="list-style-type: none"> - Introducing some initial research with the providers to understand better the factors which drive recruitment and retention. - Understanding better the links between the benefit system (UC) and the employment offer in social care to inform the offers available - Evaluating employment support such as job coaching and mentoring to enable people to progress to permanent employment in the care sector 	Employability Bridgend	TBC
Implement a fast track training programme for people who are entering the care sector for the first time to ensure they have the requisite training in the fundamentals of care.	Social Care Workforce	TBC
Meet with Bridgend college social care leads and students to support their recruitment into casual and permanent employment opportunities	Homecare Services	TBC
Roll out a series of roadshows across the County Borough using innovative methods to support value based recruitment into the social care sector	TBC	September 2021
Work with BAVO to explore the role of people who came forward during earlier phases of the COVID	Prevention & Wellbeing	06/09/21

Issue #5: High rates of sickness absence in in house

Action(s)	Lead	Timescale
SSWB & HR to undertake a deep dive into all sickness cases with a view to supporting people to return to work as soon as practicable	Group/Service Managers & HR Business Partners	06/09/21

Issue #6: A workforce plan and recommissioning arrangements for sufficient quality and quantity care workforce is required

Action(s)	Lead	Timescale
Develop clear career progression pathways for people entering the care sector linked to qualification and experience frameworks that can be used to promote experience in the value of experience in the sector for people in school / college/ at the time of a potential career change	Social Care Workforce	December 2021
Explore opportunities for regional working under CCR structures through effective working between regional skills partnership and local government forum and also the CTM regional workforce partnership	Regeneration	December 2021
Recommissioning of care and support at home with new contracts in place which support payment	Commissioning	March 2021