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| Report to | Corporate Governance Committee |
| Date of meeting | 20 November 2019 |
| Lead Member / Officer | Bobby Feeley / Phil Gilroy |
| Report author | David Soley |
| Title | Care Inspectorate Wales Inspection of Older Adult Services |

1.0 What is the report about?

A summary of Care Inspectorate Wales' (CIW) report into their Inspection of Denbighshire County Council's (DCC) Older Adult Services; key findings and associated actions.

2.0 What is the reason for making this report?

To provide Corporate Governance Committee with information regarding CIW's inspection of DCC's Older Adult Services; key findings and associated actions.

3.0 What are the Recommendations?

That Corporate Governance Committee consider and comment as appropriate on this report and in particular the actions within it.

4.0 Report details

- 4.1 In May 2019 CIW, as part of a national review of how well local authorities and health boards promote independence and prevent escalating needs and in collaboration with Health Inspectorate Wales (HIW), lead an inspection of DCC's older adult services.
- 4.2 The inspection team reviewed 60 individual case files and interviewed DCC managers, staff and Elected Members. They also interviewed key partners and stakeholders across health and social care, and met citizens and carers who use services. The inspection focused on people's experiences and outcomes on their journey through health and social care services.
- 4.3 CIW's findings are divided into '**Strengths**' and '**Priorities for improvement**', and are listed under 4 headings:
- i. Well-being
 - ii. People – voice and choice
 - iii. Partnership and integration - co-production
 - iv. Prevention and early intervention

4.4 Well-being – Strengths

- *The local authority is able to demonstrate how it has embraced wellbeing and works towards ensuring policy and budget decisions are focused upon improving the wellbeing of citizens in Denbighshire County Council (Denbighshire CC). It understands the link between promoting independence, better outcomes for people and sustainable services.*
- *People can be increasingly confident the local authority recognises adults are the best people to judge their own wellbeing.*

4.5 Well-being - Priorities for improvement

- *Senior managers must ensure individuals feel they are an equal partner in their relationship with safeguarding professionals who work to protect them from abuse and neglect.*
This was an issue already identified by CSS managers following the implementation of 'Safeguarding Case File Audits' in September 2018. CSS managers are confident CIW inspectors will find appropriate improvements in practice when they return to visit DCC in January 2020 to conduct a Safeguarding Practice Audit.

4.6 People – voice and choice – Strengths

- *The local authority has an adequate understanding of how people can be empowered by information, advice and assistance and by being involved in the design and operation of services.*
- *Practitioners have autonomy and opportunity to make a positive contribution to the development of services.*
- *Voices of informal advocates are regularly heard and recorded in many file notes. The local authority recognises it needs to improve access to formal advocacy.*
- *Mental capacity assessments are adequate. The local authority has already put measures in place to drive further improvements in recording.*

4.7 People – voice and choice – Priorities for improvement

- *Closer compliance with the Social Services and Wellbeing Act (SSWA) in respect of:*
 - Timeliness, communication and focus of safeguarding processes.*
This relates to DCC's performance against the 7-day target for completing Safeguarding enquiries, which has averaged around 65% against a Welsh average of around 85%. The introduction of 'Safeguarding Case File Audits' has enabled CSS to identify and implement changes in practice and in the first 2 quarters of this year DCC's performance has averaged 89.5%.
 - Unambiguous rights to outcomes of assessments being upheld regardless of the individual's financial resources.*
This relates to an ongoing debate between CIW and the majority of Welsh Local Authorities and has featured in other local inspections. The local authorities believe the SSWA eligibility criteria is asset-based, therefore taking a citizen's range of community and personal resources available to them into account in

determining eligibility for a managed care & support plan. CIW appears to interpret the SSWA as requiring LA's to fund all care and support even if citizens are able to, and choose to, fund it themselves and appear to have confused the application of the eligibility criteria with a formal financial assessment, which is actually undertaken after a managed care & support plan is agreed.

- iii. *The need for a more specialist assessment to be undertaken must not prevent or delay appropriate services being provided.*

This relates to a limited number of cases where delay was traced to DCC staff waiting for partner agencies to undertake specialist assessments. This is an ongoing challenge and we are in discussions with Partner Agencies to agree strategies that will enable us to avoid unnecessary future delay.

- iv. *Recording the outcome of the assessment and any advice or guidance given on the assessment and eligibility tool. In all cases the record of the assessment must include an explanation of how the recommended action will help meet the identified outcome or otherwise meet needs identified by the assessment.*

This relates to challenges with the Integrated Care and Support plan contained in PARIS, first identified in October 2018 through case file audit. A task and finish group including ICT and frontline managers and staff is currently revising the integrated care and support plan to improve recording.

4.6 Partnership and integration - co-production – Strengths

- *Staff are empowered to co-produce creative solutions which meet self-identified outcomes with people who need care and support and carers who need support.*
- *Service delivery is driven by an ambition to make a positive difference to the lives of Denbighshire residents. There are good examples of managers at all levels using their initiative and personal leadership skills to drive improvement in operational culture and practice.*
- *Willingness to try new approaches and work with key partners is demonstrated through the development of a SPoA (Single Point of Access), Talking Points, Community Navigators and Community Resource Teams (CRTs).*

4.7 Partnership and integration - co-production – Priorities for improvement

- *Strategic managers need to ensure services and resources are used in the most effective and efficient way.*

The CSS senior management structure has recently been reduced by one service manager and the team management structure is being reviewed in light of the implementation of integrated teams. Multi-disciplinary Peer Review Panels now provide robust scrutiny of care and support plans to ensure they are strengths based and utilise all available community based support before council funded services are considered.

- *The benefits of professionals working together to safeguard people from abuse and neglect needs to be maximised through shared professional knowledge, robust challenge, attention to detail and feedback loops into quality assurance systems.*

While they found no indication of citizens being inappropriately safeguarded or neglected, CIW believe they found some evidence of insufficient challenge and

ongoing monitoring of NHS partners during safeguarding interventions. We have taken this feedback on board and where appropriate will robustly challenge and monitor NHS partners and ensure this is accurately recorded in citizen case files.

4.8 Prevention and early intervention – Strengths

- *The SPoA and ‘Talking Points’ demonstrate the local authority and statutory partner’s commitment to providing people with the information, advice and assistance they need to take control over their day to day lives and achieve what matters to them.*
- *Preventing or delaying the development of care and support needs is closely aligned to other local authority responsibilities, including housing, leisure and environmental health.*

4.9 Prevention and early intervention – Priorities for improvement

- *The local authority need to review SPoA and Talking Points with partners to ensure people receive timely and proportionate information and advice and access to care and support.*

Talking Points were subject to an externally facilitated reviewed in 2019 involving statutory and voluntary sector partners as well as citizens and carers. The SPOA was fully reviewed with all stakeholders in 2017 since when it’s been under continuous review as demands placed on it change due to the integration of health and social care staff into Community Resource Teams.

- *The lack of availability of domiciliary care services is resulting in some people not receiving the care and support they need. This has been a long standing issue in some parts of the county and requires action to prevent further carer breakdown and increasing pressure on staff in reablement services and community health services.*

Following an unsuccessful tender for patch-based services, the Principal manager and lead commissioner met with all the main domiciliary care providers to gain their view of key challenges. All sighted recruitment and retention as their biggest challenge and most believed this was aggravated by the new training and registration requirements introduced by Welsh Government. These issues are not particular to Denbighshire but common across Wales and the UK. CSS are now meeting with providers to agree initiatives to help them with recruitment and retention.

5.0 How does the decision contribute to the Corporate Priorities?

The CIW report provides significant evidence of Community Support Services commitment to supporting **Resilient Communities**; working with people and communities to build independence and resilience, promote health & well-being and encourage people to remain as independent as possible.

6.0 Chief Finance Officer Statement

N/A

7.0 What risks are there and is there anything we can do to reduce them?

- 7.1 CSS initiatives aimed at; improving Well-being, increasing voice and choice, supporting Partnerships, integration and co-production are all threatened by decreased funding accompanied by increased demand for social care. Further reductions in funding may require CSS to focus entirely on statutory responsibilities at the expense of services known to reduce future demand.
- 7.2 CSS are attempting to mitigate funding cuts through the adoption of more efficient and effective community based alternatives to traditional care and support, but for this to be successful requires time and ongoing investment.

8.0 Power to make the decision

No decision required