

Report to	Corporate Governance Committee
Date of meeting	20 th November 2019
Lead Member / Officer	Bobby Feeley / Phil Gilroy
Report author	Angela Hesford / Katie Newe
Title	Responsible Individual Annual Report on Regulated Services. 01/04/2018 – 31/03/2019

1. What is the report about?

This report is about the progress of regulated services in meeting requirements and obligations set out in The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. This report covers the period from 1st April 2018 to 31st March 2019. For the purpose of these regulations, the regulated services are, Residential Care Homes, Domiciliary Care and Shared Lives (also known as Adult Placement).

2. What is the reason for making this report?

To advise and inform members of the progress of services in meeting requirements and obligations set out in The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

3. What are the Recommendations?

For the committee to consider the contents of the report and advise of further observations and comments for the Responsible Individual (RI) to consider.

4. Report details

- 4.1 This is the first annual report provided by the Responsible Individual on the regulated services. The responsible Individual for Denbighshire County Council (DCC) Adult Services is Katie Newe, Service Manager for Client Services. The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 sets out specific duties in respect of this role. These include ensuring systems and processes are in place for monitoring, reviewing and improving the quality of the service provided.

- 4.2 The regulated services are all based in Community Support Services and include DCC residential care homes (Dolwen and Cysgod Y Gaer)¹, the Adult Placement service (Shared Lives) and the Domiciliary Care services (Reablement, Interim Support Team, Extra Care Housing X 3 and in-house Community Living X 3).
- 4.3 This year, extensive work took place with residents, families and local members in relation to the closure of Awelon residential home which resulted in the home being deregistered by CIW on 31st May 2019. All residents were supported to find alternative accommodation and staff deployed to other residential sites.
- 4.4 During the year the RI made 28 individual Reg 73 visits to the different services, between these visits, the RI will also make unannounced drop in visits on a regular basis. In addition, four inspections were carried out by CIW, these were to Community Living, Shared Lives, Reablement and Awelon Residential Care Home. All settings received excellent reports with no non-compliance notices issued.
- 4.5 Recommendations were made by CIW which have led to the introduction of a system to gain feedback from citizens and staff. An action plan is now attached to the RI Monitoring Report (Reg 73) as a result of a recommendation made by CIW.

RI Visit Findings (Reg 73 visits)

- 4.6 Across all services staff are actively working in a person centred way and promoting independence and resilience. Morale and team working have been an issue at times within sections of the registered services. It is understandable that the two homes facing significant change have been affected in this way and as a service, we are continuing to offer support in a variety of ways such as one to ones, team meetings, management support and regular contact with the Team Manager and the RI. Targeted team building activities have been planned for 2019/20 and the head of service engagement events have also been heavily promoted. There was opportunity to speak to agency staff during the RI visits. Their view of our service was that in general we provided good quality care, but we could do more to support agency staff who cover shifts. This has resulted in the introduction of an agency worker checklist to ensure role expectations are communicated effectively.
- 4.7 Feedback is gathered from citizens, by the use of questionnaires, in face to face interactions and during the RI visits. Additionally, boxes for complaints and complements have been introduced in all registered settings. Several written compliments have been received for the care provided across all settings.
- 4.8 The RI meets with the people using the service and adult placement carers, as part of their visit. An area of future development will be how to keep citizens and families engaged with the RI visits; despite receiving invitations before each visit engagement has decreased significantly throughout the year.
- 4.9 All citizens in receipt of a service are provided with service users guide which gives advice on what they should expect for the service, they are also given a copy of the CSS "your voice" document.

¹ At the start of this period these also included Awelon, however, this home is now closed and was deregistered by Care Inspectorate Wales (CIW) on 31/05/2019.

- 4.10 The introduction of Manager Checklists in each setting ensures the services are meeting the requirements of current legislation. Further development is needed in relation to standardising paperwork and processes across all services and ensuring monitoring records are consistently maintained. As the new processes bed in, it is anticipated that this work will be further supported by the completion of the Quality Assurance reviews (Reg 80).
- 4.11 There is a Statement of Purpose for each service and this is available to all citizens and staff.
- 4.12 During RI visits various check and inspections are carried out, these include: condition of the property, decorations and cleanliness together with health and safety checks. Any areas of improvement are addressed in the action plan.
- 4.13 Managers carry out daily “walk-around” inspections and staff have been involved in the development of risk assessments. Health and Safety is on the agenda for all team meetings and also discussed at individual one-to-one meetings. All managers have attended corporate managing safety training.
- 4.14 The catering service provided by our own residential homes is of good quality the kitchens at both Dolwen and Cysgod Y Gaer have been awarded a five in the food hygiene rating. The Extra Care schemes have restaurant style facilities which are of a high standard. Residents within all settings have a choice of menu with individual needs and choices being catered for.
- 4.15 Within Community Living and Shared Lives, staff and householders support individuals to make choices of menu and planning and preparation of meals, according to the needs and abilities of the individual citizens.
- 4.16 Citizens have contact with a variety of outside bodies including: hairdressers, chiropodists, school visits, religious services, and therapy dogs. There are also visits to garden centres and the theatre together with quiz nights and visits from entertainers. Dolwen and Cysgod Y Gaer benefited from Comic Relief funding and this paid for music and dance activities. Men’s sheds, Buzz club and Golden group are also popular with citizens in Community Living.
- 4.17 There is recognised tangible value to services being provide in Welsh, this was communicated by citizens and their families, in particular the importance of offering a bilingual service to citizens with dementia. The ‘active offer’ is being made to all citizens in receipt of services.
- 4.18 The general feedback from citizens and their families, across all settings visited, is that the standard of care delivered and the lifestyle choices offered are excellent and if there were any issues of concern they would raise them with care staff and the individual managers.

5. How does the decision contribute to the Corporate Priorities?

Not applicable – there is no decision required with this report

6. What will it cost and how will it affect other services?

There are no costs arising directly from this report

7. What are the main conclusions of the Well-being Impact Assessment?

A Wellbeing Impact Assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

Not applicable

9. Chief Finance Officer Statement

A CFO Statement is not required for this report

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

There are no risks arising directly from this report

11. Power to make the decision

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and Section 7.4.2(b) of the Council's Constitution [