

Care Inspectorate Wales Action Plan - July 2019

Introduction

The Care Inspectorate Wales (CIW) undertook a two week inspection of older people services in Carmarthenshire in May 2019 under the theme “*Prevention and Promoting Independence*”. The Report published in August 2019 confirmed a number of strengths and areas of good practice provided by the Authority. The Report highlighted also several areas for improvement.

The purpose of this Action Plan is to assure the CIW of the Authority’s intent to address the areas reported by the CIW inspection. The Action Plan is monitored regularly at the Director of Communities’ senior management meeting.

No	Action	Progress Up date	Responsible Officer	Date for DMT Update
1	Information, Advice and Assistance (IAA)	Task and Finish Group for IAA	Head of Service: Neil Edwards	September 2019
2	Carers	Strategy and Action plan linked to Regional Plan	Heads of Service: Chris Harrison, Neil Edwards and Avril Bracey	December 2019
3	Quality Assurance (QA)	Departmental QA framework	Head of Service: Neil Edwards	September 2019
4	Advocacy	Strategy and Action plan linked to Regional Plan	Heads of Service: Chris Harrison, Neil Edwards	December 2019

			and Avril Bracey	
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Areas of improvement

- **Well-being** – we identified a need to ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service.
- **People voice and choice** – CCC need to ensure a sufficient range of services is available to carers across the Local Authority.
- **Partnerships, integration and co-production** – we recommend that there should be an equity of services across all areas of the county.
- **Prevention and early intervention** – we identified a need to continue to connect communities to services through engagement with people and partners to help prevent escalation of need.

No	Action	Progress Report and Evidence	Responsible Officer	Date of Completion
1	Wellbeing			
	<ul style="list-style-type: none"> • Ensure managers record oversight of work on the IT record management system. 	<ul style="list-style-type: none"> • Instruction and guidance has been delivered to Managers to ensure regular scrutiny of practitioners' case work • New business processes being built into Eclipse care management record – expected go live date Autumn 2019 	Jayne Thomas	September 2019
	<ul style="list-style-type: none"> • Ensure qualitative 	<ul style="list-style-type: none"> • Quality Assurance (QA) - Interim 	Silvana	November 2019 October

	<p>performance information is gathered across the directorate and this provides opportunity for learning across the service.</p> <ul style="list-style-type: none"> • Ensure personal outcomes recorded represent a personal narrative of what is important to people. 	<p>manual process set up and is being utilised, oversight by Locality Manager with information stored on Council File Plan (CFP).</p> <ul style="list-style-type: none"> • The department's QA procedures and processes currently in draft awaiting DMT/Directors ratification in September's meeting. • Refresher training is currently being rolled out to all staff in the CRTs 	<p>Sauro/Rob Brain</p> <p>Silvana Sauro/Jayne Thomas/Joel Sven-Martin</p> <p>Jayne Thomas/Joel Sven-Martin</p>	<p>2019</p> <p>October 2019</p>
2	People – voice and choice			
	<ul style="list-style-type: none"> • Ensure a sufficient range of services to carers is available across the local authority. • Ensure carers are aware of available support services. 	<ul style="list-style-type: none"> • Agreement at Departmental Management Meeting (DMT) that the three Heads of Service (HOS) will develop a local action plan based off the regional carers strategy • A carers workshop has been undertaken (July 2019) with members of the Carmarthenshire Strategic Partnership Board for Carers to review 	<p>Heads of Service: Neil Edwards/Avril Bracey/Chris Harrison</p>	<p>September 2019</p> <p>December 2019</p>

	<ul style="list-style-type: none"> Ensure a consistent consideration of the right to formal advocacy 	<p>the purpose and how it undertakes its function.</p> <ul style="list-style-type: none"> A formal advocacy service is being progressed via the Regional Carers Partnership based on the pilot in Ceredigion. Guidance has been circulated to staff on the right of service users to advocacy and the means by which it can be sourced. 		<p>April 2020</p> <p>September 2019</p>
3	Partnerships, integration and co-production drives service delivery			
	<ul style="list-style-type: none"> Ensure there is equity of services across all areas of the county 	<ul style="list-style-type: none"> Regular discussion at Integrated Services' senior management meeting will review and evaluate services across the county. This also features as part of the Divisional Business Plan process working alongside the Health Board's planning process. 	Head of Service (Neil Edwards) and Locality Managers	December 2019
4	Prevention and early intervention			

	<ul style="list-style-type: none"> Establish and embed preventative working across communities throughout the county. 	<ul style="list-style-type: none"> A consistent and coherent strategic preventative approach is being consolidated further to this Report and the Health and Social Care Scrutiny Committee's Task and Finish Report on Loneliness (July 2019). This is building on the department's PEIPIL strategy. 	<p>Heads of Service: Neil Edwards/Avril Bracey/Chris Harrison</p>	<p>September 2019</p>
	<ul style="list-style-type: none"> Continue to connect communities to services through engagement with people and partners to help prevent escalation of need. 	<ul style="list-style-type: none"> Following the workshops held in April and May 2019 on community engagement, effective co-ordination is taking place departmental-wide and including Public Health Wales and third sector to embed preventive working across the county. This work is led through the Transformation work-stream <i>Building Community Resilience</i>. 	<p>Julia Wilkinson</p>	<p>September 2019</p>
	<ul style="list-style-type: none"> The local authority should reassure itself people contacting Delta Information, Advice and Assistance (IAA) service are provided with 	<ul style="list-style-type: none"> A Task and Finish group was established in June 2019 to review the operational arrangements of IAA. A report with recommendations will be tabled to the Director of Communities 	<p>Head of Service: Neil Edwards</p>	<p>September 2019</p>

	appropriate information and advice.			
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