

**Report of the Director of Communities**  
**Social Care and Health Scrutiny Committee**

22<sup>nd</sup> December, 2020

**Subject:**

**Care Inspectorate Wales (CIW) inspection of Integrated Services; progress update on recommendations arising from inspection.**

**Purpose:**

To provide the Scrutiny Committee with a progress report on Carmarthenshire County Council's action plan developed following CIW's inspection.

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## Care Inspectorate Wales Action Plan; July 2019 updated November 2020

### **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 several strengths and areas of good practice demonstrated by the Authority. The report also highlighted some 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 has been regularly monitored since the Inspection.

### **Areas of improvement:**

The following areas of improvement were identified.

- **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.

An action plan was drafted to address these areas for improvement. Progress has been monitored through PIMS, the Council’s performance management system. The action plan and progress is set out below.

No PIMS Ref	Action	Progress Report and Evidence	Responsible Officer	Date of Completion
1	<b>Wellbeing</b>			
14473	Ensure managers record oversight of work on the IT record management system.	<p>Due to a delay in the implementation of Eclipse we have now re-opened the authorisation function within the Care First system, so all assessments and care and support plans are authorised on the system by the Managers.</p> <p>New business processes being built into Eclipse care management record – expected go live date 1<sup>st</sup> March 2021.</p>	Jayne Thomas	September 2019
14474	Ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service.	<p>Performance data is used on a regular basis by managers across the department. Monthly performance management meetings are held by the director. There are daily reports automated to managers to help them manage their service area. Ongoing performance measures are developed and reported as an when information is required.</p> <p>Quality Assurance Framework ratified in DMT on 26<sup>th</sup> February 2020 and is being implemented.</p>	<p>Silvana Sauro</p> <p>Silvana Sauro/Jayne Thomas/Joel Martin</p>	<p>November 2019</p> <p>February 2020</p>

14475	Ensure personal outcomes recorded represent a personal narrative of what is important to people.	<p>Refresher training has been being rolled out to all staff in the CRTs:-</p> <p>We have delivered the following training sessions to staff on personal outcomes:</p> <p>29.1.20 Towy, Teifi, Taf Community Resource Team  26.2.20 Llanelli Community Resource Team  27.2.20 Glangwili Hospital Team  12.3.20 Aman &amp; Gwendraeth Community Resource Team  23/6/20 IAA Staff  16/7/20 All staff who could not attend above dates</p> <p>We will continue to run this programme when we have new members of staff and managers continue to monitor recording of outcomes when authorising work.</p> <p>Checklist has been devised for staff to remind them to meet the requirements of the Social Services and Wellbeing (Wales) 2014.</p>	Jayne Thomas/Joel Martin	March 2020
2	<b>People – voice and choice</b>			
14476	Ensure a sufficient range of services to carers is	A lead officer has been appointed within the commissioning Team to lead on carers and advocacy.	Heads of Service: Alex Williams/Avril	September 2020

14477	<p>available across the local authority.</p> <p>Ensure carers are aware of available support services.</p>	<p>The West Wales Carer strategy has been developed and was launched on 26<sup>th</sup> November 2020 – Carers Rights Day.</p> <p><a href="https://www.wwcp.org.uk/wp-content/uploads/2020/11/Carers-Strategy-Final-20.10.20-Eng.pdf">https://www.wwcp.org.uk/wp-content/uploads/2020/11/Carers-Strategy-Final-20.10.20-Eng.pdf</a></p> <p>There is also a local action plan that underpins this strategy.</p> <p>A carers workshop has been undertaken (July 2019) with members of the Carmarthenshire Strategic Partnership Board for Carers to review the purpose and how it undertakes its function.</p> <p>Launch of Strategy as above on Carers Rights Day – Please see video links which is being shared via the Carers Rights Page.</p> <p><a href="https://vimeo.com/483952092">https://vimeo.com/483952092</a> main video Cymraeg  <a href="https://vimeo.com/483955788">https://vimeo.com/483955788</a> main video English  <a href="https://vimeo.com/483966974">https://vimeo.com/483966974</a> Cyng Tremlett video Cymraeg  <a href="https://vimeo.com/483965619">https://vimeo.com/483965619</a> Cllr Tremlett video English</p>	Bracey/Chris Harrison	<p>July 2019</p> <p>November 2020</p>
14478	<p>Ensure a consistent consideration of</p>	<p>The West Wales Advocacy Strategy is in the process of being finalised by Advocacy Regional Commissioning Group. Currently establishing the key priority areas of the strategy, incorporating coproduced content from a wide</p>		<p>In process</p>

	the right to formal advocacy	<p>range of stakeholders and aim to consult on the first draft before the end of the calendar year.</p> <p>Guidance has been circulated to staff on the right of service users to advocacy and how it can be sourced.</p> <p>Training has been provided to all staff on 19<sup>th</sup> and 26<sup>th</sup> February 2020</p> <p>Additional funding to support advocacy and system for spot contract arrangements are now in place.</p>		<p>February 2020</p> <p>February 2020</p> <p>April 2020</p>
3	<b>Partnerships, integration and co-production drives service delivery</b>			
14479	Ensure there is equity of services across all areas of the county	As a department we hold monthly Locality Manager and Team Manager meetings to ensure equity within practice across the County. All information is disseminated to the teams in monthly Community Resource Team meetings and Social Work Team meetings. The Social Services and Well-being (Wales) Act Implementation Manager conveys all changes in process via a monthly E-mail to all staff and uploads the information into the Departmental "Just Asc" web-based system which is accessible to all staff. This	Head of Service – Alex Williams/ Locality Managers	April 2020

		needs to be understood in the context that all three localities are different, and services are tailored to the population health needs of the locality. In addition, cluster funding can lead to differing initiatives taking place in each locality. During the current COVID-19 pandemic we are also having daily skype meetings across the county to ensure consistent approach to any change in service to meet the changing demands. Along with adding a specific page on the “Just Asc” website in relation to COVID – 19 so staff have instant access to any changes in processes or update in legislation.		
4	<b>Prevention and early intervention</b>			
14480	Establish and embed preventative working across communities throughout the county.	A Healthier Carmarthenshire Plan was developed to align with the quadruple aim outlined in A Healthier Wales. Significant work has taken place to embed a coherent approach to prevention and wellbeing. This has been achieved through 2 significant programmes of work:	Heads of Services Alex Williams/Avril Bracey/Chris Harrison Julia Wilkinson	September 2019
14481	Continue to connect communities to services through	<ul style="list-style-type: none"> <li>○ CONNECT: A programme that aims to empower people to manage their health and wellbeing, which uses technology as a proactive system of connection and proactive support</li> <li>○ Connect to Kindness: which focuses and builds on community strength with an asset-based</li> </ul>		November 2020  September 2019

14482	<p>engagement with people and partners to help prevent escalation of need.</p> <p>The local authority should reassure itself people contacting Delta Information, Advice and Assistance (IAA) service are provided with appropriate information and advice.</p>	<p>approach, to support kind and connected communities, taking a place-based approach to well-being which encourages active community engagement through an innovative person to person time-banking platform</p> <p>Audit Process has been developed to ensure regular Quality Assurance is being undertaken by the Customer Access and Services Quality Manager</p>	<p>Head of Service: Alex Williams</p>	<p>February 2020</p>
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