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Date: 29th April 2015

Dear Sir/Madam,

A meeting of the **Health Social Care and Wellbeing Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 5th May, 2015** at **5.30 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

A G E N D A

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest. Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.	
To approve and sign the following minutes: -	
3 Health, Social Care and Wellbeing Scrutiny Committee held on 24th March 2015 (minute nos. 1-12).	

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- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 To receive a verbal report from the Cabinet Member for Social Services.

To receive and consider the following Cabinet reports*:-

- 6 Gwent Substance Misuse Area Planning Board - Memorandum of Understanding. (18/03/15).
- 7 Proposal to Increase Fixed Penalty Notice Fines for Litter and Dog Control Order Offences and to Set Fixed Penalty Notice Fines for Community Protection Notices and Public Space Protection Orders. (15/04/15)

**If a Member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for discussion at the meeting please contact Sharon Kauczok, Committee Services Officer, Tel no. 01443 864243 by 10.00am on Tuesday, 5th May 2015.*

To receive and consider the following Scrutiny reports: -

- 8 Presentation - Public Protection.
- 9 Presentation - Number of Still Births and Cot Deaths Recorded for the County Borough and Support Offered to Families Involved.
- 10 Carers Information and Consultation Strategy - Annual Report May 2014. 9 - 42
- 11 2014/15 Annual Representations and Complaints Report. 43 - 48
- 12 Scrutiny Committee Task and Finish Groups. 49 - 52
- 13 To record any requests for an item to be included on the next available agenda.

To receive and note the following information item*:-

- 14 Rota Visits by Members to Social Services Establishments: 1st October 2014 - 31st March 2015. 53 - 56

**If a Member of the Scrutiny Committee wishes for the above information item to be brought forward for discussion at the meeting please contact Sharon Kauczok, Committee Services Officer, Tel. No. 01443 864243, by 10.00am on Tuesday, 5th May 2015.*

Circulation:

Councillors: L. Ackerman (Chair), Mrs E.M. Aldworth, A. Angel, Mrs G. Bevan, L.J. Binding, Mrs P. Cook (Vice Chair), Ms J. Gale, L. Gardiner, N. George, C.J. Gordon, Mrs P. A. Griffiths, G. J. Hughes, A. Lewis, S. Morgan, J.A. Pritchard and A. Rees

Users and Carers: Mr C. Luke, Mrs J. Morgan, Miss L. Price and Mrs M. Veater

Aneurin Bevan Health Board: Mrs B. Bolt (Divisional Director Primary Care and Networks)

And Appropriate Officers

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HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON TUESDAY, 24TH MARCH 2015 AT 5.30 P.M.

PRESENT:

Councillor L. Ackerman - Chair
Councillor Mrs P. Cook - Vice Chair

Councillors:

Mrs E.M. Aldworth, A.P. Angel, L. Binding, Ms E.J. Gale, N. George, C.J. Gordon,
G.J. Hughes, A. Lewis, S. Morgan, J.A. Pritchard, A. Rees.

Cabinet Members: Councillors R. Woodyatt and D.V. Poole.

Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director Children Services), J. Williams (Assistant Director Adult Services), J. Morgans (Customer Services Manager), K. Peters (Community Safety Manager), C. Forbes-Thompson (Scrutiny Research Officer), S.M. Kauczok (Committee Services Officer).

Users & Carers: Mr C. Luke.

Also in Attendance:

S. Glynn-Jones (CSSIW).

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs G. Bevan, L. Gardiner, Ms L. Price, Mrs M. Veater MBE and Sam Crane (ABUHB).

2. DECLARATIONS OF INTEREST

There were no declarations of interest made at the beginning or during the course of the meeting.

3. MINUTES

RESOLVED that the minutes of the following meeting be approved and signed as a correct record: -

1. Health, Social Care and Wellbeing Scrutiny Committee held on 10th February 2015.

4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

5. REPORT OF THE CABINET MEMBER

The Scrutiny Committee received a verbal report from Councillor R. Woodyatt, Cabinet Member for Social Services. Councillor Woodyatt referred to the agenda for the meeting which included an update on the national and local reports with regard to safeguarding and care planning of looked after children and care leavers who exhibit vulnerable or risky behaviours. In addition, there would be a short presentation on the revised social services complaints and representation regulations.

Members would already be aware of the recent change in which the responsibilities of the Scrutiny Committee have been extended to cover Public Protection and the first report relating to that area of service was on the agenda for this meeting. At the next Scrutiny Committee meeting there will be a presentation on the role and responsibilities of Public Protection. In accordance with a request made at a previous meeting there was also an update report on the agenda for this meeting relating to Delayed Transfers of Care.

Members would recall that recently, senior managers from ABUHB attended the Scrutiny Committee. A request has been received from them to attend another meeting to continue ongoing dialogue. This was likely to take place towards the end of 2015.

In 2014/15 Welsh Government made available £50m throughout Wales in Intermediate Care Funding to help integrated working between local authorities, health boards and the third sector. This was initially one off funding for 2014/15 only.

It had recently been announced that a sum of £17.5m will be available across Wales to continue with some of the more valuable schemes. This funding has once again been made available on a regional basis. Officers are currently in discussions to determine which schemes will benefit from continuation of this funding.

Following the Cabinet Member's report, the Chair invited questions and comments from members of the Scrutiny Committee.

A Member expressed disappointment that the Scrutiny Committee had not been consulted on the recent change in the responsibilities of the Health, Social Care and Wellbeing Scrutiny Committee to cover Public Protection and asked the Cabinet Member for Social Services whether he had been consulted on the proposals. Councillor Woodyatt confirmed that there had been consultation within Cabinet on this matter.

Another Member queried whether the Directorate was prepared for the cessation in funding arising from changes to the Independent Living Fund (ILF) policy. The Corporate Director advised that it would appear from correspondence received that those who have been supported by the ILF would continue to receive the money but that it would be administered by the Local Authority in future. He would ensure that a report highlighting the changes would be brought to the Scrutiny Committee in the future.

6. CABINET REPORTS

There had been no requests for the Cabinet reports listed on the agenda to be brought forward for discussion at the meeting.

SCRUTINY REPORTS

Consideration was given to the following reports.

7. **CSSIW NATIONAL INSPECTION OF SAFEGUARDING AND CARE PLANNING OF LOOKED AFTER CHILDREN AND CARE LEAVERS WHO EXHIBIT VULNERABLE OR RISKY BEHAVIOURS**

Sarah Glynn-Jones, CSSIW, attended the meeting in place of Bobby Jones, Strategy Inspector CSSIW, who had tendered her apologies.

Gareth Jenkins, Assistant Director Children Services, presented the report, which outlined the key findings of the CSSIW “National Inspection of Safeguarding and Care Planning of Looked After Children and Care Leavers” published on 30th January 2015 and the correlating Caerphilly specific Inspection report which was received in August 2014.

The National report was originally intended to be published in September 2014 and it was proposed that both reports be presented to Committee together. However, there were significant delays and the National report was not published until January 2015. As a result many of the actions identified for CCBC have already been completed or are on track for completion.

The Local Authority Inspection report focussed on 5 key questions and areas for improvement were identified for each. The National report focussed on 4 key themes and for this reason it had not been easy to compare the findings of both. The areas for improvement identified in the Caerphilly report also feature in the National report and as a result it seemed safe to assume that the issues identified locally were common to the majority of local authorities across Wales. The Assistant Director highlighted the key local findings where relevant to the national.

The quality of Care Planning in Caerphilly had been identified as being inconsistent and often lacked focus on outcomes. CAMHS was recognised as a national issue to be addressed on an all Wales basis. The Independent Reviewing Officer (IRO) plays a critical quality assurance role in the cases they are reviewing. However, the inspection had found it difficult to evidence this from case files and had identified a need to improve recording processes of IRO’s to provide written evidence of appropriate challenge of planning and drift between review meetings.

The National report refers to concerns in the workforce in relation to recruitment and retention. It was noted that these are not issues for Caerphilly and the local inspection reported a stable workforce who were clear about their responsibilities and that safeguarding is a priority. The report also concludes that safeguarding in Caerphilly is robust.

The Scrutiny Committee discussed the reports in detail and officers responded to the matters raised. Members were advised that whilst the issues around CAMHS would be addressed on an all Wales basis, the Authority is well on track to completing all other actions identified within this calendar year. The Director advised that the Partnership Board had not yet met and he would seek advice on the most appropriate way in which to feedback the outcome of the discussions. It was noted that there had been a recent announcement of additional resources for young people’s mental health needs.

In terms of paragraph 1.4 of the LAC Inspection Action Plan, a Member expressed disappointment that this issue had been highlighted as an area for improvement and sought assurances on the measures the Authority is taking to engage with children and young people about their care. The Assistant Director confirmed that he was confident that there were adequate plans in place to support the 16+ strategy, explained what the Authority is doing in terms of advocacy and endorsed the suggestion of a representative of the Shout Out Group being invited to join the Corporate Parenting Group.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the content of both the Local Authority Inspection Report and the National Inspection Report together with the progress made on implementing the Local Authority Action Plan, be noted.

8. PRESENTATION – REVISED SOCIAL SERVICES COMPLAINTS/REPRESENTATION REGULATIONS

The Scrutiny Committee received a presentation from Judith Morgans, Customer Services Manager, on the revised Social Services Complaints/Representation Regulations. Welsh Government guidance sets out the following principles in respect of the Social Services complaints process i.e. it should be accessible and simple; fair and impartial; timely, effective and consistent; accountable and should deliver continuous improvement.

It was noted that anyone (adult or child) who has received or was entitled to receive a service from Social Services, may make a complaint. Any representative making a complaint on a person's behalf must be considered by Social Services to have sufficient interest in that person's welfare and be a suitable person. The complainant has a 12 month timescale in which to bring a complaint unless they can prove exceptional circumstance for this to be extended.

The Scrutiny Committee received details of the revised timescales for dealing with complaints and representations. When a complaint/representation is received a written acknowledgement must be issued within 2 working days. Discussion takes place within 10 working days of date of acknowledgement of the complaint or within 10 working days of the Local Resolution Stage start date in terms of a representation. If a resolution is achieved, written confirmation is issued within 5 working days of the resolution date in both cases. If not, stage 2 is initiated.

The regulations state (but this is not reflected in the guidance) that the complaint should progress to stage 2 if the complainant refuses the offer of a face to face or telephone discussion. A complaint from a child or young person or their representative, about the discharge of specific functions under the Children Act 1989 and under the Adoption and Children Act 2002, will be referred to as a representation. The starting date for a representation will be the date that an advocate is identified or when the Complaints Officer confirms that a third party has sufficient interest in the child's welfare to warrant this being taken forward.

Independent investigators must be independent to the Local Authority. However, the independent person commissioned in respect of children's complaints can be an officer of the Council not employed in Social Services. The Authority has a duty to provide an advocate to a looked after child, a child in need or a care leaver. The Directorate also has a responsibility to support vulnerable complainants (including adults) to identify advocacy services who can support them in bringing their complaint. If not resolved, the complainant must be reminded in the Director's stage 2 response that they have a right to complain to the Public Services Ombudsman for Wales.

Information regarding the revised procedures had been produced in leaflet form, information sheets and by means of verbal advice to callers. Training had been provided for staff teams and a presentation had been delivered to a management briefing.

The Scrutiny Committee noted the revised Social Services Complaints/Representation Regulations.

9. PROPOSAL TO INCREASE FIXED PENALTY NOTICE FINES FOR LITTER AND DOG CONTROL ORDER OFFENCES AND TO SET FIXED PENALTY NOTICE FINES FOR COMMUNITY PROTECTION NOTICES AND PUBLIC SPACE PROTECTION ORDERS

The Scrutiny Committee's views were sought on the proposals within the report prior to the report being referred to Cabinet for approval.

Fixed Penalty Notices (FPNs) are issued for offences of littering and in relation to Dog Control Orders. The current fine for both offences is £75 (or £50 if the penalty is paid within 7 days of issue). The maximum level permitted by the legislation is £150. It was recommended that the level of fine for both offences be increased to £100 (or £75 if paid within 7 days of the issue). The Anti-social Behaviour Crime and Policing Act 2014 sets a maximum fixed penalty fine of £100 for certain offences under a Community Protection Notice or a Public Space Protection Order with local discretion as to the amount to be set. The report recommended that the level of fine be set at £100 (or £75 if paid within 7 days of the issue).

It was noted that at present offences of dog fouling committed on land within the County Borough which has been designated under the Dogs (Fouling of Land) Act 1996 attract a FPN fine of £75, which cannot be altered and as such will remain at £75 (discounted to £50 if paid within 7 days). It is possible to replace all such designations with a Public Space Protection Order but it is not proposed to do so at this time. In 2013/14 Public Protection staff issued 47 FPNs for dog fouling under the Dogs Fouling of Land Act 1996.

During the course of the debate, further information was sought in relation to the details of FPNs served for litter during 2013/14 in terms of how these figures compare on an all Wales basis. Members also discussed further action that could be taken in relation to dog fouling offences and details of the procedures adopted within other Local Authorities were requested.

Following consideration and discussion, it was moved and seconded that the recommendations to Cabinet, as set out in the report, be approved. By a show of hands this was unanimously agreed.

RECOMMENDED that: -

1. The level of fine for Fixed Penalty Notices issued in relation to littering offences under the Environmental Protection Act 1990 is increased to £100 (or £75 if paid within 7 days of the issue).
2. The level of fine for Fixed Penalty Notices issued for breaches of Dog Control Orders under the Clean Neighbourhoods and Environment Act 2005 is increased to £100 (or £75 if paid within 7 days of the issue).
3. The level of fine for Fixed Penalty Notices issued for Community Protection Notices and Public Space Protection Orders offences under the Anti-social Behaviour Crime and Policing Act 2014 is set at £100 (or £75 if paid within 7 days of the issue).

10. HOSPITAL DISCHARGE

The Assistant Director Adult Services presented the report, which provided information on the Joint Hospital Discharge Team (JHDT), particularly in relation to winter pressures.

It was noted that DToC has been an area of concern for the Authority for sometime and one in which the Authority has committed to improve. The national performance indicator for DToC during 2013/14 placed the Authority 22 out of 22 in terms of delays recorded which impact on the whole system.

It was noted that DToC are collated on the third Wednesday of every month, known as census day. The lists of people declared as medically stable and ready to discharge are jointly validated and the delay reasons are coded to indicate if the reason for delay is attributable to health or social. Examples of social care reasons include assessment not started, awaiting arrangement of package of care or reablement, awaiting placement in long term care. Health examples are awaiting specialist equipment and Continuing Health Care (CHC).

The JHDT has been proactive in working with all Health Boards and Assessment and Care Management Teams to reduce the number of delays for social care reasons. The Welsh Government's repatriation policy has proved a challenge to the Team as all Caerphilly residents who are admitted to hospitals outside the County Borough should be repatriated within 48 hours. This has an impact on bed availability for people who need to be transferred to rehabilitation beds versus those that need to be returned to the Borough under the policy guidelines.

The Authority has worked with ABUHB and the 4 other Local Authorities to develop winter pressure plans to assist with the perceived increase in demand for that time of the year. On a weekly basis each of the 22 Local Authorities has to submit a return to WG to inform a weekly conference call regarding the position in each Health Board region in respect of DToC and impact on what is termed patient flow. In addition WG has now requested monthly information on the number of current open cases for social services, number of hours of domiciliary care and reablement being provided and number of long term care beds funded. The table in the report illustrates the significant improvements that have been made since April 2014 on the number of people classed as DToC.

During the course of the ensuing discussion, further information was sought on the repatriation policy. Members expressed their disappointment that there were no representatives from the Health Board present to respond to their queries.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the significant improvement in the number of delayed transfers of care for social care reasons be noted.

11. REQUESTS FOR ITEMS TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA

The following reports were requested for inclusion on the next available agenda.

1. Councillor S. Morgan requested a report relating to the repatriation policy.
2. Councillor L. Binding requested a report relating to litter and dog fouling and the amount of fines levied.
3. Councillor A. Rees requested a report on the actions being taken by the Local Authority in relation to dog fouling.

12. ITEMS FOR INFORMATION

The following item was received and noted without discussion.

1. Gwent Wide Integrated Community Equipment Services.

The meeting closed at 7.21 pm.

Approved as a correct record subject to any amendments agreed and recorded in the minutes of the meeting held on 5th May 2015.

CHAIR

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HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 5TH MAY 2015

**SUBJECT: CARERS INFORMATION & CONSULTATION STRATEGY – ANNUAL
REPORT MAY 2014**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 Following a request at a previous Scrutiny Committee the attached document provides details of activity within the Gwent region to the period ending May 2014.

2. SUMMARY

- 2.1 The attached report is the first annual report submitted to Welsh Government on the implementation of the Carers Measure (Wales) 2010.
- 2.2 As required by Welsh Government work around the measure takes place on a regional footprint with the Health Board being the designated lead agency.

3. LINKS TO STRATEGY

- 3.1 Carers Measure (Wales) 2010.

4. THE REPORT

- 4.1 The Carers Strategies (Wales) Measure (2010) came into force on the 1st January 2012. This placed a duty on Local Health Boards to take a lead and work with Local Authorities in Wales to prepare, publish and implement a Carers Information and Consultation Strategy. To achieve this Aneurin Bevan University Health Board (ABUHB) worked in partnership with its 5 Local Authorities, Third sector and Carers. The Strategy was approved by Welsh Government in January 2013 for implementation from 1 April 2013. In approving the Strategy, the Welsh Government stated the following:

“A comprehensive Strategy and Action Plan, based on strong evidence and demonstrating that the Health Board and its partners had worked through the guidance. There was good evidence of consultation and responding to feedback from Carers, and the proposals for staff training are particularly good.”

- 4.2 The Information and Consultation Strategy for Carers sits alongside local Carer Strategies, which have generally been developed by Local Authorities, in partnership with the previous Local Health Boards.

- 4.3 The ABUHB area Information and Consultation Strategy covers a four year period. The first year 2012/13 comprised of the development and formal approval of the Strategy. Proposals for detailed actions for subsequent years have been developed through a detailed implementation plan and reported using the template provided by Welsh Government. This is contained in Appendix A of the attached report.
- 4.4 The report identifies that key progress for the period has been;
- The establishment of a local implementation structure, led by the Health Board Director of Nursing, which includes four key sub groups to enable focused implementation of the Strategy workstreams and the provision of regular updates to Programme Board.
 - Partnership working has been a notable success since the implementation of this project, with effective engagement from all partners.
 - Key appointments were made during 2013 including the Carers Co-ordinator, Training Officer, Young Carers Officer and Administration Officer.
 - 100% of staff throughout the partnership and in Primary Care have received an information leaflet on the Carers Measure to help them identify and signpost Carers.
 - Carer Awareness training has been made available to staff throughout the partnership. To date 726 staff have received training.
 - A GP Local Enhanced Service has been developed in recognition of the central role played by GP's in identifying and supporting Carers. In 2013/14, 56 General Practices signed up to this service.
 - A significant commitment during the year has been given to helping identify Carers and support them through the provision of information and advice.
- 4.5 The annual report for 2014/15 will be made available to Scrutiny members as soon as it is received.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information and consequently there are no equalities implications.

6. FINANCIAL IMPLICATIONS

- 6.1 Appendix B of the attached report shows a breakdown of the £200,500 that was available for 2013/14.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no specific personnel implications arising from this report.

8. CONSULTATIONS

- 8.1 All consultation feedback was incorporated into this report.

9. RECOMMENDATIONS

- 9.1 Members are requested to note the contents of this report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 Members gain awareness of the progress to date in relation to the Carers Strategies (Wales) Measure (2010).

11. STATUTORY POWER

- 11.1 Carers Strategies (Wales) Measure (2010).

Author: Dave Street, Corporate Director Social Services
Consultees: Social Services Senior Management Team
Councillor Robin Woodyatt

Appendices:
Appendix 1 Carers Information & Consultation Strategy – Annual Report May 2014

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Aneurin Bevan University Health Board Partnership Area

Carers Information and Consultation Strategy 2012-2015

ANNUAL REPORT May 2014

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1.0 Summary

We are pleased to submit the first Annual Report to Welsh Government on implementation of the requirements of the Carers Measure (Wales) 2010. This Annual Report provides an opportunity to reflect on some of the progress highlights from 2013/14 as well as a look ahead to progress planned over the lifetime of the Strategy.

In developing our Carers Information and Consultation Strategy, we have worked with key stakeholders across the Aneurin Bevan University Health Board (ABUHB), Local Authorities, Third sector, Carers' forums and individual Carers to understand their challenges, issues and needs. The consultation was used to inform the Carers Strategy. All partners have committed to delivering the actions outlined in the Carers Information and Consultation Strategy 2012-2015. Working together with Carers we aim to achieve the national and local vision, towards improving the quality of life for Carers in the ABUHB area.

We are keen to identify and respond more quickly to Carers issues by providing information and signposting in a more focused and open way. This includes listening to people's views and experiences of caring and training staff to signpost effectively.

Supporting staff through development and training opportunities is key to the Strategy implementation. We have made some progress on this, through the development of a dedicated 3 year rolling training programme and widening our partnership links with specialist professionals, such as those providing services to dementia patients and their Carers, with a view to collaborative working and ensuring business intelligence targets are integrated and consistent.

To ensure delivery of its Carers Strategy over the next three years, the ABUHB area partnership will:

- Ensure the meaningful participation of service users, their Carers and families in the shaping, delivery and evaluation of their care and the future direction of our services;
- Improve the quality of information provision to Carers;
- Develop an appropriately skilled motivated and empathetic workforce by embedding Carer awareness into our organisations;
- Maximise learning opportunities for all staff by providing relevant training and awareness;
- Make the best use of our resources by improving performance;
- Ensure a multiagency and consistent approach to addressing the needs of Carers based on the principles of equity and fairness,
- Through timely and relevant support to Carers, increase opportunities to avoid the disruption of hospital admission for both Carers and those they care for;
- improve the identification and support for Carers in the community by encouraging the uptake of the Local Enhanced Service by all of our GP Practices;

- Ensure that there are effective and accessible information systems in place so that professionals and service users can access the right information at the right time.

While there are clear examples of considerable progress in implementing the Strategy during 2013/14, there remains much to do, as signalled in the implementation programme for the next 3 years.

2.0 Background

The Carers Strategies (Wales) Measure (2010) came into force on the 1st January 2012. This placed a duty on Local Health Boards to take a lead and work with Local Authorities in Wales to prepare, publish and implement a Carers Information and Consultation Strategy. To achieve this Aneurin Bevan University Health Board (ABUHB) worked in partnership with its 5 Local Authorities, Third sector and Carers. The Strategy was approved by Welsh Government in January 2013 for implementation from 1 April 2013. In approving the Strategy, the Welsh Government stated the following:

“A comprehensive Strategy and Action Plan, based on strong evidence and demonstrating that the Health Board and its partners had worked through the guidance. There was good evidence of consultation and responding to feedback from Carers, and the proposals for staff training are particularly good.”

The Strategy was also welcomed by Carers. A former Carer quoted “It’s a good thing the Carers Measure has been brought in. It should have been earlier and should now be used to its full capacity. It seems to be getting more and more established and people are becoming more aware of it and hopefully Carers will realise that by using it they can make life easier for them and the person they care for” Alun Hunt (Ebbw Vale)

The Strategy sets out how our partnership will deliver the key milestones of the Measure to ensure:

- the identification of Carers by staff and professionals at all levels within the NHS;
- the effective provision of relevant, up to date and targeted information to Carers at every point of their journey through the NHS;
- that Carers are informed of their legislative right to an independent assessment of their needs as a Carer.

The Information and Consultation Strategy for Carers sits alongside local Carer Strategies, which have generally been developed by Local Authorities, in partnership with the previous Local Health Boards.

The ABUHB area Information and Consultation Strategy covers a four year period. The first year 2012/13 comprised of the development and formal approval of the Strategy. Proposals for detailed actions for subsequent years have been developed through a detailed implementation plan and reported using the template provided by WG (Appendix A)

The funding made available by the Welsh Government was distributed to Local Health Boards across Wales on a per capita basis (funding details are attached at Appendix B).

3.0 Local Context

The most commonly accepted and reliable figures are taken from the 2011 census. These show that there are 370,230 Carers in Wales, an increase of 9% since 2001. There are 71,497 Carers in the ABUHB area. However, there are probably many others who provide care, but do not recognise themselves as Carers. There is a need for effective local strategies to identify Carers and to refer them for help and support, where needed. The table below gives a breakdown of Carer numbers across the ABUHB area:-

Area	Total number of Carers in 2011	Total number of Carers in 2001	Rise in a decade	% increase
Wales	370,230	340,745	29,485	9%
Caerphilly	22,721	20,856	1,865	9%
Blaenau Gwent	8,752	8,751	1	0%
Torfaen	11,929	11,504	425	4%
Monmouthshire	11,491	9,608	1,883	20%
Newport	16,604	15,360	1,244	8%

The demand for Carers is projected to increase with the growth in life expectancy, with more people living longer with a disability needing care and with the changes to service provision moving to community settings away from institutions. In particular it is expected there will be a sharp increase in the demand for Carers of older people and of people with dementia. With this comes a risk of increased social isolation, particularly where Carers are experiencing declining health themselves.

4.0 Key Achievements

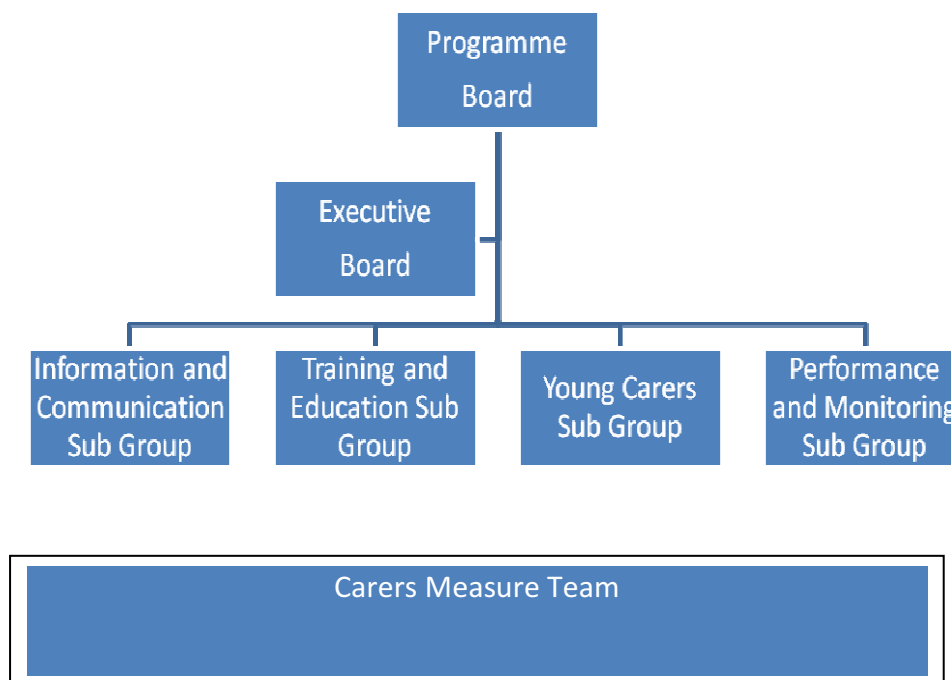
Key progress includes:

- Establishment of a local implementation structure, led by the Health Board Director of Nursing, which includes four key sub groups to enable focused implementation of the Strategy workstreams and the provision of regular updates to Programme Board;
- Partnership working has been a notable success since the implementation of this project, with effective engagement from all partners;
- Key appointments have been made during 2013 including the Carers Co-ordinator, Training Officer, Young Carers Officer and Administration Officer;

- 100% of staff throughout the partnership and in Primary Care have received an information leaflet on the Carers Measure to help them identify and signpost Carers
- Carer Awareness training has been made available to staff throughout the partnership. To date 726 staff have received training
- A GP Local Enhanced Service has been developed in recognition of the central role played by GP's in identifying and supporting Carers. In 2013/14, 56 General Practices signed up to this service
- A significant commitment during the year has been given to helping identify Carers and support them through the provision of information and advice. Information stands have been set up at various events, posters have been displayed in prominent locations throughout the ABUHB area, a training programme has been developed, Young Carers have been consulted on information they require for a web page and the partnership regularly update information via the intranet

5.0 Implementation Structure

The Director of Nursing, as Executive lead for Carers, has established the following multiagency implementation and reporting structure in order to steer and monitor delivery of the Carers Information and Consultation Strategy. Engagement and involvement of Carers in progressing implementation is a pivotal part of the process and the structure employed includes Carer representation at all levels:



5.1 Programme Board

The Programme Board is chaired by the Director of Nursing and comprises senior representation from Aneurin Bevan University Health Board, the 5 Local Authorities, Carer, Third Sector and Community Health Council representatives. The Programme Board meets quarterly and provides multiagency strategic oversight and leadership for delivery of the Information and Consultation Strategy. The Programme Board is supported by the Executive Board and receives formal updates from the sub groups

5.2 Executive Board

The Board is chaired by the Director of Nursing and comprises the Chairs of the four sub groups (Information and Communication, Training and Education, Young Carers and Performance Monitoring) and a representative from the Third Sector. The Group meets every 4-6 weeks and monitors progress against the sub group work programmes in delivering the requirements of the Carers Strategy Implementation Plan.

5.3 Information and Communication Sub-group

The Group is chaired by the Head of Partnership and Networks and provides multiagency oversight and leadership in delivering the communication and information work programme. Representation has been drawn from Carers, Local Authorities, Third Sector and Aneurin Bevan University Health Board. A significant commitment during the year has been given to helping identify Carers and support them through the provision of information and advice. Various events were attended throughout the year to raise awareness of Carers e.g. Conferences, Carers week, Carers rights day



Photo: ABUHB Annual General Meeting 2013

Signposting posters and leaflets showing key contact details were produced and placed in prominent locations throughout ABUHB, Primary Care and its partnerships. Leaflets have been placed at all bedside trolleys in hospital wards and wallet size cards have been made available in Carers information packs

CARERS QUOTE:

My wife suffers with dementia and I am her Carer. I was feeling very unwell myself and I gave my sister in law the Carers Information card which has contact details of the Local Authorities. She rang the number and I was able to get all the help I needed. Being able to get information quickly at the right time relieved me of worry. I wanted to tell you that 'it works'. I keep the card in my wallet and I have been telling everyone I meet how helpful it is.

Bill Thompson, Torfaen

To ensure that Carers receive relevant information, a range of further information materials for Carers was identified and procured by the Local Authorities e.g. safer moving and handling, Mind your heart booklets, coming out of hospital. This information addresses gaps identified in our strategy and were distributed across the partnership area by the 5 Local Authorities and their partners.

To ensure information provision remains inclusive a project has been funded with Hafal to further develop the support to Carers

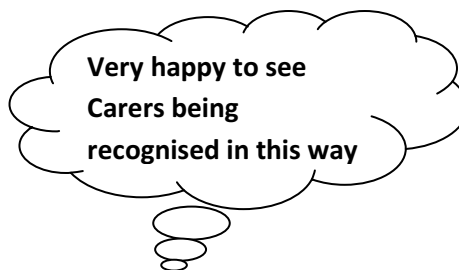
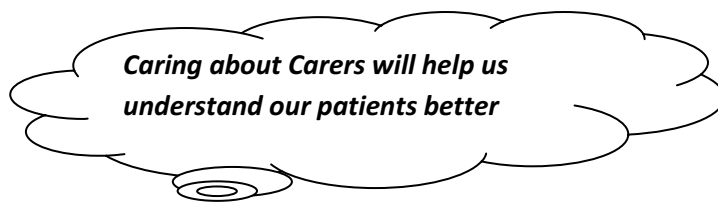
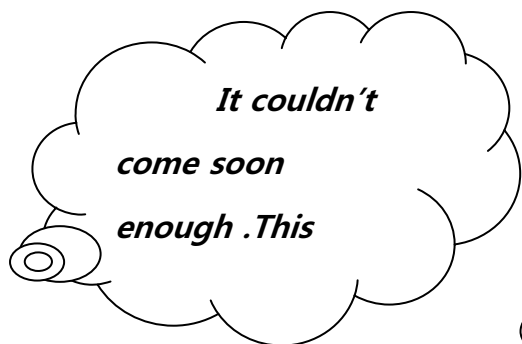
HAFAL PROJECT

Mental health information events for Carers were delivered across Gwent, engaging 24 Carers. These events offered Carers the opportunities for respite, meeting other Carers, discussing and sharing information, gaining knowledge to best meet the demands of their caring roles and gain the tools and confidence to be able to advocate for themselves and the individuals they care for.

5.4 Training and Education Sub-group

The Group is chaired by the Assistant Director of Nursing and leads the delivery and monitoring of the training and education work programme. A three tiered training structure has been developed to ensure staff across Aneurin Bevan University Health Board, the 5 Local Authorities and the Third sector are able to identify and signpost Carers at the earliest point of contact. Level 1 training is based on wide dissemination of an awareness leaflet for all staff. A Carer information leaflet has been produced for use by staff for signposting identified Carers to sources of further support and advice. This has incorporated a data monitoring return sheet for staff use to comply with requirements to monitor the number of Carers identified.

Level 2 training comprises completion of E-learning training alongside training workshops. Level 3 training is targeted at Board level and other senior management. In 2013/14, 100% of staff have received the level 1 Carer awareness leaflet which helps staff identify and signpost Carers, 677 members of the partnership have completed level 2 training and 49 staff have participated in level 3 training. Feedback from training sessions has been positive. Some of the comments reported are:-



Staff induction processes are being used to highlight the requirements of the Carers strategy. Banners are displayed at induction events and a DVD has been developed. Several other projects are also underway to enhance training opportunities

AGE CYMRU GWENT PROJECT

This project involved a multi agency approach, facilitated by Age Cymru Gwent ensured that Carers receive the appropriate information for their needs. Through a coordinated programme of educational sessions 43 Carers were engaged, 11 of which were new Carers. Training was provided to Carers to help them gain confidence and resilience to continue in their caring role. A wide range of topics relevant to Carers were delivered e.g. Practical support, Carers rights, financial advice, stress management and healthy living. All participants were provided with information packs containing contact details of support networks.

DISABILITY ADVICE PROJECT

This project supported Carers by providing one-to-one, targeted, appropriate and impartial information and advice. 38 new Carers were identified and a further 5 existing Carers engaged. This project trained and supported 'Carer Champions' who delivered person-centred training for Carers, covering advice on physical and emotional well-being including demonstrations on safe lifting, moving and handling techniques, the use of aids and adaptations, stress management, advice on medicines management including its safe administration and advice on specific conditions.

5.5 Young Carers Sub-group

The Group is chaired by the Consultant Nurse for Children's Health and leads on the specific intervention required for implementation, delivery and support of Young Carers in addressing their communication and information needs. The sub-group has representation from a Young Carer,

Young Carer projects, Local Authority, Education, Third Sector and Aneurin Bevan University Health Board. Posters and leaflets are currently under development. A Young Carers e-learning tool has been procured

A web page has been devised in consultation with Young carers. This will give age appropriate information and signpost Young Carers. Other projects have been funded to address the needs of Young Carers:

BARNARDOS YOUNG CARER PROJECT

This project provided Young Carers with the opportunity to access young person friendly training on mental health, alongside peers from across Gwent, all of whom care for a family member with mental health issues. Three separate training events for Young Carers of different age ranges were delivered. The training focussed on the mental health issues of the cared for and strategies to enable Young Carers to cope with their own emotional health & wellbeing and stress associated with their caring role

SCHOOL INTERVENTION PROJECT

In collaboration with Barnardos, Young Carer awareness was delivered in Caerphilly schools through drop in events. As a result 25 new Young Carers were identified and links were developed with Education Welfare Officers and education staff to raise awareness in identifying and supporting Young Carers before they reach crisis point within school.

5.6 Performance and Monitoring Sub-group

The Group is chaired by the Planning and Development Officer for Commissioning in Torfaen Local Authority and leads the monitoring, tracking and recording process as part of implementing the Strategy. The Carers Measure National Outcomes Framework is used to report quarterly to the Welsh Government on progress (Appendix C). Membership of the Sub-group includes a Carer, Third Sector, Local Authorities and the Aneurin Bevan University Health Board.

A mystery shopping exercise was undertaken during Carers Week 2013. This identified some inconsistency and gaps in advice and information provision. These challenges have been subsequently addressed through staff training

5.7 Carers Measure Team

The team is led by the Carers Strategy Coordinator and facilitates coordination of the Carers Information and Consultation Strategy delivery. The team comprises a Carers Strategy Coordinator (appointed at the end of May 2013), A Training officer (appointed mid June 2013. This post was readvertised in early 2014 and the new post holder commenced 1st April 2014), Young Carers facilitator (appointed in August 2013) and Administration officer (appointed mid June 2013)

6.0 Local Enhanced Services for General Practice

A GP Local Enhanced Service has been developed in recognition of the central role played by GP's in identifying and supporting Carers, The Group overseeing implementation of this scheme is Chaired by the Primary Care Clinical Director and supports GP's to maintain a Carers register, inform Carers of their legislative right to an assessment of their needs, produce an in-house education session using the RCGP Carer Toolkit and strengthen data sharing consent protocols. Carers champions have been identified in some practices and the service will be reviewed using the RCGP Self- assessment checklist as an Audit standard. To date 56 out of 88 General Practices in the ABUHB area have signed up to this service. We hope to encourage GP's to adopt this service through our Neighbourhood care networks and information stands and presentations to practice managers will continue at monthly General Practice CPD events



Photograph: Information stand at GP event

7.0 Resource Implications

Welsh Government funding to support implementation of the Information and Consultation Strategy was originally allocated over a 3 year period but was extended to four years. The original funding is expected to cover an additional year (2015-16) leading up to implementation of the Social Services and Well-being (Wales) Bill in 2016) In light of this adjustments have been made to the level of funding expected for 2013/14.

The Spend Plan for 2013/14 supports appointment to key, fixed term staff roles which will ensure specific focus on co-ordination of the Strategy implementation across the ABUHB area, staff training across ABUHB and its partner organisations and direct Young Carer support (Appendix B). A Carers Coordinator was appointed at the end of May 2013. The role oversees the development and implementation of the local Carer's strategy. To complement this role a Training Officer and Administration Officer commenced post on 17th June 2013 and the Young Carers facilitator was appointed and commenced on 1st August 2013.

The Spend Plan also includes support for the introduction of a Local Enhanced Service across GP practices, in order to improve the identification and support of Carers and a budget to enable Carer involvement through re-imburement of appropriate Carer expenses. Each of the Sub-groups will be responsible for the management of the budget, allocated within the Spend Plan, to support implementation of their work programme.

8.0 Monitoring

The performance indicators submitted in the report refer to the period 1st April 2013 to 31st March 2014. Full details can be found in Appendix C. Welsh Government provided a National Framework scorecard for monitoring the Carers Measure Wales. Alongside the Welsh Government Performance Reporting Framework the ABUHB partnership assessed local outcome measures specific to Young Carers. In the Welsh Government guidance of the Outcomes Framework:

- Partnership is defined as a Local Authorities and Local Health Boards
- Carers are defined as both adult and young Carers in Wales who consider or are considered to provide, or intend to provide a substantial amount of care on a regular basis
- Carers assessments must be undertaken by staff employed by, or a commissioned organisation based within the partnership area

The following performance measures were implemented to assess the successful implementation of the strategy

- **% of Carers identified by the partnership**

This refers to the number of new Carers identified by the partnership during the year.

There were a relatively low number of *new* carers identified by the partnership during the year. Out of the 71,497 carers in the ABUHB area, only 306 new carers were recorded to be identified, equating to 0.47%. Newport Local Authority recorded the highest number of new carers identified. There have however been issues recording the number of new carers identified, particularly for the ABUHB as health board IT systems locally and nationally do not currently allow for patients to be identified as carers.

- **% of staff within the partnership area who have undertaken training**

The term training includes the completion of online e-learning as well as attendance at dedicated training sessions designed to raise awareness of Carers. The distribution of information leaflets is not classed as training for the purposes of this indicator. The term staff refers to all staff and professionals at all levels within the NHS and partnership area, as per the national guidance issued within the Measure e.g. Nurse Ward Managers, District Nurses, Health Visitors, Paediatricians, Social Workers and Social Care Worker etc

Out of the 19,000 staff employed across ABUHB, 5 Local Authority Social Care departments and the Third sector, 727 received Carer's awareness training during the year. This equates to 3.8% of all staff employed across the partnership.

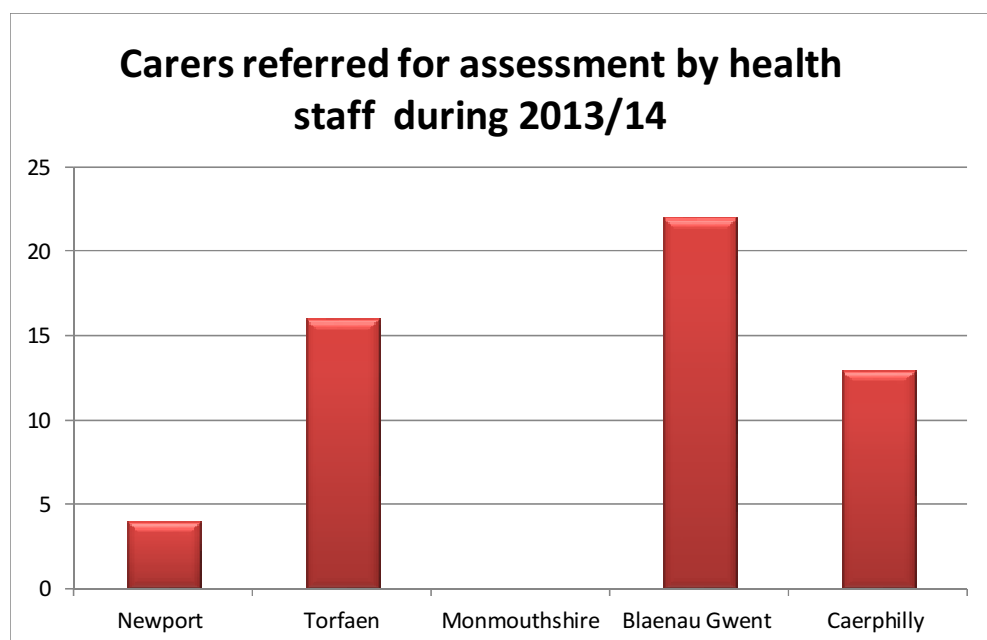
Organisation	Level 2 training	Level 3 training	E learning	Number of staff trained
3 rd sector	27		17	44
ABUHB	243	49	300	592
Community services (ABUHB)			20	20
GP's			36	36
Dentists			2	2
Local Authorities	12		20	12
TOTAL	282	49	395	726

There have been issues recording the number of Local Authority staff who have undertaken the e-learning training due to the compatibility issues with IT systems. The actual number of Local Authority staff who have undertaken the e-learning training is considerably higher than 12, however this is not able to be recorded at present.

The online training tool was only available from November 2013, meaning the figures in table 1.0 only reflect part year findings.

- **% of Carers who have been referred for an assessment**

This refers to the number of Carers referred to relevant agencies within the partnership area for a Carers assessment by health staff. The term "health staff" refers to any person employed by a health board or General Practitioners

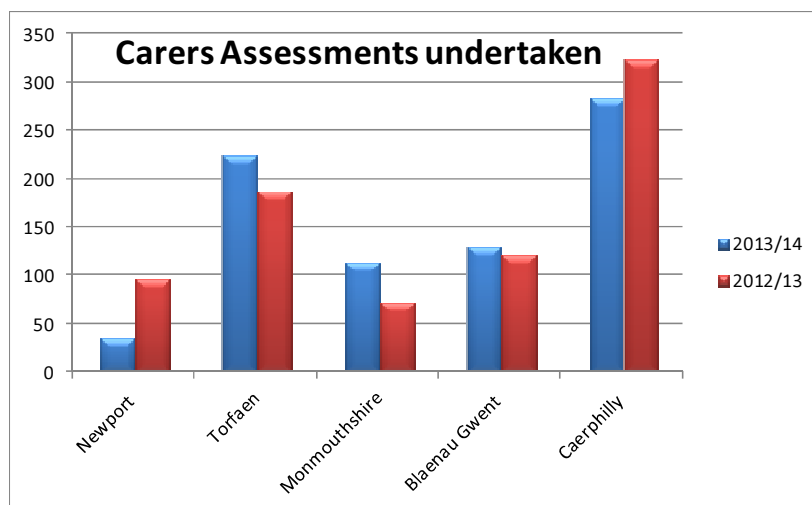


There were a relatively low number of carers who were recorded to have been referred by health staff for a Carers assessment. Across the ABUHB partnership area, only 55 out of the 794 Carers assessments undertaken during the year came from referrals from health staff, equating to 7% of the all referrals. Blaenau Gwent had the highest number of referrals from health staff with 13.3% of all referrals during the period coming from health.

- **% of Carers who take up an assessment**

This refers to the number of Carers (of adults) aged 18 or over known to social services

The number of Carers assessments undertaken across the ABUHB area during the year was 794, which is substantially higher than the actual number of new Carers identified. The area which undertook the highest number of Carers assessments was Caerphilly.



Torfaen, Monmouthshire and Blaenau Gwent all undertook more carers assessments during 2013/14 compared to 2012/13 as shown below. One reason for this increase could be the increased awareness of Carers through the associated training that has taken place through the Carers Measure; however this theme is not replicated in Newport or Caerphilly.

	Newport	Torfaen	Monmouthshire	Blaenau Gwent	Caerphilly
2013/14	37	225	115	112	286
2012/13	98	188	74	123	326

Young Carers

Specific data relating to Young Carers was collated locally as demonstrated in the following table:

Young Carers	Newport	Torfaen	Monmouthshire	Blaenau Gwent	Caerphilly	Total
Total number of Young Carers per area	503	396	246	302	696	2143
Total number of employees per organisation (Young Carers Services/projects)	2.5	1	3	2	11	19.5
Indicator 8a: The number of Young Carers supported by the project	155	60	161	32	247	669
Indicator 8b: The percentage of Young Carers supported by the project	31%	15%	65%	11%	35%	31%
Indicator 9: The number of referrals made into the service	68	35	57	32	165	361
Indicator 10a: The number of Young Carers who attend training during the year	12	21	13	20	20	86
Indicator 10b: The percentage of Young Carers who attend training during the year	19	35%	8%	63%	8%	13%
Indicator 13a: The Number of staff that have undertaken training relating to Young Carers						

- a) 31% of all identified Young Carers are currently being supported by Young Carers projects/services
- b) Monmouthshire has the highest % of Young Carers who are supported by their Young Carers service with 65% of all known carers in Monmouthshire accessing their services. Blaenau Gwent has the lowest % of Young Carers being supported by their project at 11%, however both areas have the highest number of Young Carers who receive training with 35% and 43% of all Young Carers being supported accessing some form of training. Caerphilly has the highest number of referrals being made into their service
- c) Overall, 13% of Young Carers accessing Young Carers projects have received training over the past year

- d) The Young Carers e-Learning package is still under development nationally. Therefore no staff across the partnership have received this training.

• **Consultation**

A qualitative consultation exercise was undertaken with Young Carers who engaged with the Young Carers projects to identify their experiences in relation to involvement in decision making and information and advice received from the partnership. Two questions were asked and the results were scored out of 5 using the following criteria

- 5 = Excellent** Staff gave me a lot of useful information to help me in my role as a young carer and helped me access young carers services
- 4 = Good** Staff gave me information to help me in my role as a young carer
- 3 = OK** Staff gave me some information that was useful
- 2 = Poor** Staff offered little if no assistance
- 1 = Bad** Staff did not help me at all and did not recognise that I was a young carer

Q1. How good/bad professionals are at talking to you and involving you in decisions about the person you care for	
	Average
Health	2.7
Council	3.0
YCP	4.6
Education	2.7

Q2. How good/bad you think professionals are at giving you information and support as a young carer	
	Average
Health	2.4
Council	3.3
YCP	4.6
Education	2.5

The services provided from the Young Carers projects scored highly. More work is being done in 2014/15 to train staff in the ABUHB partnership area with particular emphasis on schools to identify and support Young Carers

9.0 Challenges

There has been a delay in commencing delivery of the All Wales Young Carers E-learning tool. The tool was procured in 2013 and is awaiting final details nationally. The license for this tool will begin from the date the tool is live in ABUHB

There have been considerable delays in recruiting a Training Officer to the Carers Measure team. Following the resignation of the original post holder in summer 2013, the post was readvertised throughout the partnership. The first recruitment drive failed to attract any suitably qualified candidates. The post was readvertised and extended to include job share. No appointment was made. The post has been readvertised and further extended to also include secondment opportunity. Interviews took place in early February 2014 and a training officer commenced employment in April 2014. Although the absence of a training officer has impacted on the number of training workshops delivered, to maintain momentum a contingency plan was put in place whereby the Young Carers officer delivered level 2 training workshops on a limited scale

It has been challenging for all Health Boards in Wales to collect Performance Indicators that identify Carers in Health Boards. No national processes are in place to collect this data. Welsh Government is aware of the difficulties in collecting this data and accepts that the indicator relating to identify Carers will be reflected in statistics provided

10.0 Way forward

Implementation of the ABUHB area Information and Consultation Strategy is based on a number of targeted work programmes, progress against which is overseen and steered by the Programme Board. Key areas of progress include the training and awareness of staff over the next 3 years identification and implementation of support mechanisms for young Carers.

Over the next year there will be greater emphasis placed on strengthening existing partnership networks in order to deliver a holistic approach to implementation of the Strategy. Awareness of the Strategy will continue to be promoted through a range of forthcoming GP events and conferences. Networks and partnerships with education and schools will be strengthened to raise awareness of support to Young Carers. Further work will be done to support GP surgeries in identifying and signposting Carers, including work to establish a network of Carers Champions

The implementation plan highlights several planned initiatives over the next three years. In particular these work streams sit alongside wider initiatives that feed into the Carers Measure e.g. mental health. As dementia becomes more common in our ageing population, we are keen to make sure that staff have the knowledge, skills and support to understand the impact of dementia on people's experience of care.

Engagement and involvement of Carers in progressing implementation of the Strategy remains pivotal and the structure implemented will continue to include Carer representation at all levels.

Author: Naheed Ashraf, Carers Measure Strategy Coordinator

Sponsored by: Denise Llewellyn, Nursing Director ABUHB

Date: 28th May 2014

<p>Organisation</p> <p>Aneurin Bevan University Health Board</p>	<p>KEY AIM (From Carers Information and Consultation Strategy)</p> <p>To ensure that Carers receive the best possible information and advice relevant to their caring role.</p>	
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Priorities (What we are trying to achieve)

1. Coordination staff, based within the ABUHB will be appointed to coordinate to the actions outlined in the strategy, by liaising with key partners
2. The procurement of a specialist online training resource that will allow us as minimum to deliver Carer Awareness training to frontline of NHS, social care and /third sector staff
3. Training for each organisations own staff such as Nurse ward Managers, district Nurses, Health visitors, GP's, surgery staff, Paediatricians, social Workers and social car workers on their role in successfully delivering the strategy
4. The development of local information and advice service so that information is coordinated across the partnership area (general information materials, launch events etc)
5. The development of new information and advice materials for /Carers in a range of accessible formats and languages, including Young Carer specific information

OBJECTIVES (YEAR 1)	LEAD OFFICER	KEY MILESTONES	Progress	RAG status			BUDGET REQUIRED
				Red	Amber	Green	Appendix B
Carers are promptly identified by NHS and Social Care staff		Establish key Carers Measure leads	A local structure has been established led by the Director of nursing. This comprises of a Programme Board, Executive Board, Four subgroup workstreams (Training and Education , Information and Communication, Young Carers and Performance Monitoring)	Green			
			A Carers Measure team was appointed				
			A clinical lead for the GP Local Enhanced Service was developed in recognition of the central role played by GP's in identifying and supporting Carers				
		Identifying Carers champions	A non-executive Board member was designated the Health Boards Carers Champion in September 2013				
			The role of Carers champions was established with a view of creating champions across the ABUHB partnership , GP surgeries and in education				
			Ensure that NHS staff as a minimum are able to signpost Carers that they come across				
Posters have been displayed throughout Health Board hospitals, clinics and buildings, Local Authorities, Third Sector and Primary care. These provide key contact details to signpost Carers							

A poster suitable for Young Carers has been designed for distribution throughout the ABUHB partnership and in schools

Carers information cards showing key contact details have been placed in all ward bedside lockers across the Health Board

Information has been displayed on some electronic hospital waiting area screens e.g. Ysbyty Aneurin Bevan hospital

Carers information packs have been distributed throughout Primary and Secondary care.

Delivery of a comprehensive 3 level Training Programme

A Level 1 Carer awareness leaflet has been disseminated to 100% of staff in ABUHB, Local Authorities, Third sector and Primary Care. The leaflet raises awareness of Carers issues to help staff identify and signpost Carers

A level 1 Young Carer leaflet has been developed and distributed throughout the ABUHB partnership

At level 2, the All Wales Carer Aware E-Learning tool was procured to develop staff training on Carer-related issues. The tool has been made available to the Local Authorities, Third sector and Primary care. Training has also been made accessible to colleges and universities to capture potential future student employees

To ensure flexibility of training delivery, Level 2 training led workshops have been delivered to staff across the Health Board, particularly for staff unable to access e-learning.

			At level 3 Local Authorities have delivered Carer awareness presentations to senior staff at their Scrutiny Committees		
			Level 3 training has been delivered to senior Health Board staff		
			Presentations have been delivered at General Practice CPD events across the ABUHB partnership area		
			Carer awareness has been embedded into ABUHB induction programmes by using posters and pull up banners that raise awareness of signposting. Work is underway to incorporate Carer Aware e-learning into Induction programmes and a training DVD has been developed		
			The All Wales Young Carers E- learning tool has been procured. The package is still under development nationally		
			A Young Carer level 2 training workshop has been developed and piloted. In readiness to be rolled out across the ABUHB partnership area		
			A coordinated programme for delivering Young Carer workshops to staff most likely to come into contact with Young Carers is under development		
Carers are consulted with in relation to the		Engage with Carers to ensure that they are partners	Carers are key partners in progressing implementation of the Strategy and are represented on the Programme Board and Sub-groups		

person they care for

Page 35

Carers have been fully involved in the Recruitment and Selection process for the Carers Measure Team

Carers expenses reimbursement policy has been put in place to encourage and support Carer involvement

ABUHB has contributed the All Wales National Survey The results of which will inform service development

Clear systems are in place for staff to refer for an assessment e.g. Staff are trained to provide advice, information and signposting including the right to an assessment of their own needs. The training is ongoing. Further work is required which will look at ABUHB internal policies and procedures

A Young Carers consultation event took place in June 2013 to look at the type of information Young Carers need to help them in relation to the person they care for through webpage development opportunities and development of a DVD. Carers were represented from the 5 Gwent Local Authority areas. The consultation was a success and web page content for Young Carers has been developed with input from a Young Carer. This contains a summary of information for Young Carers and links to relevant web pages.

			<p>A Young Carers consultation took place in March 2014 to ascertain Young Carers views on being involved in decision making and the information and support received from the ABUHB partnership service areas. This demonstrated that the Young Carers projects are key to delivering services to Young Carers</p>		
			<p>In recognition of the challenges that Carers of those with dementia face , the Carers Strategy Coordinator is a member of the Carers Dementia Intelligent Targets Group and provides this group with regular updates on the strategies progress</p>		
<p>Carers are able to carry out their caring role effectively, safely and sustainably</p>		<p>Provide relevant, up to date and targeted information to Carers at every point of their journey through the NHS</p>	<p>Local Authorities have reviewed their services to Carers who find themselves in an emergency situation to ensure they are accessible</p>		
			<p>A Staff intranet page has been set up at Aneurin Bevan University Health Board to raise awareness of the Carers Measure and its implementation with links to the 5 Local Authority websites</p>		
			<p>Local Authorities use their own processes to ensure Carer information is accessible e.g. newsletters, internet</p>		
			<p>Several projects have been funded to help engage Carers. Collaborative working with Hafal provided information events in all Local Authority areas to increase engagement, encourage support and wellbeing to those dealing with Mental Health conditions</p>		

A Young Carers Project was developed by Barnardos to provide three training events for young people of different age ranges to enable Young Carers to cope with their own emotional health and wellbeing associated with their caring role

Further work was carried out by Barnardos who deliver drop in sessions at schools to raise awareness on Young Carers issues

A coordinated programme of educational sessions was delivered by Age Cymru Gwent to cover topics such as New to Caring, Carers assessment entitlements, Stress anxiety and depression, welfare rights medication management, Mental Capacity act and healthy living

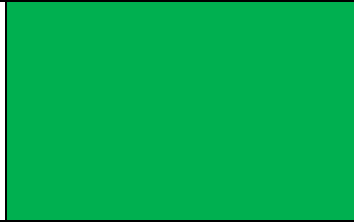
Person centred training was delivered jointly with the Disability Advice Project and Torfaen Carers centre. This included training on physical and emotional wellbeing, safe lifting, moving and handling, use of aids and adaptations, stress management and administering medication

All 5 Local Authorities made available information materials on improving physical health of people with severe mental health problems, safer moving and handling, introduction to assessments, coming out of hospital, taking a break and Carers allowance

Local Authorities have access to the Education Programme for patients for their Carers groups

			A training needs analysis is being undertaken to identify current training provisions for Young Carers		
<p>Carers receive timely and appropriate information and support in undertaking their caring role</p> <p>Page 38</p>		<p>Ensure that relevant information (e.g. medication, treatment etc.) and support is provided to Carers</p>	<p>During Carers week 2013, a mystery shopping exercise was undertaken to test accessibility to the key contact details provided in information materials. This highlighted some areas for improvement in accessing information which have been addressed</p>		
			<p>During Carers week 2013 , information stands were set up at 5 Aneurin Bevan University Health Board hospitals and various events took place across the 5 Local Authorities</p>		
			<p>Information stands were set up at</p> <ul style="list-style-type: none"> • Monthly Continuous Professional Development General Practice training events • Health Boards annual Nurse conference in September 2013, Health and Support Worker conference in October 2013, Families and Therapies conference in February 2014; • the Health Boards Annual General Meeting in September 2013; • Open day event at Ysbyty Aneurin Bevan in October 2013; • Carers Rights day in collaboration with Monmouthshire council in November 2013 • Welsh Ambulance Trust event in February 2014 <p>This good work will continue at other planned events during the next year</p>		

			<p>Presentations were given to practice managers at General Practice CPD events to enable primary care to identify and signpost Carers at the earliest point of contact</p>		
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Carers Measure 2013/14

FINANCIAL PLANS

FUNDING AVAILABLE 2013/14 200,500

EXPENDITURE

STAFF

Band 5 1.0	7,424
Band 7 1.0	37,255
Band 3 Admin support 1.0	15,324
Travel	2,000
IT set up	1,000
Training Officer	2,820
Band 5 Young Carers support 1.0	16,735
	<hr/>
	82,558

NON STAFF

Carers reimbursement	4,000
Primary Care & GP development	49,500
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	53,500

BIDS

Barnados Young Carers	3,342
LAs	12,450
Disability Advice	5,877
Barnardos	2,046
Age Cymru	1,350
Hafal	8,180
	<hr/>
	33,245

Carers Measure Team & Sub group requirements 31,197

TOTAL 200,500

CARERS STRATEGIES (WALES) MEASURE

Draft Description: The overall objectives of the Carers Strategies (Wales) Measure are to ensure that Organisations work in partnership with Carers, patients, local authorities, the Third sector, the private sector and other relevant groups to ensure:

- The identification of Carers by staff and professionals at all levels within the NHS
- The effective provision of relevant, up to date and targeted information to Carers at every point of their journey through the NHS
- Carers are informed of their legislative right to an independent assessment of their needs as a Carer

Aneurin Bevan
University Health Board
2013/14



Llywodraeth Cymru
Welsh Government

Draft DEFINED SERVICE USERS

Unpaid Carers in Wales who consider or are considered to provide, or intend to provide a substantial amount of care on a regular basis.

HEADLINE PERFORMANCE MEASURES

Indicator 1a: The percentage of carers identified by the partnership during the year **0.4%**

Indicator 1b: The number of carers identified by the partnership during the year **306**

Indicator 2a – The percentage of staff within the partnership area who have undertaken training in relation to carers during the year **3.82%**

Indicator 2b – The number of staff within the partnership area who have undertaken training in relation to carers during the year **727**

Indicator 3a- The Number of adult carers who had an assessment or review of their needs in their own right during the year **775**

Indicator 3b- The percentage of adult carers who had an assessment or review of their needs in their own right during the year **34.0%**

Indicator 4a: The number of young carers known to the partnership who were assessed during the year **133**

Indicator 4b: The percentage of young carers known to the partnership who were assessed during the year **35%**

Indicator 5a: The number of carers that have been referred for assessment by health staff during the year **55**

Indicator 5b: The percentage of carers that have been referred for assessment by health staff during the year **7.16%**

Data Development Agenda

% of Carers that report their health has deteriorated as a consequence of caring

% of Carers that report they are valued as a partner in care

% of Carers that are referred to services in a timely manner

% of individuals admitted into hospital following breakdown of support systems for their Carer

% of staff trained at senior management, middle management, and operational level

% of Carers that are satisfied with the level of consultation in relation to service provision

WHAT WE HAVE ACHIEVED?

- Used a range of communication methods to help identify and refer Carers
- Developed a Local Enhanced Service to enable identification in GP practices
- Procured the Carer Aware E-learning tool
- Ensured the Carer Aware training tool was accessible to the partnership and Primary Care
- Procured the Young Care aware E-learning tool
- Developed training workshops for staff

STORY BEHIND THE BASELINE

- **Indicator 1** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 2** – very limited staff across all of the local authorities have been recorded as receiving training
- **Indicator 3** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 4** – we have yet to establish a baseline figure for the total number of young carers across the partnership area. This is because the census information does not record the number of young carers per local authority. We are currently exploring other ways of devising this baseline information.
- **Indicator 4** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 5** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- Newport and Caerphilly are the local authority areas which have the highest number of young carers supported by a young carers project/service.

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PARTNERS WHO ARE HELPING US

- Aneurin Bevan University Health Board
- Newport City Council
- Torfaen County Borough Council
- Caerphilly County Borough Council
- Blaenau Gwent County Borough Council
- Monmouthshire County Council
- Gwent Association Voluntary Organisations
- Torfaen Voluntary Alliance

WHAT WE ARE GOING TO DO TO IMPROVE PERFORMANCE

- Coordinating information from 7 different organisations has proved challenging, however we now have a sufficient baseline to begin to monitor progress
- Data from this recording period does not include Local Authority staff that have undertaken online carer aware training. We are confident that in the next recording period, we will significantly increase our performance, as we will include all staff who have undertaken this training.
- As more health staff receive carer awareness training, we expect the number of referrals for carers assessments to increase which will impact on Indicator 3



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 5TH MAY 2015

SUBJECT: 2014/15 ANNUAL REPRESENTATIONS AND COMPLAINTS REPORT

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide Members with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1 April 2014 to 31 March 2015.

2. SUMMARY

- 2.1 Representations and complaints relating to Social Services are dealt with by the Directorate's Customer Services Team.

2.2 Representations

- 2.2.1 A representation is a request for information or a referral for a service made by a third party (including Elected Members) on behalf of another person.
- 2.2.2 During the period 2014/15, the Customer Services team have made every effort to ensure compliance with the Protocol that governs the sharing of information with Councillors/MP's/AM's. This was a response to the increasing numbers of people who contact teams directly for information seeking information on individual service users. This is time consuming for Officers and could lead to a breach of the Data Protection Act 1989.
- 2.2.3 The advice to staff in training sessions is that they should refer all enquiries for information to the Customer Services team or Data Protection Officers.

2.3 Complaints

- 2.3.1 In 2014, the Welsh Government undertook a review of the "*Listening & Learning*" complaints guidance which resulted in the introduction in August 2014 of the "*guide to handling complaints and representations by local authority social services*" (the guidance). The revised complaints process adopts a three stage approach to complaints:

Stage 1 (Local Resolution) - The majority of complaints are dealt with in this way and most are concluded without the need for a formal investigation. Staff are required to observe established procedures, timescales and best practice at all times.

Stage 2 (Formal Investigation) - Investigations at this Stage are undertaken by an externally commissioned Investigating Officer and there are statutory time limits for completion of the investigation. The complainant receives a full response from the Corporate Director, Social Services, detailing findings, conclusions and recommendations. The guidance allows for complainants to progress their concerns directly to formal Stage 2 investigation without stage 1 consideration if they so wish.

Ombudsman - if a complainant remains dissatisfied with the outcome of a stage 2 investigation, they can request that the Ombudsman's office consider investigating their complaint.

- 2.3.2 To ensure that all staff are acting in line with the revised guidance, the Customer Services Team have delivered a complaints workshop to every team within Adult and Children's Services. In addition, during 2014/15 the Customer Services Manager has presented on the revised guidance to the Directorate's Management Briefing, the Health & Well Being Scrutiny Committee, the Authority's Audit Committee and the Standards Committee.

3. LINKS TO STRATEGY

- 3.1 Annual Council Reporting Framework (ACRF) – The Director's Annual Report on the Effectiveness of Social Services.
- 3.2 Caerphilly County Borough Council's Public Engagement, Participation and Consultation Strategy 2011 – 2014.

4. THE REPORT

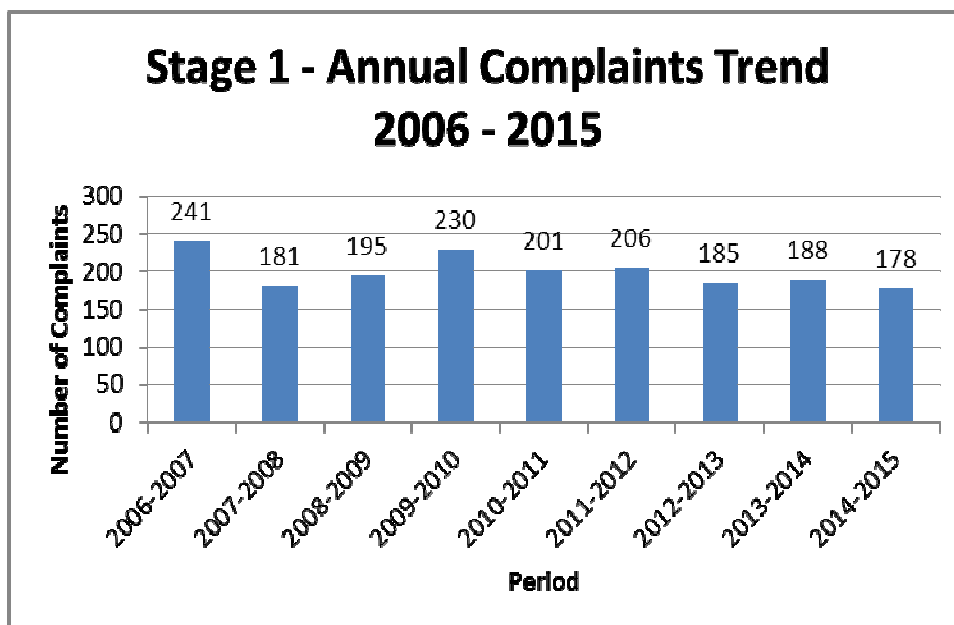
- 4.1 This report provides details of representations and complaints activity for the period April 2014 to March 2015.

4.2 Representations

- 4.2.1 During 2014/15, 103 representations were received, of which 76 (74%) related to Adult Services, 25 (24%) to Children's Services and 2 (2%) to the Directorate's Service Strategy and Business Support service area.
- 4.2.2 The Customer Services Team receives representations from a number of sources and these are detailed below for 2014/15: -
- Telephone (12)
 - Letter (13)
 - E-mail (7)
 - Complaints form (2)
 - Councillor (19)
 - MP (28)
 - AM (22)

4.3 Complaints – Stage 1

- 4.3.1 During 2014/15 the Directorate received 178 Stage 1 complaints and 1 complainant requested to progress directly to Stage 2. The majority of the complaints were resolved to the customer's satisfaction at stage 1.
- 4.3.2 Of the 178 complaints received at Stage 1, 73 (41%) related to Adult Services, 97 (54%) to Children's Services and 8 (5%) to Service Strategy and Business Support.
- 4.3.3 The following graph illustrates the number of Stage 1 complaints received and responded to by the Directorate since the implementation of the Listening and Learning Guidance in April 2006.



4.3.4 The Customer Services Team receives complaints from a number of sources and these are detailed below for 2014/15: -

- Telephone (85)
- Letter (32)
- E-mail (33)
- Complaints form (24)
- Visit to Council offices (4)

4.3.5 The above information demonstrates the Directorate's continued commitment to ensuring that customers have access to the complaints process in their chosen media. It also confirms the public's continued preference to direct contact with an Officer with whom they can discuss their complaint.

4.3.6 The Customer Services team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note themes and trends from the findings of complaints to improve future practice and can act on isolated incidents of poor practice that need immediate attention.

4.3.7 Of the 178 complaints received at Stage 1 in 2014/15 the following outcomes were noted: -

- 12 closed
- 17 complaints were upheld.
- 16 complaints were partially upheld.
- 120 complaints were not upheld.
- 12 ongoing at the time of this report

4.3.8 Of the 12 complaints that were closed:

- 1 was resolved by matters being reviewed via children's services
- 3 closed due to non-engagement from complainants
- 1 complaint withdrawn from young person whose complaint was resolved by the team
- 1 complaint was referred to another agency for their appropriate attention/response
- 1 customer refused consent to progress with a complaint raised by a relative
- 1 complaint progressed via the POVA process and the customer was satisfied that all matters had been fully addressed
- In 4 cases consent was sought from the customer but no response was received.

4.3.9 Of the 17 matters that were upheld:

- 10 related to Adult Services, 50% of which related to private domiciliary providers and the findings in those instances were addressed by the Directorate's Commissioning team.
- 5 related to Children's Services and included a range of matters, none relating to staff conduct. Of these, 1 resulted in financial redress being made for loss of earnings due to a delay in the adoption process.
- 2 related to the Business Support Services, 1 being a complaint of staff attitude which was upheld, there being a witness to the conversation between the Officer and the customer. This was addressed via formal management processes and training was recommended to address the Officer's future practice.

4.3.10 To ensure the appropriate identification of risk to vulnerable adults, the Customer Services Team and POVA Team continue to operate their joint working protocol, which is reviewed annually.

4.3.11 In the period April 2014 to March 2015, 18 complaints received by the Customer Services Team were referred to the POVA team for advice from that team. Of these, 1 case were found to meet the POVA criteria with full a POVA investigation undertaken, the outcome of that investigation was "inconclusive".

4.3.12 As a learning outcome from a stage 1 complaint, the Fostering agreement between the Authority and foster carers has been reviewed in consultation with the Corporate Information Officers and Legal Services, to ensure compliance with the Data Protection Act 1998. This will enhance the protection of personal information relating to Looked After Children.

4.4 **Complaints – Stage 2**

4.4.1 During 2014/15 the Directorate received 9 requests to progress complaints to Stage 2. Of these, 3 (33%) related to Adult Services and 6 (67%) to Children's Services.

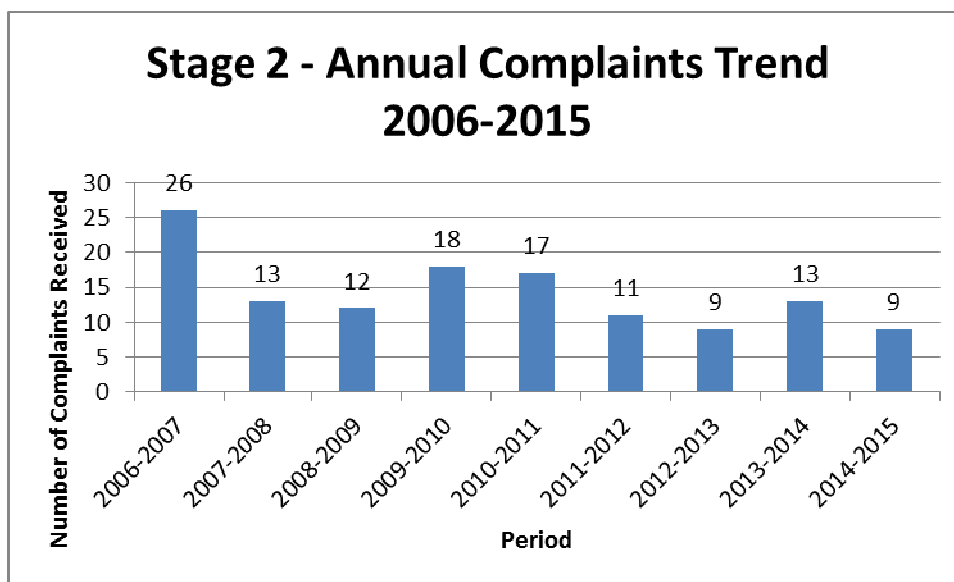
4.4.2 Of the 3 that progressed via Adult Services:

- 2 were not upheld, one being deemed by the Directorate to be a vexatious complaint.
- 1 was closed, as it is a matter that may be progressing via the Court process.

4.4.3 Of the 6 that progressed via Children's Services:

- 3 were not upheld
- 1 was partially upheld, the element that was upheld related to the lack of information on the Children's database
- 2 were closed, 1 due to lack of engagement by the complainant and 1 at the complainants' request

4.4.4 The following graph shows the trend for complaints progressing to the formal Stage 2 process for independent investigation since the implementation of the Listening and Learning Guidance in April 2006.



4.4.5 The reduction in the number of stage 2 requests being made is deemed to be due to the continued commitment to ensuring that all stage 1 matters are fully considered, with responses identifying the evidence to support the findings.

4.5 Complaints – Stage 3

4.5.1 There was 1 complaint that progressed to the Stage 3 Panel process, due to the complainant's continued dissatisfaction with the actions of the Private Provider. The Stage 3 panel concluded that the Authority had dealt with the complaints at stage 1 and 2 in line with due process and could find no further action that the Authority could take to resolve the matter.

4.5.2 As noted in 2.3.1, the Stage 3 panel process is not included in the revised complaints process and ceased operating in August 2015.

4.6 Ombudsman's investigations

4.6.1 There were 2 Ombudsman investigations undertaken in this period.

4.6.2 1 report was received from the Ombudsman's office in April 2015, regarding a case that is held by Newport Council's Adult Social Services department. Within the complaint, there was reference to the service a family had received from the South East Wales Emergency Duty Team (SEWEDT) which is managed by CCBC and commissioned to provide an out of hours service to 5 Councils. The draft report from the Ombudsman noted a finding of failing on the part of SEWEDT, however, until CCBC received the draft report, they had been unaware of the complaint and this Authority was therefore not given the usual opportunity to offer an account of their actions. The Customer Services Manager subsequently presented a response to the Ombudsman that challenged the findings and offered a full account of SEWEDT's actions. The Directorate is currently awaiting the outcome of that challenge.

4.6.3 At the May 2015 SEWEDT Board meeting attended by the 5 Local Authorities involved, discussion will be held on this matter.

4.6.4 The recommendation by CCBC to the Board will be that a clause should be added to the Service Level Agreement, to advise on the responsibility of the individual Authorities to ensure that if they receive a complaint at any stage of the complaints process, or any request from the Ombudsman that includes the actions of SEWEDT, this will be referred in the first instance to this Directorate's Customer Services team.

5. EQUALITIES IMPLICATIONS

- 5.1 The Customer Services Team continues to respond to issues of equality by ensuring that all complaints are dealt with in a consistent manner and by responding to complainants in accessible formats to suit their individual needs.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications arising from this report.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in the report.

9. RECOMMENDATIONS

- 9.1 Members are asked to note the content of this report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure that Members are kept informed of complaints activity across the Directorate.

11. STATUTORY POWER

- 11.1 Welsh Assembly Government's "Learning the Lessons" guidance 2005.
11.2 Welsh Assembly Government's A Guide to Handling Complaints 2014.
11.3 Health and Social Care (Community Health and Standards) Act 2003.
11.4 Fostering Services (Wales) Regulations 2003.
11.5 Children Act 1989 Guidance and Regulations.

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Consultees: Social Services Senior Management Team
Cllr. R. Woodyatt, Cabinet Member for Social Services



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 5TH MAY 2015

SUBJECT: SCRUTINY COMMITTEE TASK & FINISH GROUPS

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To seek members views on the possibility of setting up task & finish groups for scrutiny members to facilitate an in depth examination of one or two specific areas with a view to bringing reports back to Health, Social Care & Wellbeing Scrutiny committee for endorsement of the appropriate recommendations.

2. SUMMARY

- 2.1 Members will be aware of the facility whereby they can become involved with task and finish groups on specific topics agreed by officers with scrutiny members. These groups allow a more in depth examination of specific areas than would normally be possible at a scrutiny committee meeting.
- 2.2 This reports identifies several potential areas for more detailed examination and seeks members' views on their preferences for relevant topics.

3. LINKS TO STRATEGY

- 3.1 The potential topics detailed below will assist with in depth examination of forthcoming legislative issues as well as areas to be considered within the Medium Term Financial Plan.

4. THE REPORT

- 4.1 As previously stated, task and finish groups allow members to examine specific areas in greater depth than would normally be possible at a scrutiny meeting. The concept requires members to meet on two or three occasions, supported by relevant officers, to consider a topic on which they then create a report for consideration by the scrutiny committee as a whole.
- 4.2 Some members may recall a particularly successful task and finish group on charging for non residential services that met a few years ago which was the catalyst for Cabinet agreeing changes to the charging policy for the authority.
- 4.3 Discussions amongst officers and with the chair of the scrutiny committee have identified the following areas as possible topics for task and finish groups

Social Services

- Corporate safeguarding role
- Performance
- Changes to the delivery of domiciliary care (linked to MTFP proposals)

Public Protection

- Domestic Violence
- Meals On Wheels
- Littering & dog fouling

It should be noted that this is not meant to be a definitive list and if Members have specific topics they wish to be considered then these can be put forward on the evening of the meeting.

- 4.4 Given the amount of work required in a relatively short piece of time it is recommended that no more than one or two task and finish groups operate at any time. Any group will need to set the timeframes for its work carefully and the subsequent reports will need to be built into the forward work programme of the scrutiny committee.

5. EQUALITIES IMPLICATIONS

- 5.1 There are no equalities implications arising from this report. Equality impact assessments will be undertaken in respect of any specific proposals that arise from any task and finish groups.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no specific financial implications arising from this report. Any financial implications arising from the work of the task and finish groups will be highlighted in the reports that follow the work of the groups.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no specific personnel implications arising from this report. Any personnel implications arising from the work of the task and finish groups will be highlighted in the reports that follow the work of the groups.

8. CONSULTATIONS

- 8.1 All comments from consultations have been factored into this report.

9. RECOMMENDATIONS

- 9.1 Members are asked to consider whether they wish to convene task and finish groups and to identify the specific topics they would like to be covered.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 Feedback from members will allow officers to begin the work around convening the groups and producing the relevant supporting materials.

11. STATUTORY POWER

11.1 Local Government Act 2000.

Author: Dave Street, Corporate Director Social Services
Consultees: Social Services Senior Management Team
Councillor Robin Woodyatt, Cabinet Member
Cath Forbes-Thompson, Scrutiny Research Officer

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HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 5TH MAY 2015

**SUBJECT: ROTA VISITS BY MEMBERS TO SOCIAL SERVICES
ESTABLISHMENTS: 1ST OCTOBER 2014 – 31ST MARCH 2015**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide the Scrutiny Committee with information on rota visits by Members to Social Services establishments between 1st October 2014 – 31st March 2015.

2. SUMMARY

- 2.1 The report and tables provided give details of the establishments visited for the period October 2014 – March 2015.
- 2.2 At its meeting on the 9th September 2014 Members endorsed the recommendation to reduce the frequency of rota visits to internal CCBC residential establishments to six monthly.

TABLE 1

	October 2014 – March 2015	
Total numbers of Members presently on rota and required to visit within each quarter	12	100%
Total number of establishments to be visited during each quarter	25	100%
<i>Total number of Members who completed visits</i>	6	50%
<i>Total number of establishments visited</i>	11	44%

3. LINKS TO STRATEGY

- 3.1 To ensure that establishments, facilities and accommodation meet the needs of the Directorate and service users.

4. THE REPORT

4.1 TABLE 1: Members Visits during October 14 – March 15

Establishment	Visited By	Date of Visit	Report Received	Reply Sent
Ty Iscoed Residential Home for Older People	Cllr Alan Angel	09.03.15	11.03.15	17.03.15
Springfield Community Resource Centre	Cllr Alan Angel	09.03.15	11.03.15	17.03.15
Brooklands Resource Base	Cllr Sean Morgan	14.01.15	01.02.15	25.02.15
Oaklands Day Centre				
Markham Resource Centre				
Ebenezer Resource Centre				
Retirement Project				
Brodawel Resource Centre				
Beatrice Webb Residential Home for the Older People				
Brondeg Day Centre	Cllr Alan Higgs	01.04.15	03.04.15	
Montclair Residential Respite Care				
Blackwood Resource Centre				
Ty Gwilym Residential Respite Care	Cllr Phyllis Griffiths	31.03.15	31.03.15	
Caerphilly Day Centre	Cllr Phyllis Griffiths	26.03.15	31.03.15	01.04.15
Min-Y-Mynydd Resource Centre				
Ty Ni Childrens Home	Cllr Lyn Ackerman	31.03.15	01.04.15	
Castle View Residential Home for Older People	Cllr Lyn Ackerman	31.03.15	01.04.15	
Ty Clyd Residential Home for Older People				
Gwerin Resource Base				
14 Graig Road	Cllr Judith Pritchard	16.02.15	23.02.15	05.03.15
Ystrad Mynach Resource Base	Cllr Judith Pritchard	12.02.15	12.02.15	05.03.15
Twyn Carn Day Centre	Cllr Sean Morgan	14.01.15	01.02.15	05.03.15
Sirhowy Crafts				
Blackberry Catering				
Pont Woodcraft				

- 4.2 The following is a sample of comments made by Members for the visits undertaken:-
- 4.2.1 One Member commented “an excellent purpose built centre, lots for clients to do, unfortunately a ‘snow day’ has meant a reduced client day”.
 - 4.2.2 Another Member commented “a lovely day centre, with caring staff who have grave concerns over what would happen if a ‘non statutory’ service like this were to be cut?”.
 - 4.2.3 One Member observed that while they were very impressed with staffs’ commitment to communicating with individuals – many pictures used, a computer is needed for individuals use downstairs. Also replacement settees needed as existing are uncomfortable and heavy. New kitchen units needed. The Facilities Team have advised that the computer has been sorted, settees are due for delivery by the end of March and the kitchen will be repaired in April, although it is not that old.
 - 4.2.4 One Member commented “overall no problems, a very warm welcome. All residents happy. All staff happy in their work”.
 - 4.2.5 One Member observed “very pleasant atmosphere. Positive feedback from client although rooms rather tired, need a coat of paint. Response awaited from the Facilities Team.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes only so the Council’s Equalities Impact Assessment (EqIA) process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

- 9.1 Members are asked to prioritise visits to those establishments that have not received a visit in the last quarter.
- 9.2 Members are requested to consider completing their scheduled rota visits as soon as the relevant documentation of scheduled visits for the six month period has been received.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To provide Members with an update on their work in visiting Social Services establishments.

11. STATUTORY POWER

11.1 None.

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