

**SAFEGUARDING ADULTS REGIONAL BOARD  
CARDIFF AND THE VALE OF GLAMORGAN  
GOVERNANCE AND STRATEGIC PRIORITIES 2017-20**

**Outcomes of a 6 month Strategic Review  
Proposals for the Way We Do Business and the Business We Will Do**

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## I. Introduction:

The Safeguarding Adults Regional Board Cardiff and the Vale of Glamorgan is still in its infancy, and over the last year work has been progressing on developing a robust and cohesive board for the region. In moving forward it is recommended that, from this point on, the Board shall be known as the **Safeguarding Adults Regional Board – Cardiff and the Vale of Glamorgan**. This will ensure that the work of the board captures the geographical and demographic nature of the area and its aspirations to safeguard the population within that area.

The Safeguarding Boards (General) (Wales) Regulations 2015 specify that all Safeguarding Boards must produce an annual plan which determines its planned activity and outcome for the coming year.

A Safeguarding Board must also

- (a) make its current annual plan and annual report publicly available,
- (b) make available on request a copy of any of its past annual plans and annual reports,
- (c) send its current annual plan and annual report to the National Board

The board has agreed, however, that this Governance and Strategic Priorities Business Plan 2017-2020 will be summarised in an annual plan at the end of each year which identifies key actions achieved in the year and objectives for the following year of the Business Plan.

Board activity to date has included three workshops which have developed the resilience of the Board and strengthened relationships amongst Board members, and agreed its main priorities for the next three years. The workshops were held on the 18.11.15; 11.03.16 and 22.06.16 and were facilitated by Jan Horwath, Emeritus Professor of Child Welfare in the Department of Sociological Studies at the University of Sheffield. Jan has undertaken research in conjunction with many national and international agencies, and in Wales specifically has undertaken work with the Welsh Local Government Association and Association of Directors of Social Services into transforming governance and collective action to safeguard children: developing a shared knowledge base; and with Caerphilly Safeguarding Children Board on child protection planning in cases of chronic neglect. (University of Sheffield website 2016)

Under Jan's facilitation the Board considered the following issues:

- Holding to Account exercise
- Agreeing 2 key areas for priority
- Developing a brief for an initial three year plan for the priorities identified.

Each annual plan under The Safeguarding Boards (General) (Wales) Regulations 2015 must detail the following information within its content, and this Business Plan has identified all the actions within the body of the document:

- I. Introduction
- II. Members of the Safeguarding Board (Appendix 2)
- III. **Adult Safeguarding Data for the previous year**

- IV. Outcomes the Safeguarding Board proposes to achieve in the year  
These are detailed in the two main priorities of the Business Plan and the development of robust sub-group arrangements highlighted in further detail below. (see appendix 3 & 4)
- V. Summary of improvements  
Given the infancy of the Board no improvements will be reported on until April 2017.
- VI. Expenditure the Safeguarding Board is likely to incur in order to achieve its objectives
- VII. How the Safeguarding Board proposes to collaborate with other persons or bodies engaged in activities relating to its objectives
- VIII. When and how the Safeguarding Board will give adults who are, or may be, affected by the exercise of its functions, the opportunity to participate in its work.

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## II. GOVERNANCE ARRANGEMENTS

S.134-141 of the Social Services and Well-being (Wales) Act 2014 provides for Safeguarding Boards for adults and children and for the combination of such boards.

The Board shall operate in accordance with the Social Services and Well-being (Wales) Act 2014; 'Working together to Safeguard People Volume 1- Introduction and Overview', which replaces the guidance on Adult Protection Committees in 'In Safe Hands: Implementing Adult Protection Procedures in Wales' (Welsh Assembly Government 2000), which was issued under section 7 of the Local Authority Social Services Act 1970

### **Functions of the Board:**

The functions of the Board will be undertaken by the Board directly or delegated by the Board to its Executive Group or the four key sub-groups.

The four sub groups of the Board are as follows:

- I. Adult Practice Reviews sub-group
- II. Training sub-group
- III. QA and Audit sub-group
- IV. Communication and Engagement sub-group

The Executive Group will ensure that the priorities and duties of the Board, as noted below, are met and that the actions agreed and ratified by the Board in its business plan are implemented.

- a) Raise awareness of abuse, neglect and harm in the Cardiff and Vale area
- b) Review the effectiveness of local safeguarding measures
- c) Contribute to the review and development of policies and procedures
- d) Undertake adult practice reviews and other audits, reviews and investigations, and ensure that any recommendations are implemented and monitored
- e) Review the performance of the Board in carrying out its responsibilities
- f) Disseminate information about best practice and learning
- g) Undertake research into protection and prevention from harm
- h) Review training needs and ensure the provision of training within its area
- i) Co-operate with other Boards

- j) Seek specialist advice and information
- k) Respond to any notification to the Board in relation to its functions
- l) Engage in other activities relevant to the Board's objectives
- m) Develop national and regional protection procedures
- n) Identify when and how the Safeguarding Board will give adults who are, or may be, affected by the exercise of its functions, the opportunity to participate in its work.

Lead Partner:

Regulations 4 (1) & (2) of The Safeguarding Boards (General) (Wales) Regulations 2015 provide for a Safeguarding Board partner to be the lead partner for each of the Safeguarding Adults Board. The lead partner for the Cardiff and Vale Safeguarding Adults Board will be Cardiff City and County Council.

Membership of the Safeguarding Board:

Section 134(2) of the 2014 Act prescribes the following as a Safeguarding Board partner:

- the local authority for an area, any part of which falls within the Safeguarding Board area;
- the chief officer of police for a police area, any part of which falls within the Safeguarding Board area;
- a Local Health Board for an area, any part of which falls within the Safeguarding Board area;
- any provider of probation services that is required by arrangements under section 3(2) of the Offender Management Act 2007 to act as a Safeguarding Board partner in relation to the Safeguarding Board area.

The Board may also include representatives from other bodies if they exercise functions or are engaged in activities in relation to adults who may have care and support needs within the Board area.

All SARB members are required to have a current Disclosure and Barring Service (DBS) check. For those members whose agency do not require a DBS Check the SARB standard is that they must have one and their agency will ensure this is acted upon. This is the case for members both of the Boards and all its Sub-Groups including any Task and Finish Groups.

All SARB members and their partner organisations must abide by the statutory duties laid out within the Social Services Well-being (Wales) Act 2014 and adhere to the

expectations of the Act i.e. duty to report 'adults at risk'.

#### Chair arrangements:

The Chair and Vice Chair may be a Board partner or from a body represented on the Board. The appointments may be for a period of up to three years at the end of which, subject to a majority decision, the tenure may be renewed for a further period of up to three years.

#### Meeting arrangements:

Full Board meetings for all members will be held 6 monthly to include planning workshop activity and /or audit. The Executive group will be held at least quarterly. More frequent meetings can be held if deemed necessary by the Chair.

Meetings of the Board shall proceed only if representatives of the following quorate members are in attendance:

Cardiff City and County Council  
Vale of Glamorgan Council  
Police  
Cardiff and Vale University Health Board

#### Responsibility of the member agencies of the SARB:

The SARB expects its member agencies to:

- be an active partner in safeguarding adults;
- contribute to the SARB financially and/or in kind by providing staff for particular tasks which will be outlined in the annual business plan;
- collate and provide management information as required by the SARB and contribute to quality assurance arrangements;
- share information to safeguard adults in line with the SARB information sharing arrangements and in the spirit of the Wales Accord for the Sharing of Personal Information;
- identify and support staff to participate in the inter-agency activities of the SARB such as policy development, scrutiny of practice, training, Adult Practice Reviews, practice development and new initiatives;
- ensure that the policies and procedures of the SARB are disseminated in an

effective way within their own agencies and acted upon;

- represent the SARB and its activities within their own organisation;
- report difficulties within their own agency and between agencies to the SARB and work with partners to find effective solutions.

Accountability:

Under S.139 (3) of the Social Services and Well-Being (Wales) Act 2014 each Safeguarding Board partner must take all reasonable steps to ensure that the Safeguarding Board on which it is represented operates effectively.

Measures in place to monitor and assess the effectiveness of the Board shall be through a range of mechanisms including:

- Safeguarding Board Annual Plans and Reports
- Adult Safeguarding Data return
- Business Planning
- Formal agency reporting mechanisms
- Achieved outcomes from any recommendations of adult practice reviews

As part of their membership, Board members and their representatives agree to undertake the full functions of the Board as listed above both in their capacity as a member, and as representative of their individual organisation.



### III. BOARD PRIORITIES 2017-20

On analysing the outcomes of the three workshops facilitated by Professor Horwath it was agreed that the two main priorities for the SARB for 2016-17 to 2019-20 (3 year business plan) would be **Domiciliary Care and Nursing Homes** and **Dementia**.

A SWAT analysis exercise of the identified priorities were undertaken, and from these analysis it was agreed that these two priorities were the prevalent themes that emerged:

<b>DOMICILIARY CARE &amp; NURSING HOMES</b>	
<p><b>Why are they vulnerable and a priority?</b>            Complex needs and dependency levels            Service provision to meet the needs            Isolation and lack of family support            Needs that limit independence            Contracted privately            Unseen (care at home)            Dementia            Care and support needs            Quality of care            Fragility of the market</p>	<p><b>What do we know keeps them safe?</b>            Contractual arrangements            Escalating concerns procedures            QA systems            Visits from Health Professionals &amp; others            Goodwill of staff            Level of overseeing by staff and appropriate reporting            Contracts monitoring            CSSIW relationship            Local intelligence            Contact with statutory services e.g. SW, GP, DN, family, social networks, neighbour – and would know where to go for advice and support.</p>
<p><b>Gaps:</b>            Monitoring with partners            Regional approach            Adequate recruitment of nursing staff            Monitoring effectiveness of training            Measuring competencies            QA process            Service user testing &amp; feedback            Market – reduced choice, increased risk of lowered standards            Gap in supply and continuity            Registration of domiciliary care workers            Sharing agenda around QA            Promote awareness to providers of SAB            Privately commissioned Domiciliary care provision            Ensure monitoring of care by integrated partnerships            SAB notification of escalating concerns            Service users voice, family feedback.</p>	<p><b>Challenges:</b>            Duty to report to partners            Regional approach to managing quality            What does good look like (simple terms)?            Providers to share good practice            How do we evidence domiciliary care is safe?            Longevity of partners in commitment – continued engagement            Are partners safeguarding aware?            Operational issues – communication to Board            When information is known what Board does about it            Holding agencies, service to account – how?</p>

<b>OLDER DEMENTIA</b>	
<p><b>Why are they vulnerable and a priority?</b></p> <ul style="list-style-type: none"> <li>Isolation</li> <li>Capacity issues</li> <li>Lack of community sensitivity</li> <li>Physical risks – falling, accident, wandering</li> <li>Vulnerable to predatory individual</li> <li>Disinhibited</li> <li>Tension in relationships and carer stress</li> <li>May be vulnerable prior to identification by services</li> <li>May be vulnerable from others</li> <li>May be vulnerable even when helped by others</li> <li>Condition</li> <li>Cognitive ability</li> <li>Communication</li> <li>Progressive illness</li> <li>Increase in dependency – pressure on carers – frustrations</li> </ul>	<p><b>What do we know keeps them safe?</b></p> <ul style="list-style-type: none"> <li>Service requirements</li> <li>Statutory requirements – DoLS</li> <li>Increase in public awareness – dementia friendly communities</li> <li>Family support</li> <li>Referrals from GPs and others</li> <li>Care and support</li> <li>Care provision/respite</li> <li>Partners – health professionals</li> <li>Dementia champions</li> <li>Training schemes</li> <li>Technology</li> <li>OPCW</li> <li>Codes of conduct.</li> <li>How do we measure effectiveness of these?</li> </ul>
<p><b>Gaps:</b></p> <ul style="list-style-type: none"> <li>What services are available within the LSAB area?</li> <li>Support for carers</li> <li>Hospital prevention – need for acute care</li> <li>Understanding</li> <li>More education and training</li> <li>Suitability and availability of placements</li> <li>Dementia friendly communities and environments</li> <li>Awareness raising across communities and families</li> </ul>	<p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>Very wide subject</li> <li>Dementia friendly status for region to get guiding coalition</li> <li>How do we hold to others to account?</li> <li>What is the Board’s remit?</li> <li>Do we know the extent of the problem?</li> <li>Dementia awareness to the wider area</li> </ul>

The workshop on the 22.06.16 was then tasked with developing a 3 year plan for each of the two priorities. The following notes summarise the outcomes of the workshops, and the attached appendices (Appendices 3 & 4) note the draft 3 year action plans for both priorities.

**Domiciliary Care and Nursing Homes:**  
 (See action plan – App. 3)

On- going monitoring of exemplars/"norm"/concerns (Trip Advisor)

Year 1:

1. Establish scale of problem and nature – gather evidence – what is currently known.  
Work and engage with sectors
2. Define with service users and the sector what 'good' looks like – pledge charter. Review escalating concerns procedures – regional approach. Develop "do you feel safe" tool linked to review and contract monitoring
3. Agree regional approach to work with both sectors.

Year 2:

1. Ensure delivery of Operation Jasmine plan.
2. Monitoring
3. Measuring impact
4. Revised QA/performance monitoring framework
5. Mapping existing sources of intelligence and integrating into QA

Year 3:

Consistent/clear regional approach to empower family /carers  
Fee levels/quality payment

**Dementia:**

(See action plan – App. 4)

Year 1:

'Dementia Friendly Status' across the LSAB region – how does this ensure safeguarding is achieved?

Raising awareness?

Preventative

What would be the LSABs role in this process? – monitoring the effectiveness, need to agree measures.

Picture of 'dementia' in the Cardiff & Vale region

What makes it a priority for us? – National Data – comparisons

Local Data

Outcomes to be achieved

Sub-group scoping exercises

How 'good' each partner of the Board is re: Dementia?

**What does good look like?**

**Holding each agency to account**

Task groups – scoping and mapping exercises

Year 2:

Plan developed from scoping data of the 1<sup>st</sup> year – process.

**IV. EXPENDITURE OF THE BOARD:**

Organisation	Current Contribution to LSCB (%)	Current Contribution to LSCB (£)	Proposed contribution to combined Business Support Unit (%)	Proposed contribution to Business Support Unit (£)
Cardiff Council	35%	28,000	40%	60,000
Vale of Glamorgan Council	15%	12,000	20%	30,000
South Wales Police	20%	16,000	10%	15,000
Cardiff and Vale UHB	20%	16,000	25%	37,500
Probation Services	10%	8,000	5%	7,500
<b>TOTAL</b>	<b>100%</b>	<b>£80,000</b>	<b>100%</b>	<b>£150,000</b>

**V. ADULT SAFEGUARDING DATA 2016-17**

*Need to collate and combine Health, Cardiff and Vale data for previous year.  
Task group to be convened to agree baseline annual data for the board.*

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## APPENDICES:

### Appendix 1

#### SAFEGUARDING ADULTS REGIONAL BOARD (SARB) CARDIFF AND THE VALE OF GLAMORGAN

##### TERMS OF REFERENCE

###### 1. Context:

These Terms of Reference direct the objectives and functions of the Safeguarding Adults Regional Board Cardiff and the Vale of Glamorgan (SARB) which was established under section 134 of the Social Services and Well-being (Wales) Act 2014.

The Board shall operate in accordance with the Social Services and Well-being (Wales) Act 2014; 'Working together to Safeguard People Volume 1- Introduction and Overview', which replaces the guidance on Adult Protection Committees in 'In Safe Hands: Implementing Adult Protection Procedures in Wales' (Welsh Assembly Government 2000), which was issued under section 7 of the Local Authority Social Services Act 1970.

###### 2. Values:

The Safeguarding Adults Regional Board Cardiff and Vale of Glamorgan is committed to working with all partner organisations and the wider communities it serves to safeguard and prevent adults from abuse or neglect and to promote their well-being.

###### 3. Objectives:

The objectives of the Board are:

- a. to protect adults within its area who –
  - i. have needs for care and support (whether or not Cardiff or the Vale local authorities are meeting any of those needs), and
  - ii. are experiencing, or are at risk of, abuse or neglect, and
- b. to prevent those adults within its area mentioned in paragraph (a) (i) from becoming at risk of abuse or neglect.

###### 4. Functions:

The functions of the Board will be undertaken by the Board directly or delegated by the Board to its Executive Group or the four key sub-groups. (Appendix 1)

The Executive Group will ensure that the priorities and duties of the Board are met and that the actions agreed and ratified by the Board in its annual plan are implemented.

The four sub groups are as follows:

- V. Adult Practice Reviews sub-group
- VI. Training sub-group
- VII. QA and Audit sub-group
- VIII. Communication and Engagement sub-group

Functions of the Board:

- o) Raise awareness of abuse, neglect and harm in the Cardiff and Vale area
- p) Review the effectiveness of local safeguarding measures
- q) Contribute to the review and development of policies and procedures
- r) Undertake adult practice reviews and other audits, reviews and investigations, and ensure that any recommendations are implemented and monitored
- s) Review the performance of the Board in carrying out its responsibilities
- t) Disseminate information about best practice and learning
- u) Undertake research into protection and prevention from harm
- v) Review training needs and ensure the provision of training within its area
- w) Co-operate with other Boards
- x) Seek specialist advice and information
- y) Respond to any notification to the Board in relation to its functions
- z) Engage in other activities relevant to the Board's objectives
- aa) Develop national and regional protection procedures
- bb) Identify when and how the Safeguarding Board will give adults who are, or may be, affected by the exercise of its functions, the opportunity to participate in its work.

5. **Board Arrangements:**

### Lead Partner:

Regulations 4 (1) & (2) of The Safeguarding Boards (General) (Wales) Regulations 2015 provide for a Safeguarding Board partner to be the lead partner for each of the Safeguarding Adults Board. The lead partner for the Cardiff and Vale Safeguarding Adults Board will be Cardiff City and County Council.

### Membership of the Safeguarding Board:

Section 134(2) of the 2014 Act prescribes the following as a Safeguarding Board partner:

- the local authority for an area, any part of which falls within the Safeguarding Board area;
- the chief officer of police for a police area, any part of which falls within the Safeguarding Board area;
- a Local Health Board for an area, any part of which falls within the Safeguarding Board area;
- any provider of probation services that is required by arrangements under section 3(2) of the Offender Management Act 2007 to act as a Safeguarding Board partner in relation to the Safeguarding Board area.

The Board may also include representatives from other bodies if they exercise functions or are engaged in activities in relation to adults who may have care and support needs within the Board area.

### Chair arrangements:

The Chair and Vice Chair may be a Board partner or from a body represented on the Board. The appointments may be for a period of up to three years at the end of which, subject to a majority decision, the tenure may be renewed for a further period of up to three years.

### Meeting arrangements:

Full Board meetings for all members will be held 6 monthly to include planning workshop activity and /or audit. The Executive group will be held at least quarterly. More frequent meetings can be held if deemed necessary by the Chair.

Meetings of the Board shall proceed only if representatives of the following quorate members are in attendance:

Cardiff City and County Council  
Vale of Glamorgan Council  
Police  
Cardiff and Vale University Health Board



## **6. Responsibility of the member agencies of the SARB**

The SARB expects its member agencies to:

- be an active partner in safeguarding adults;
- contribute to the SARB financially and/or in kind by providing staff for particular tasks which will be outlined in the annual business plan;
- collate and provide management information as required by the SARB and contribute to quality assurance arrangements;
- share information to safeguard adults in line with the SARB information sharing arrangements and in the spirit of the Wales Accord for the Sharing of Personal Information;
- identify and support staff to participate in the inter-agency activities of the SARB such as policy development, scrutiny of practice, training, Adult Practice Reviews, practice development and new initiatives;
- ensure that the policies and procedures of the SARB are disseminated in an effective way within their own agencies and acted upon;
- represent the SARB and its activities within their own organisation;
- report difficulties within their own agency and between agencies to the SARB and work with partners to find effective solutions.

## **7 Membership and structure**

Statutory guidance confirms that members will need to be people holding a strategic role within their agency in relation to safeguarding adults. Thus there is an expectation that SARB membership and representation should be composed of very senior individuals, or at the very least individuals of sufficient seniority to be able to make decisions that could commit resources and take actions forward. The most senior individuals will be members of the Executive Board.

All SARB members and their partner organisations must abide by the statutory duties laid out within the Social Services Well-being (Wales) Act 2014 and adhere to the expectations of the Act i.e. duty to report 'adults at risk'.

## **8 Governance and Accountability:**

Under S.139 (3) of the Social Services and Well-Being (Wales) Act 2014 each Safeguarding Board partner must take all reasonable steps to ensure that the Safeguarding Board on which it is represented operates effectively.

Measures in place to monitor and assess the effectiveness of the Board shall be through a range of mechanisms including:

- Safeguarding Board Annual Plans and Reports
- Adult Safeguarding Data return
- Business Planning
- Formal agency reporting mechanisms
- Achieved outcomes from any recommendations of adult practice reviews

As part of their membership, Board members and their representatives agree to undertake the full functions of the Board as listed above both in their capacity as a member, and as representative of their individual organisation.

#### **9. Review Arrangements:**

The Safeguarding Board Terms of Reference will be reviewed on an annual basis

Date Agreed:

Review Date:

**MEMBERS OF THE BOARD**

<b>Cardiff and Vale LSAB</b>
Local Authority
Director of Social Services , City of Cardiff Council – Tony Young (Chair)
Director of Social Services, Vale of Glamorgan Council – Phil Evans
Interim Head of Service, Vale of Glamorgan Council, Safeguarding lead – Suzanne Clifton
Head of Adult Services Vale of Glamorgan County Council – Lance Carver
Operational Manager Safeguarding, City of Cardiff Council – Alys Jones
Operational Manager, Assessment & Care Management, City of Cardiff Council – Sue Schelewa
Operational Manager, Legal Services, Vale of Glamorgan Council – Carolyn Goodall
Interim Operational Manager, Safeguarding and Performance, Vale of Glamorgan – Matthew Brown
Mental Capacity Act and Deprivation of Liberty Safeguards Manager – Andy Cole, Integrated Operational Manager Cardiff and the Vale Councils
Assistant Director of Social Services, City of Cardiff Council, Amanda Phillips
<b>Health</b>
Sheila Harrison– Assistant Nurse Director, Cardiff & Vale UHB ( Vice Chair)
Acting Assistant Director of Nursing Abertawe Bro Morgannwg Health Board Cathy Dowling
Assistant Director of Nursing and Service Improvement Velindre NHS Trust – Jayne Elias
Dr Suzanne Wood, Consultant, Cardiff & Vale Public Health medicine
<b>South Wales Police</b>
Superintendent, Martin Jones, South Wales Police - Vale
Superintendent, Stephen Jones, South Wales Police - Cardiff
<b>National Probation Service</b>
Assistant CEO, Peter Greenhill (Vice Chair of the Board)
<b>Welsh Ambulance Service Trust</b>
Nicola Harvey, Named Professional for Safeguarding PA Claire McNeily
<b>South Wales Fire and Rescue</b>
Shaun Moody, Group Manager Community Safety and Partnerships
<b>Third Sector</b>
VCVS – Sandra Roberts
Age Connect – Jeff Hawkins
<b>Care Providers</b>
Care Homes Association – Brian West
Learning Disability & Supported Living Care Providers – Mandy Evans

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**CARDIFF & VALE LSAB  
DOMICILIARY AND NURSING HOME CARE  
3 YEAR ACTION PLAN – 2016 -2019**

Points marked with a \* are taken directly out of the Jasmine Review Cardiff and Vale Action Plan

	AIM	TASKS	WHO	TIMESCALE	OUTCOME
<b>YEAR 1:</b>					
1.1	Aim to define what good Domiciliary and Nursing Home care looks like	1.1.1 Engagement with the sector 1.1.2. workshop for contracts team and care sector providers 1.1.3 develop a statement of strategic intent – ‘what matters to me’ 1.1.4 develop the Asset Based Approach across the adult health and social care sector.	1.1.1 Peter Lawrence	1.1.2 – 2 year project – October 2018	
1.2	Consult with service users and the sector to define good quality care: <i>Engagement across the sector to remind health and social care staff of their duty to report areas of concern needs to be in place in accordance with Part 7 Guidance of the new Act.*</i>	1.2.1 Service user questionnaire arrangements to be embedded into the case review process 1.2.2 Refresh feedback forms within the Contracts arrangement	1.2.1 Laura Eddins, VoG QA Officer		
1.3	Identify the nature of the service currently and the challenges faced across the sector	1.3.1 Identify the current capacity within the marketplace	Peter Lawrence, Gaynor Jones		

1.4	Review current Provider Performance procedures and develop a consistent and robust regional approach to monitoring, auditing and escalating concerns processes: <i>To align the two local authority protocols and adopt a LSAB wide single Provider Performance protocol*</i>	1.4.1	Provider performance process	Peter Lawrence Gaynor Jones	March 2017	*Operation Jasmine action plan
1.5	Develop a 'do you feel safe' tool with a clear link to contract monitoring arrangements	1.5.1	Liaise with the Gwent project to review the model.	Alys Jones Sue Schelewa OM Cardiff Council		
		1.5.2	Adult services Oms to meet with Tanya Strange, Gwent lead on project			
		1.5.3	Gather learning from the RVS service advocacy project			
1.6	Consider the development of 'Trip Adviser' type tool to promote informed choice		As above (1.5)			
<b>YEAR 2:</b>						
2.1	Ensure effective delivery and implementation of the Operation Jasmine action plan		Operation Jasmine action plan	Alys Jones, Chair	Full review of action plan by March 2017. On-going actions to then be incorporated fully into LSAB action plan.	
2.2	Improving performance monitoring and QA systems on a regional basis	2.2.1	Develop a Board wide Quality Assurance meeting as opposed to individual local authority area based meetings*	Peter Lawrence Gaynor Jones	April 2017 – March 2018	
2.3	Ensure effective and professional care staff	2.3.1	Regional workforce	2.3.1 Angela Bourge		

	across the region	partnership 2.3.2 Professional Concerns process to be strengthened – link to review of 'In Safe Hands'	2.3.2 Lynda Gallagher Joanne Betteridge	2.3.2. March 2017	
2.4	Mapping existing sources of intelligence and integrating into the QA systems	A review of current contracting and key quality performance arrangements need to be developed across the Board's area in line with the Older People's Commissioner for Wales review of care homes in Wales; 'A Place to Call Home'.*	Rachel Jones OM		
<b>YEAR 3:</b>					
3.1	Adopting a consistent and clear regional approach to empower families and carers	Link to 1.5 action above			
3.2	Develop a robust fee level structure linked to incentivised quality payment arrangements across the sector		Rachel Jones OM		

Appendix 4

**CARDIFF & VALE LSAB  
SAFEGUARDING PEOPLE WITH DEMENTIA  
3 YEAR ACTION PLAN – 2016 -2019**

	AIM	TASKS	WHO	TIMESCALE	OUTCOME
<b>YEAR 1:</b>					
1.1	Agree benchmark for measuring safe and	1.1.1 Engagement with	Suzanne Wood	3 year strategy	

	effective Dementia support and services	homes within the Board area: 1.1.2 Admiral 1.1.3 Sterling University			
1.2	Undertake an engagement and consultation exercise with dementia sufferers, family and carers and service providers	1.2.1 Engagement with the sector 1.2.2. workshop for contracts team and care sector providers 1.2.3 develop a statement of strategic intent – ‘what matters to me’ 1.2.4 develop the Asset Based Approach across the adult health and social care sector. 1.2.5 Link to wider Care and Support Questionnaire	Laura Eddins VoG QA Officer		
1.3	Dementia Friendly status – how does this approach ensure safeguarding?	1.3.1 Awareness raising regarding the safeguarding needs of dementia sufferers. 1.3.2 Develop a preventative programme 1.3.3 Thematic workshop with managers 1.3.4 All key staff and partner agencies to attend the Dementia Friends training	Jane Farr		<ul style="list-style-type: none"> <li>• Treating people well</li> <li>• Navigation around the community</li> <li>• Ensuring that the wider community shares in the understanding regarding the needs of those with dementia</li> </ul>
1.4	Create a picture of dementia within Cardiff and the Vale region to	1.4.1 National and local comparisons.			



	demonstrate what makes it a priority for the Board	1.4.2	Local data			
		1.4.3	Measure how good each partner of the board is regarding Dementia			
		1.4.4	Measure demographic demand and growth			
1.5	Undertake a Dementia scoping and mapping exercise across the region	As in 1.4				
<b>YEAR 2:</b>						
2.1	Agree an action plan developed from the findings of Year 1.	Process Systems Training				
2.2	Build up a service user picture of what good practice looks like?	Links ??				
2.3	Develop a process of ensuring that prevention is ensured to minimise risks to the Dementia sufferer	2.3.1 Develop the Asset Based approach across the region 2.3.2 Undertake robust and effective reablement programmes across the Board area. 2.3.3 Promote the Dementia Friendly across all areas fo the Board region		Louise Bassett; Partnership Manager		
<b>YEAR 3:</b>						
3.1	Audit and revisit the plan and measure its effectiveness.					

DRAFT

## LSAB Overarching Tasks

Provide strategic direction:

Meeting 1 – how have we done over the past year?

Meeting 2 – Establish strategy based on the bigger picture on developments local and national.

Meeting 3/4 - monitor how translated into business plan and agency involvement and accountability on progress.

Executive Group and Sub Group Chairs - link to Operation Jasmine Action Plan.

Ensures actions and objectives of the Board's Strategy implemented through the business plan.

### **Straplines:**

What does good look like? Programmes

Develop initiatives in line with the business plan drawing on existing resources.

### **Sub-Groups:**

Chaired by Board members:

- Training – Jo – joint with LSCB
- APR – Amanda Phillips – joint with LSCB CPR group
- Communication and Engagement – 3<sup>rd</sup> sector Chair – Jeff – stand- alone LSB group
- Q&A- Linda Hughes Jones -stand- alone LSB group

### **Task and Finish Group:**

Operational staff to attend.

What does good look like for priorities 1 and 2? (1) **Domiciliary and Nursing Care** and (2) **Dementia**.

Fee levels and quality payments – Priority 1

Scoping and Mapping – Priority 2

Overlap throughout on both priorities.

### **Quality Assurance:**

#### Priority 1:

Define what good looks like working with service users.

Review escalating concerns procedures and develop a consistent approach

End of 2 year new performance management framework.

#### Priority 2:

Effective processes and systems.

### **Communication and Engagement:**

#### Priority 1:

Develop a 'do you feel safe' tool.

What does good look like? – link to T&F and QA groups.

Raising an awareness of the business plan priorities.

Consistent approach to empowering families, service users and communities.

#### Priority 2:

Service user expectations and families needs. Creative approaches.

### **Training:**

#### Priority 1:

Draw on the above to raise awareness e.g. what good looks like?

Mapping of training needs and ways they can be met.

#### Priority 2:

Good quality dementia care.