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# Adult Services & Independent Living

Q2 Performance Report  
CASSC – November 2023



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# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City  
Corporate Plan Commitment



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## Commitment

**Work with a wide range of partners to deliver our commitment to be an Age Friendly and Dementia Friendly City by:**

- Playing a full part in the World Health Organisation's Network of Age-Friendly Cities;
- Measuring our success through a city-wide evaluation framework and key performance indicators;
- Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly

## Update

- The Age-Friendly Cardiff Year 1 Annual report is close to publication. A highlights version has also been produced. When the finalised versions have been published, a review of the report process will take place, which will inform future annual reviews. Progress will be reported to the PSB on completion of the report. Age Friendly KPI's will be reviewed following publication of the report.
- A celebration of Age Friendly Cardiff took place on International Day of Older Person's at Cardiff Central Library Hub to mark the first year of WHO recognition alongside the launch of [www.agefriendlycardiff.co.uk](http://www.agefriendlycardiff.co.uk). Older people were in attendance and took part in workshops and were able to access information from a range of age-friendly partners . Partners in attendance included Public Health Wales, Care & Repair, Elderfit, Telecare, South Wales Police and Amgueddfa Cymru.

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City  
Corporate Plan Commitment



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## Commitment

### Encourage employment and prevent discrimination against older people in the job market by:

- Recruiting a designated employment mentor to support older people to access employment opportunities;
- Working in partnership with the Department of Work and Pensions to deliver Adult Learning's 50+ Employable Me course and engage employers to offer guaranteed interviews to participants completing training;
- Increasing digital sessions across the city supporting older people with digital deprivation, continuing with the digital tablet gifting scheme;
- Encouraging employers to sign up to the "Age Friendly Employer Pledge" scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.

## Update (1 of 2)

- The Into Work team have recruited a dedicated employment mentor and have reassigned 2 employment mentors to support older people with their employment needs. Mentors are split across the city, creating pathways into employment for over 50's, linking in with the dedicated Employer Liaison Officer who works with age-friendly employers and creating employment opportunities for older people.
- There are currently 150 over 50's engaging with mentors. 55 employment outcomes have been recorded and 102 training outcomes have been recorded.
- The Digital Support Team has been working in partnership with the Academy to offer Corporate Digital Skills training on a quarterly basis. They are aimed at employees who may have a low digital skill level and/or those who have not previously needed to use computers for their roles. The sessions that have taken place include; Introductions to Microsoft Word, Excel, Outlook, Teams and Powerpoint. Through this partnership, two further Service Areas have approached the Digital Support Team for bespoke training to upskill staff in their departments. These have been delivered via MS Teams and onsite at Lamby Way.

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## Update (2 of 2)

- Since June 2023, 79 staff members have taken part in the training with the Digital Support Team.
- The Age-friendly Employer Pledge has been featured within the new Age Friendly Cardiff website.
- Work has commenced on the promotion of the Age-friendly Employer Pledge internally and the pledge pack has been shared with colleagues to share with organisations that they are in contact with e.g. Employers via Into Work. The pack has also been shared via the Age-friendly Cardiff mailing list. This will be extended further to capitalise on all internal touchpoints with organisations to encourage further pledging.

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## Commitment

**Provide opportunities for all people to get involved in their community, and in particular to support older people to stay active and connected, including:**

- Working with community groups and volunteers to offer a wide range of activities, events and opportunities to get involved;
- Improving access to activities through a “Hubs for All” approach;
- Working with the University Health Board to establish Wellbeing Hubs and to fully integrate health initiatives into all Hubs;
- Strengthening the advice and support available in Hubs for older people and carers;
- Developing further monitoring to demonstrate the effectiveness of the actions taken to prevent loneliness and isolation.

## Update (1 of 2)

- The newly established volunteering service have been recruiting volunteers through various methods including Volunteering Cardiff, utilising the Into Work Database Opportunity Matching System in order to have a central list for all Into Work and Community Volunteering opportunities. There is one access point for volunteering as the teams now share the Volunteer Cardiff mailbox. The Into Work Digital Volunteer Coordinator is providing training to Community Volunteer Coordinators on how to use the Volunteer Cardiff system enabling Community Volunteering to post opportunities directly.
- Work continues to take place to build age-focused health engagement via Hubs. The digital screen project has been further developed in collaboration with Public Health Wales and other partners. Screen content now includes Help Me Quit, Stay Steady Clinics, bowel cancer screening, Care’Diff, Age-Friendly Cardiff, Cardiff Well-being Support Service, FaME (24 week exercise programme developed by Elderfit and Cardiff & Vale University Health Board), Telecare, Dementia Friendly Cardiff, Tenovus Cancer Care (check your breasts) and Breast Test Wales (screening van locations in Cardiff this winter)

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- Developing further monitoring to demonstrate the effectiveness of the actions taken to prevent loneliness and isolation.

## Update (2 of 2)

- Hubs for All have developed a booking referral system and are receiving direct referrals from Adult Services, the Day Opportunities Team, the First Point of Contact Team, Carers team, Community Teams and Independent Living & Community Social Care with 21 people attending August Sessions and 47 people attending September sessions.
- The Hubs for All person-centred activity programme has been initiated with exercise sessions from RISE (adapted games, sports and dance tailored to a participant’s physical ability or cognitive capacity to bring health and wellbeing benefits). Service users have had the option to join in with ukelele and Japanese music sessions as well as activities such as reminiscence, drawing, puzzles and skittles.



# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services  
Corporate Plan / Directorate Delivery Plan Commitment



## Commitment

**Provide the right help at the right time to help people stay independent at home by:**

- Building on our First Point of Contact Service to develop a multi-disciplinary team approach focused on supporting independence, and extend this to the hospital and to the community on a locality basis;
- Fully embedding empowering and strengths-based social work through improved training and support;
- Working with partners and across services to develop a trusted assessor approach
- Modernising our homecare service to provide both a full reablement service and short-term emergency care;

## Update

- With regards to incorporating the Trusted Assessor protocols in community and hospital settings, Grade 8 and Grade 9 Social Work self-authorisation is now in place, speeding up the flow of assessment.
- Occupational Therapist Trusted Assessors are in now in the hospital setting and prescribing care for those accessing the Discharge to Recover & Assess pathway.
- Occupational Therapists (OT's) are completing low-level social care assessments at this time. It was anticipated that OTs would be able to sign off their own care plans, however, due to Carefirst system upgrade issues this has been delayed and is now going live in Quarter 3.
- New homecare rotas have been implemented and we are receiving positive feedback from service users in relation to the improved continuity of care being received.

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services

Corporate Plan / Directorate Delivery Plan Commitment



## Commitment

**Provide the right help at the right time to help people stay independent at home by:**

- Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;

## Update

- During Quarter 2 training on the TEC “Top u up offer” has been fully delivered to the Occupational Therapy Service and Independent Living and Wellbeing service. A plan was also developed to spread and scale the rest of the TEC training to other teams within Adult Services, however, this was put on hold due to the TEC Specialist taking up a new role due to commence in Quarter 3.
- Proposals have been developed for the new Independent Living and Wellbeing Centre. The grant funding application is being finalised and a business case with full costing will shortly be submitted to cabinet. Work is currently under way to review the remediation works for this development and determine the most cost-effective construction methods to deliver the project, alongside achieving environmental excellence.



# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services  
Corporate Plan Commitment



## Commitment

**Deliver new older persons housing** which supports independent living, including:

- Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;
- Completing Addison House in Rumney by August 2023;
- Submitting a planning application for the Michaelston Well-being Village by September 2023.

## Update

- The planning application at the former Michaelston College site in Ely is now scheduled for November. There have been some delays due to cost reviews.
- A contractor is now on site for the Bute Street Community Living project. There is more site clearance to be completed than anticipated but the development is still on target.
- We are awaiting the finalisation of the building contract for the St. Mellon's Community Living project. The contract sum and programme has been agreed. Enabling works are being undertaken on site however main works will commence in December 2023.
- Addison House in Rumney will be delivered in Quarter 3.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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Commitment	Update
<p><b>Work to support timely and safe hospital discharge by:</b></p> <ul style="list-style-type: none"><li>Improving and strengthening management arrangements in the Integrated Discharge Hub;</li><li>Developing a suite of performance indicators by September 2023 to measure the success of pathways out of hospitals and to clearly demonstrate the impact of the Council’s activity;</li><li>Reviewing the success of the hospital discharge pathways for Discharge to Assess (D2A) and Discharge to Recover and Assess (D2RA) and reporting on the findings.</li></ul>	<ul style="list-style-type: none"><li>In partnership with Health ICT services and PARIS IT systems, a data extract has been created to obtain all elements of the Integrated Discharge Hub (IDH) data for both step up and step down processes. Ongoing development is working towards a PARIS System Dashboard for use by the IDH. This is expected to be available early in Quarter 4. Focus is currently on the creation of a new discharge support referral form for IDH.</li><li>Development of a comparable data form is ongoing and forms part of the development of the PARIS system.</li><li>A Review of the IDH structure is due to take place imminently.</li><li>A new IDH referral form has been developed within the health computer system. It is now going through final user testing, before being transferred to the PARIS system for further development. The new referral form is expected to be completed and rolled out in November 2023. There is a joint communication plan being developed by the Local Authority and Health.</li><li>Funding for the Discharge to Recover and Assess (D2RA) model has been extended to 31/3/2024.</li></ul>

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
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## Commitment

Work with care providers to **deliver good-quality care that meets current and future needs**, to include:

- Further developing locality working through recruitment of local care co-ordinators;
- Embedding a Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision;
- Refocusing care provision away from general residential care towards home-based care;
- Promoting the development of high-quality nursing and dementia care.

## Update (1 of 3)

- Work is still ongoing to determine the model required for the Care Co-ordinator process.
- Work continues on the development of a Quality Assurance framework. A self-assessment tool has been developed for Domiciliary Care providers and is at the provider consultation stage having completed consultation with internal stakeholders. This is expected to be completed in Quarter 3 following which, the template that providers will be asked to complete will be built on to the “Adam” computer system.
- Work has also been undertaken to improve the quality assurance and contract monitoring arrangements for dementia care in care homes. Research undertaken by IPC has been used to develop a template that seeks to strengthen consistency and joined up working between the Contracts Team and the Dementia Quality and Care Team.

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## Update (2 of 3)

- Work had progressed in relation to the analysis of available data to assist us in gaining a better understanding of how the care home market is performing and what we need to do in order to reshape provision, including undertaking work on understanding costs and sustainability. An options appraisal has also been completed to inform decisions on the most appropriate way to commission placements going forward to support provider sustainability and ensure that we are able to deliver on our commissioning priorities. The work undertaken thus far will be brought together in a Cabinet report that will be put before Cabinet in Quarter 3 setting out our approach for the future commissioning of care home placements and fee setting.
- Work on the cost of care exercise is progressing. A sufficient number of providers in each care category have completed cost templates and these are currently being analysed with interviews being held with the providers in Quarter 3.

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- Promoting the development of high-quality nursing and dementia care.

## Update (3 of 3)

- The Dementia and Care Quality Team continues to develop, and an operating model is to be signed off at Adult Services Senior Management Team once completed. The team also continues to develop to attend:
  - Joint Commissioning meetings with Health and others;
  - Community of Practice with colleagues across our areas who are involved in working with those with a dementia.
- The Team has also set up a schedule of planned reviews across the care home sector and this is currently underway.



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## Commitment

**Listen to the voices of our citizens** and increase their choice in care provision by:

- Improving our engagement with older people, seeking meaningful input and feedback;
- Increasing choice through direct payments, including the development of micro-enterprises;
- Piloting a trusted partnership approach with care providers to increase flexibility of care;
- Reviewing current usage of our services and taking steps to ensure all Cardiff communities are aware of, and have access to, our services.

## Update

- Work has been undertaken to develop a survey for service users to ascertain their feedback on their experiences in respect of assessment and review. A short consultation exercise with a small group of service users will be carried out at the start of Quarter 3 to test out the survey with a view to it being launched in November 2023.
- An initial Options Appraisal for the Direct Payment service has been completed, which determined that both an in-house model and a hybrid model are both viable models for direct payment support service delivery. An action plan containing proposed timelines has been completed for each model. It was decided to improve current “as-is” processes before making a final decision. These “to-be” processes, alongside the success of the micro-enterprise project and the roll out of Direct Payment training, will significantly influence the final decision.
- Work has been undertaken to collate data to inform the review the use of the Trusted Partner Approach and its impact. This will be reported on in Quarter 3.
- The cross-directorate Adults, Housing & Communities Equality Action Plan is still in development. This quarter further data analysis and research has taken place focussing on health and poverty inequalities across the city. The draft plan will be shared with senior managers in Quarter 3.



# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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## Commitment

### Support the social care workforce by:

- Working with Welsh Government to maintain the Real Living Wage for care workers;
- Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;
- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

## Update (1 of 2)

- Real Living Wage monitoring forms remain outstanding for some providers. These are being followed up by the allocated contracts officer via telephone and during contract monitoring visits. Overall compliance levels are being monitored by the contracts team.
- Contact monitoring officers check records when undertaking monitoring visits to gather evidence that the Real Living Wage is being paid and they also check this when speaking with care workers as part of the monitoring arrangements.
- The Cardiff Cares Academy team has actively promoted the care service at employment-related events through the quarter including city-wide job fairs, summer transition events and Real Living Wage events in association with Cardiff Works. The team has also held information and registration events around the city in key locations including the Ely, Riverside and Grangetown areas. As a result of these activities, the service has seen increased participant numbers. The team will shift its focus in Quarter 3 to promoting to care providers to increase employment opportunities through a programme of localised employer events targeting residential care settings for non-drivers, currently a major barrier to transitioning into employment for its participants.



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- Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;
- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

## Update (2 of 2)

- The Training Unit has produced a handbook for providers that sets out the registration and qualification requirements for their staff and the training and support that is available via the social care training unit. The team have also launched a comprehensive induction programme for care workers in order to support care providers with their induction requirements. Those providers who have been identified as needing specific assistance are provided with bespoke support from the Social Care Wales Workforce Development Programme (SCWWDP) Co-ordinator and the Qualification and registration Support Officer.
- In line with the trusted assessor model, all home care managers within the Community Resource Team have received training around prescribing equipment and aids as well as training around strengths-based conversations. This approach has enabled service users to receive equipment and aids at the right time. Work is ongoing in relation to home care managers working in partnership with Independent Living and Wellbeing Services. Carers are able to feed in to this review process more effectively enabling a more holistic approach.
- Community Occupational Therapists have trialled supporting the reablement end to end process successfully.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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## Commitment

Improve recruitment and retention of social workers and occupational therapists by putting in place a comprehensive Workforce Development Plan and by **taking a “grow our own” approach to increase qualified staff.**

## Update

- Consultation on the draft workforce strategy and action plan has been completed with Community and Adult Services Scrutiny Committee and the final amendments to the documents have been made.
- The Social Worker recruitment steering group had been remodelled to broaden its remit to include all areas of the strategy action plan and this group will be launched at the beginning of Quarter 3. However, good progress has already been made in several areas of the action plan.



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# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Directorate Delivery Plan Commitment



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## Commitment

Continue to review and modernise services, including:

- Carrying out a review of the Emergency Duty Team (EDT)
- Finalising the review of the Internal Supported Living service
- Investigating opportunities for more joined up working across the directorate
- Strengthening management arrangements within Adult Services

## Update

- The EDT review is now complete and manager posts and most office posts have now been filled. Work is underway to commission the call handling service.
- ISL Review implementation is well underway, manager recruitment is complete and officer changes are in progress. Transition plans for service user are in place and implementation is underway.
- The changes as part of the Joined up Working review are complete with most back-office functions now joined up across the directorate.
- The Management Review implementation is underway on a phased basis. Consultation on the final phase is underway and is due to be completed on 1<sup>st</sup> November 23.

# Wellbeing Objective: Cardiff is a great place to grow older

## Supporting unpaid carers and valuing their role Corporate Plan Commitment



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### Commitment

#### **Listen to unpaid carers and families to ensure we provide the help they need by:**

- Consulting and co-producing services with carers;
- Reviewing the range of respite provided;
- Improving advice services and support for carers;
- Reviewing the carer's assessment process to improve take

### Update (1 of 2)

- Carers pages have been developed within the Age-friendly Cardiff website under the heading 'Looking after others'. The first iteration of this section of the website contains information on Carers Assessments, Carers Wales, The Care Collective, The Herbert Protocol (South Wales Police), Care'Diff newsletter, Care'diff support groups, the Regional Partnership Board's Unpaid Carer Charter, free events for unpaid carers, Cardiff Social Care Training and Development and respite opportunities.
- The Wellbeing Support Service has recruited two new Ageing Well specialists who have been providing advice and signposting to older people on issues that are important to them. The specialists have been attending Hubs and Community venues across the city to promote the service and are working with partners to ensure services and advice will be available to older people.
- The Hubs for All project was launched at the end of August and is already proving to be a valuable service to both older people and their carers. The project provides a care and well-being service for potentially vulnerable adults including;
  - older adults living alone.
  - those with age related illness
  - early onset of dementia
  - and low-level support needs

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting unpaid carers and valuing their role

Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p><b>Listen to unpaid carers and families to ensure we provide the help they need by:</b></p> <ul style="list-style-type: none"><li>• Consulting and co-producing services with carers;</li><li>• Reviewing the range of respite provided;</li><li>• Improving advice services and support for carers;</li><li>• Reviewing the carer’s assessment process to improve take</li></ul>	<ul style="list-style-type: none"><li>• Hubs for All now operates in, Rhiwbina Hub, Grangetown Hub and Llandaff North Hub and provides care and well-being support from dedicated and experienced staff, light refreshments, person centred activities, social activity and of course unpaid carer respite. Hubs for all have been welcoming referrals from Adult Services, the Day Opportunities Team, the First Point of Contact Team, Carers team, Community Teams and Independent Living &amp; Community Social care with 21 people attending August Sessions and 47 people attending September sessions.</li><li>• Unpaid Carers also have the option to attend with the person that they look after which has been really beneficial in developing confidence and trust of both parties.</li><li>• The Care’Diff newsletter has been utilised to raise awareness and promote the availability of respite flats at Llys Enfys to unpaid carers. The newsletter is available digitally, with printed copies available at GP surgeries, Hubs and libraries, Care Hubs and other community locations across Cardiff.</li><li>• In September 2023, Carers Wales facilitated focus groups with unpaid carers to feed into the learning and development offer. An in-person session was held at Central Library Hub, followed by an online session on Teams. Carers were invited to share their views on the current offer, suggest further improvements, and identify any support they require to access learning resources. Carers Wales is currently consolidating the feedback received to generate a report with recommendations to enhance the existing learning and development programme</li></ul>

# Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia  
Corporate Plan Commitment



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## Commitment

### Support people with dementia to stay at home wherever possible by:

- Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;
- Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home.

## Update

- Community of Practice is in its early stages and just one meeting has taken place so far – it is therefore too early to evaluate its effectiveness.
- The Operational Manager for Adult Community Services and other colleagues attend all relevant network meetings and report back to relevant project groups.
- A process to collate dementia complaint responses is in place and we are reviewing these to plan service changes, e.g. improving information in leaflets etc.
- Case narratives and examples of good practice are being collated.
- We have been working with the University Health Board (UHB) to develop the dementia training partnership. We now have an audit pathway so we can monitor outcomes for social care. We are considering how best to support UHB to improve the social care reach given they are a small team – this is likely to include a part time regional Training Officer post.
- The Virtual Dementia Training bus was, in general, successful and feedback was very positive. 221 of a possible 384 individuals attended (125 Internal, 96 external). A dementia learning and development training action plan is in place.
- The service has met with the PhD student who is in conducting research related to how social workers perceive race and ethnicity in the context of dementia. She has now commenced research with local communities.
- Adult Services are linking in with colleagues in Housing to develop a collaborative approach to supporting older people, including any learning on dementia.

# Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia  
Directorate Delivery Plan Commitment



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## Commitment

Develop a full set of indicators and targets to monitor success of implementing the Ageing Well Strategy.

## Update

- A wide range of indicators have been identified across the workstreams and data collection has commenced. Work on presenting this data and identifying any remaining gaps is now taking place



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# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p><b>Ensure that all people, however vulnerable, retain a voice in their care by:</b></p> <ul style="list-style-type: none"><li>• Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;</li><li>• Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;</li><li>• Recommissioning Advocacy Services in line with the commitments set out in the Cardiff &amp; Vale Advocacy Strategy by March 2024;</li><li>• Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.</li></ul>	<ul style="list-style-type: none"><li>• The Strengths-Based training programme for managers has taken place. Refresher dates are in place.</li><li>• We now have 16 “Strength-based” mentors across the directorate which is a significant increase.</li><li>• Workshop sessions are due to commence in Quarter 3. The Strengths Based Training Officer is going to run these bespoke sessions for the teams in an area of their choosing.</li><li>• A working group has been set up to develop the Local Authority ‘Collaborative Communications – a strength-based approach to meeting outcomes’ commitment statement:<ul style="list-style-type: none"><li>○ Stats to date:</li><li>○ Total number of spaces offered to date 170</li><li>○ Total number of spaces booked – 129</li><li>○ Total attended 114.</li></ul></li><li>• To prepare for the implementation of new Liberty Protection Safeguards legislation, Deprivation of Liberty Safeguards (DoLS) data is continuing to be gathered. This is proving to be a challenge as data has to be gathered from a number of different sources. Once all of the data has been gathered, full analysis will be begin.</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p><b>Ensure that all people, however vulnerable, retain a voice in their care by:</b></p> <ul style="list-style-type: none"><li>• Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;</li><li>• Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;</li><li>• Recommissioning Advocacy Services in line with the commitments set out in the Cardiff &amp; Vale Advocacy Strategy by March 2024;</li><li>• Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.</li></ul>	<ul style="list-style-type: none"><li>• Mental Capacity Act Training continues to be delivered across different service areas and will be ongoing for the rest of the year.</li><li>• The tender for the Advocacy Gateway has concluded and a new contract has been awarded to the winning provider. The contract will commence on 1 April 2024. The tender for the Independent Professional Advocacy Services is expected to be published in early October 2023.</li><li>• An initial Options Appraisal has been completed for Direct Payments, which determined that both an in-house model and a hybrid model are both viable models for direct payment support service delivery. An action plan containing proposed timelines has been completed for each model. It was decided to improve current as-is processes before making a final decision. These to-be processes, alongside the success of the micro-enterprise project and the roll out of Direct Payment training, will significantly influence the final decision.</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

**Improve the support available to people with mental health issues** by:

- Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services;
- Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues;
- Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently, taking all necessary steps to ensure alternative solutions are safe and appropriate;
- Developing proposals for improving the environment for Ty Canna day services for mental health, continuing to build on volunteer support and completing early-stage design in partnership with Ty Canna service user representatives/ volunteers and cost feasibility work by September 2023

## Update (1 of 2)

- Along with the Health Board, we are continuing to review ongoing progress and issues with the new “111 press 2” service. There are currently some issues with shortages of qualified staff which are being addressed.
- The Sanctuary, which is a Health-led service is currently experiencing some delays which are out of our control. At present no venue has been located for the service. We are continuing to support Health with this ongoing project.
- A transitional arrangement has also been implemented with Health to take over Cardiff Mind Mental Health Supported Accommodation. Units are on track to transition provision in full and the remaining 4 units on phase 3 closure are being discussed with Health.
- We are continuing to work with the IBI Group design team on proposals for a new building for the Ty Canna service. Volunteers, with lived experience of mental health issues, have been present in meetings giving their input into the design for the new scheme.

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## Update (2 of 2)

- The Well-being Mentor Programme has been promoted widely, including through the Age-Friendly Cardiff channels, featuring on [www.agefriendlycardiff.co.uk](http://www.agefriendlycardiff.co.uk) within the 'Advice and Support' section. The Service has also featured in the newsletters, which have been shared digitally to the Age-friendly partner network as well as physical copies to GP surgeries, Hubs, community venues and 50+ groups. In addition, the Age-friendly Cardiff Team have taken the opportunity to promote the service whilst physically attending events including the Ethnic Minority Health Fair in City Hall, International Day of Older Person's event at Central Library Hub and the Healthy Ageing in a Changing Climate workshops.
- Due to the increased promotion of the service, referrals have increased. In comparison to 22/23 the total of referrals have been increasing month on month. 55 referrals overall were made during Quarter 2 – an increase of 83%.
- With regards to identifying cases that could step down from residential placements - there have been some issues with this and none have been identified in Quarter 2. We hope to see an improvement in Quarter 3.

# Wellbeing Objective: Safe, Confident and empowered communities

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## Commitment

### Enhance the support available for people living with learning disabilities by:

- Further developing the Complex Needs Day Service, expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community;
- Improving and increasing overnight respite, setting out proposals for building development;
- Developing proposals for new accommodation and support options to promote independence and facilitate step-down from residential care.

## Update

- The Learning Disabilities Service has received referrals from transition social workers for 2024 Ty Gwyn school leavers.
- The service has also attended annual reviews for 2024 school leavers and met with the young people and their families as part of the planning and assessment process.
- 2023 school leavers referred to the Complex Needs Day Service (CNDS) have now completed their transition from school. Compliments have been received from families of 2023 school leavers on the quality of the process and the positive impact on their family member and themselves.
- Work is ongoing to identify suitable cases to step down from residential placement into independent living.
- An options appraisal has been completed on a scheme for younger people with learning disabilities, however insufficient evidence has been provided that there are enough cases to warrant a separate scheme for young people at present.

# Wellbeing Objective: Safe, Confident and empowered communities

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## Commitment

### Improve services for people with autism by:

- Ensuring all staff have access to the appropriate level of training to meet the needs of autistic people; Developing a specialist approach to neurodiversity within Adult Services.

## Update

- “Level 3 - Autism Enhanced” is a course delivered by New Skills Academy which is designed to give learners who have roles within an Autism specific service, the knowledge and skill to work with autistic children and adults on a daily basis. This course has recently become available to appropriate staff. Adult Services commissioned providers are also encouraged to take up the training.
- All staff are now in place and a soft launch of the Neurodiversity Service took place in Quarter 2. We are continuing to work with a wide range of partners to establish the most effective referral pathway into the service.



# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

**Ensure children and adults are protected from risk of harm and abuse by:**

- Implementing the Regional Safeguarding Board's Annual Plan;
- Continuing to develop and implement the Safeguarding Adolescents From Exploitation (SAFE) Model during the year;
- Monitoring the adult safeguarding referrals received and develop a pro-active multi-agency response to re-occurring issues.

## Update

- The service has initiated strategic development activities in line with the Regional Safeguarding Board's (RSB) priorities. These include providing Safeguarding Fundamentals for which we have re-visited existing training arrangements and restructured the entry into the system. We have also strengthened the advice and information that is now provided and undertake effective safeguarding reviews as part of the case review sub-group. We have also continued to collect thematic data to respond to emerging trends.
- Feedback is continuing to be provided via various RSB groups.
- We are continuing to work with key partners, including Children's Services to develop the SAFE partnership.
- We continue to collect data to inform improvements to the service and to identify themes and trends.
- The Adults Services Safeguarding Manager continues to attend joint Adults, Housing and Communities Senior Management Team meeting to provide regular updates on Safeguarding.



# Wellbeing Objective: Safe, Confident and empowered communities

## Ensuring children and adults are protected from risk of harm and abuse Corporate Plan Commitment



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### Commitment

Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:

- Promoting health screenings;
- Promoting the take-up of vaccinations.
- Combatting childhood obesity.

### Update

- Community Language resources are being made available via the Digital Health Screens in 17 Community Hubs. Every opportunity is being explored in collaboration with partner organisations to make available translated health resources particularly in the South of the City.
- Following investigation of the Community Screening Champion project this is unfortunately currently not available to the public. Race Equality First have therefore been approached to explore the possibility of creating screening champions amongst professionals working within the community.
- 8,537 children joined the Summer Reading Challenge (almost double that of last year). Hubs across Cardiff held a programme of Summer Reading Challenge children's events that were free for parents to bring their children along to. A total of 263 events took place with 8,438 children and parents participating. 150,482 library books were issued to children taking part in the challenge this Summer.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

Work with Cardiff & Vale University Health Board (UHB) and Public Health Wales to improve access to services by:

- Contributing to a partnership approach to improve community-based services to prevent hospital admissions;
- Supporting work by Cardiff & Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers

## Update

- There are some significant issues with the intermediate care model which will deliver a rapid response service aimed at reducing admissions. This is an ongoing piece of work that is being led by the health board and delays are out of our control. Numerous proposals have been put forward, however a consensus was difficult to achieve across the partnership. However, recent conversations have been more focused on a realistic spread and scale model, that may see some early benefits in Quarter 4 that will provide a sound platform for future development.
- A Project Manager has been recruited to manage the partnership project between the Cardiff & Vale Health Inclusion Service and Cardiff Council's Accommodation and Support Project Team

# Wellbeing Objective: Modernising and integrating our public services

Ensuring the Council represents and responds to the diversity of Cardiff's Communities

Directorate Delivery Plan Commitment



## Commitment

Ensure our services respond to the diversity of Cardiff's Communities, and that everyone is aware of, and has access to them by:

- Developing an Adults, Housing & Communities Equality Action Plan
- Working with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city.
- Continuing to deliver against our commitments in response to the Race Equality Taskforce recommendations.

## Update

- The cross-directorate Adults, Housing & Communities Equality Action Plan is still in development. This quarter further data analysis and research has taken place focussing on health and poverty inequalities across the city. The draft plan will be shared with senior managers in Quarter.
- Community Language resources are being made available via the Digital Health Screens in 17 Community Hubs. Every opportunity is being explored in collaboration with partner organisations to make available translated health resources particularly in the South of the City.
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- Dementia Services have met with the PhD student who is in conducting research related to how social workers perceive race and ethnicity in the context of dementia. The student has now commenced research within local communities. As yet a timeframe to receive a summary of findings is unknown.