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# Adult Services, Independent Living & Community Social Care

## Q4 Performance Report



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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 (1 of 2)

In Quarter 4 work has continued to deliver our commitment to becoming an Age Friendly and Dementia Friendly city. A highlight report of Age Friendly Cardiff progress was submitted to the World Health Organisation (WHO) during Quarter 4. Acknowledgement has been received from the WHO, who consider the achievements thus far significant. The WHO have requested Cardiff's participation in the Age Friendly Cities and Social Solutions Webinar series which will focus on best practice and future goals.

Due to capacity issues, the end of year Dementia Friendly City report has been delayed. However, the progress of the Dementia Friendly compassionate communities programme over the last 12 months has been very positive. The team have also been co-ordinating the programme within the Vale which is also proving successful. Following the withdrawal of Alzheimer's Society from the Business element the team produced a Cardiff and Vale pledging process which has been implemented across the region. 261 businesses in Cardiff have pledged to take dementia positive action and 142 in the Vale.

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## Update (2 of 2)

A dementia prevention handbook has also been produced in collaboration with Public Health Wales and Cardiff and Vale Health Board. Work will take place on a communications strategy to promote the resource which will be distributed via community settings such as GP surgeries and Hubs.

Dementia Friendly Cardiff is also currently a finalist for the Municipal Journal Achievement Awards for the whole team approach to tackling health inequalities. A presentation is being prepared for a second round of judging which will take place on the 2nd May.



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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 Cardiff Works Engagement Officer continues to deliver drop-in sessions to raise the profile of employment opportunities with Cardiff Council. Targeted recruitment events have taken place in the North of the city. The Engagement Officer has developed effective working relationships with employment mentors supporting 50+ individuals providing support to register with Cardiff Works and access Cardiff Works 4 You placement opportunities across various sectors including Hubs, Communities, Advice and Cardiff's Age Friendly team.

A 12 month update on Cardiff's Commitment to the Age Friendly Employer Pledge has been submitted to The Centre for Ageing Better. The submission focused on age friendly employment analytics. Cardiff Council reports extremely favourably as an age-friendly employer with an average age of 46, compared to the Cardiff Census figures for 2021 of 36 (working age only included). Just over 38% of Cardiff Council's workforce is 50+, compared to the Cardiff average of 24.5% and 5.8% of Council employees are 65+.

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- 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 (2 of 2)

The Age Friendly Employer pledge has been promoted at all of the events that Age Friendly Cardiff has attended. The pledge scheme has also been shared with all partners through the Age Friendly distribution list. Regular social media communications are also issued to promote the pledge scheme. Further work is required to promote the scheme in Cardiff and this will continue in the new financial year.

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**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

In Quarter 4 the service has continued to work with community groups and volunteers. A Volunteer survey has been conducted. The main request from volunteers was opportunities for training on activities such as Tai Ch and first aid.

A training programme for volunteers is being created. The volunteers reported being happy with the recruitment and induction process and they felt enough information and support was provided. Due to a low rate of response further surveys will be developed with the aim of capturing monthly feedback from volunteers

The Hubs for all Pilot has been successful with the roll out in 4 community Hubs across the city and sessions in Rhiwbina and Llandaff North are at current capacity. Progress has been made on movement towards a self referral model with some unpaid carers already capitalising on this opportunity.

Following some realignment of the Day Opportunities team, processes are being reviewed to identify any areas of improvements as well as implementing more integration within the Care Hub model. Service user satisfaction in relation to efficacy of signposting will be reviewed in the new financial year.

# 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	Update (1 of 2)
<p><b>Provide the right help at the right time to help people stay independent at home by:</b></p> <ul style="list-style-type: none"><li>• 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;</li><li>• Fully embedding empowering and strengths-based social work through improved training and support;</li><li>• Working with partners and across services to develop a trusted assessor approach</li><li>• Modernising our homecare service to provide both a full reablement service and short-term emergency care;</li></ul>	<p>We have continued to provide the right support to help people stay independent at home. An initial review of the changes demonstrates some positive results from the new triage at First Point of Contact through Occupational Therapy. Since October 2023, Occupational Therapists have been trusted assessors for all low-level care and support needs. This has enabled social work colleagues to focus on the most complex cases, which has enabled reduction in social work case outstanding from 385 in September 23 to 83 as at March 2024.</p> <p>The OT service is prescribing care for approximately 56% of referrals received through this approach. It is estimated that since October 2023, 459 Hours of care per week have been avoided, providing a cost avoidance of approximately £79,000.</p> <p>This has been further replicated in the hospital and council OT's are now embedded as trusted assessors in the hospital, again reducing the need to pass non-complex cases to social work.</p>

# 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	Update (2 of 2)
<p><b>Provide the right help at the right time to help people stay independent at home by:</b></p> <ul style="list-style-type: none"><li>• 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;</li><li>• Fully embedding empowering and strengths-based social work through improved training and support;</li><li>• Working with partners and across services to develop a trusted assessor approach</li><li>• Modernising our homecare service to provide both a full reablement service and short-term emergency care;</li></ul>	<p>The benefits include:</p> <ul style="list-style-type: none"><li>• More capacity to manage complex cases.</li><li>• Social workers now feel they are managing cases and not managing by crisis.</li></ul> <p>The more focussed admin process has enabled assessments to be strength-based, and preventative.</p> <p>The CRT homecare service has also been modernised and new rotas have been implemented. The service is receiving positive feedback from service users in relation to the improved continuity of care being received</p>



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Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (1 of 2)
<p><b>Provide the right help at the right time to help people stay independent at home by:</b></p> <ul style="list-style-type: none"><li>• Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;</li></ul>	<p>An evaluation of Technology Enabled Care (TEC) has been completed in Quarter 4. The findings include:</p> <ul style="list-style-type: none"><li>-TEC is now a core element in assessments for Occupational Therapy services and the Independent Living and Wellbeing Service. This will be expanded in 2024/25.</li><li>-To date 199 items of TEC have been prescribed, predominantly supporting independence, improving Health and Safety in the home, reducing risks and supporting informal packages of care.</li><li>-The TEC offer has been expanded to include battery operated devices that serve similar purpose to mains operated devices, increasing the scope of use in certain home layouts.</li></ul>

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

Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (2 of 2)
<p><b>Provide the right help at the right time to help people stay independent at home by:</b></p> <ul style="list-style-type: none"><li>• Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;</li></ul>	<p>-Discontinuing of certain items (once used) where take up has been limited due to the benefits of similar devices that are held.</p> <p>-The most prescribed Items are:</p> <ol style="list-style-type: none"><li>1) GPS Watch – alerts carers to falls or purposeful wandering.</li><li>2) “Memorabel”– providing personalised reminders and alarms, prompting individuals to complete tasks of daily living.</li><li>3) Automated lighting – activated by movement in low light areas reducing the risks of slips, trips and falls.</li></ol> <p>Positive feedback on the benefits of the TEC has been received from service users.</p> <p>The development of proposals for the new Independent Living and Wellbeing Centre are progressing well, in principle cabinet approval has been achieved and preparation work to allow the scheme to progress to RIBA stage 2 has been completed.</p>

# 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>	<p>Work has continued in Quarter 4 to support timely and safe hospital discharge.</p> <p>A suite of performance indicators that monitor and measure the success of pathways are now in place.</p> <p>An evaluation of the delivery of the Integrated Discharge Hub’s (IDH), Discharge to Assess (D2A) and Discharge to Recover and Assess (D2RA) pathways is almost complete.</p> <p>To finalise the report, the service is awaiting staff feedback for IDH and D2RA. A final stakeholder meeting will be held in April 2024 regarding D2RA to review all processes and performance for sign off. Once complete, the full evaluation will be signed off and distributed.</p>

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Working in partnership to deliver high-quality sustainable care and support  
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Commitment	Update (1 of 2)
<p>Work with care providers to <b>deliver good-quality care that meets current and future needs</b>, to include:</p> <ul style="list-style-type: none"><li>• Further developing locality working through recruitment of local care co-ordinators;</li><li>• Embedding a Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision;</li><li>• Refocusing care provision away from general residential care towards home-based care;</li><li>• Promoting the development of high-quality nursing and dementia care.</li></ul>	<p>We are continuing to work closely with care providers to deliver good-quality care, this includes ongoing work to determine the model required for the Care Co-ordinator process.</p> <p>A new Quality Assurance framework for Domiciliary Care using a phased approach has been completed in part. A self-assessment tool has been developed in conjunction with providers and a pilot undertaken. We are currently at the lessons learned stage following the pilot as some changes will need to be made before it can be fully implemented.</p> <p>We have explored opportunities to access capital funding to support market re-shaping for care homes, however unfortunately, we have been unable to launch the Capital Grant Scheme as our proposal to Welsh Government was unsuccessful.</p> <p>Progress of the Dementia and Care Quality Team has been reviewed and a Service Operational Plan has been completed outlining processes and criteria. Planning for 2024/25 has begun. Two Social Workers have joined the team, with further expansion taking place in 2024/25.</p>

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- Refocusing care provision away from general residential care towards home-based care;
- Promoting the development of high-quality nursing and dementia care.

## Update (2 of 2)

Key strategic learning has identified that there is a need for a formal relationship with clinical teams in the community such as Mental Health Services for Older People to develop a fully rounded care service.

A Dementia Care Quality Team role in the Provider Performance process now ensures focus on support for those with dementia in residential settings.

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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 (1 of 2)

We are continuing to listen to the voices of our citizens, Feedback from clients and carers has been considered by Adult Services Management Team (ASMT) and actions identified in respect of specific issues have been followed up with the appropriate officers.

A client survey has been undertaken mainly by telephone – going forward telephone surveys will continue to be undertaken - service users will also have the option of completing surveys online if they prefer.

The process to register Micro-Enterprises on the Cardiff pages of the Small Good Things directory is now fully operational with 8 local enterprises registered and a further 2 providers working across the region or nationally. It is expected that this number will increase significantly now these process are fully embedded.

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## Update (2 of 2)

Extention of the Trusted Partner Approach with care providers cannot be undertaken at this time as the current arrangements are not being fully utilised, and this needs to be understood before any expansion can take place.

Analytical work has continued, to inform the Adults, Housing & Communities Equality Action Plan. Actions have been drafted and will be shared with Adult Services Scrutiny Committee in Q1 2024/25, it is anticipated that the Committee with support the directorate to develop the plan further. The plan will be closely aligned this work to the new corporate Equality Strategy which is due for publication later in 2024.



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Commitment	Update (1 of 2)
<p><b>Support the social care workforce by:</b></p> <ul style="list-style-type: none"><li>• Working with Welsh Government to maintain the Real Living Wage for care workers;</li><li>• Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;</li><li>• Providing proactive support to help care workers achieve registration;</li><li>• Further developing carer skills to support hospital discharge and reablement.</li></ul>	<p>We continue to support the social care workforce. The monitoring and review of compliance with Real Living Wage (RLW) requirements is ongoing. A small number of providers have refused to return the forms because they perceive that the Local Authority had not passed on the RLW uplift in its fees. However, checks undertaken by contract officers and work undertaken on provider costs has not identified any providers who do not currently pay at or above the RLW.</p> <p>Recommendations for strengthening and improving the effectiveness of support to providers have been completed. Arrangements have been strengthened to provide additional support where provider performance concerns have been identified via the Escalating Concerns process.</p> <p>A full service review of the Cardiff Cares Academy was completed in Quarter 4. Team workflows have been made more efficient creating improved processes for both officers and candidates. The officer responsible for employer engagement was given a more defined brief based on building relationships with targeted employers in local areas and formalising Personal Assistant pathways with the Micro Enterprise team and DEWIS CIL. This has resulted high numbers of candidates securing employment in the sector following Academy support in Quarter 4. Regular community-based courses will commence from April 2024 to service participants who are unable to travel to the city centre – this is to diversify the demographic of clients engaging with the care academy.</p>



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- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

## Update (2 of 2)

All of the Community Resource Team (Homecare) have been briefed in relation to the remodelling of the service and the reablement vision. As part of the remodelling proposal an Occupational Therapy (OT) trainer will be appointed to deliver and embed reablement training across the service. In addition, the proposal sets out an OT-led strengths-based assessment process, in order to ensure assessments and care plans empower the citizen to reach their reablement goals and maximise independence. This is now progressing well, following an extended consultation process to ensure all views were considered.

All home care managers are now trusted assessors who are able to prescribe care, reducing referrals to Social Workers. This dual approach has seen a reduction in the number of people requiring long term care.



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Commitment	Update (1 of 2)
<p>Improve recruitment and retention of social workers and occupational therapists by putting in place a comprehensive Workforce Development Plan and by <b>taking a “grow our own” approach to increase qualified staff.</b></p>	<p>The Adult Services Workforce Strategy aims to ensure that Cardiff is the best place in Wales to work in Adult Social Care, to be a place where everyone is empowered to reach their full potential, trained to deliver excellent services and supported to have fulfilling and worthwhile roles.</p> <p>New arrangements were put in place in Quarter 4 to strengthen monitoring of the Strategy via new workstream groups that feed into the overarching project group.</p> <p>Examples of progress that has been made in 2023/24 include the creation of the Adult Services Recruitment Team (ASRT) to centralise recruitment across Adults and to create efficiencies for managers throughout the service.</p> <p>The Adult Services pages of the Social Work Cardiff Website have been refreshed to actively promote the benefits of working in Adult Services. A short film has also been made that promotes working in Adult Services In Cardiff.</p> <p>Improvements have been made to the use of social media to promote Adult Services and Adult Services are now working in partnership with Cardiff University, Cardiff Met, and the Open University to support social work students, Newly Qualified Social Workers and ongoing professional development of the existing social care workforce</p>



## 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 (2 of 2)

A “Grow Our Own” Action Plan is also in place which includes an agreement to host student placements, to provide those undergoing the university course with work experience and a continuation of the Social Work Degree Secondment Programme.

The workforce has been surveyed to gather their feedback and this has informed the development of a full programme plan of change.

The implementation of a strength-based/ outcome-focused approach has been supported through the delivery of Collaborative Communications training and support which provides the tools the workforce need to deliver the approach.



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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	Update
<p>Continue to review and modernise services, including:</p> <ul style="list-style-type: none"><li>• Carrying out a review of the Emergency Duty Team (EDT)</li><li>• Finalising the review of the Internal Supported Living service</li><li>• Investigating opportunities for more joined up working across the directorate</li><li>• Strengthening management arrangements within Adult Services</li></ul>	<p>The work to review and modernise services has continued throughout 2023/24.</p> <p>The EDT review is complete and new manager and officer posts have now been filled. Work to implement call centre support for the service is nearing completion.</p> <p>The ISL Review has been completed and the new Cardiff Supported Living has been launched. Changes to staffing have been finalised and transition plans for service users have been fully implemented.</p> <p>The Management Review is progressing well. All OM posts are now in place, as are most Service Manager / Team Manager posts, the remaining posts are being advertised.</p>

# 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 (1 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>	<p>We have continued to listen to unpaid carers and their families during 2023/24.</p> <p>During Quarter 4, promotion of services to carers has take place through the Care’Diff newsletter, including promoting the Care’diff Support Groups in each volume. This has included the Amser Scheme which is a short breaks funding programme for unpaid carers. This is managed by Carers Trust Wales and funded by Welsh Gov.</p> <p>A pilot sitting service opportunity has also been made available in Cardiff funded by the Regional Integration Fund (RIF).</p> <p>A Care’diff distribution platform is due for soft launch after a delayed roll out in Quarter 4 2023/2024. This is now due to roll out in Quarter 1 2024/2025.</p> <p>The Hubs for all pilot has been very successful with Rhiwbina and Llandaff North based sessions operating at full capacity. Progress has been made on movement towards a self referral model which will extend respite opportunities to unpaid carers in the new financial year.</p>

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## 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>	<p>The Carers Team have moved to align with the First Point of Contact, ensuring advice for Carers is available at the earliest possible opportunity. Recruitment of 3 new posts is ongoing. In order to give the officers time to settle into the new team, the development of the new assessment process will commence in Quarter 1 24/25 and will be rolled out in early Quarter 2 24/25. This will include consultation with unpaid carers via the Unpaid Carers Impact Group co-production forum.</p>



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# 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	Update (1 of 3)
<p><b>Support people with dementia to stay at home wherever possible by:</b></p> <ul style="list-style-type: none"><li>• Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;</li><li>• 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.</li></ul>	<p>During 2023/24 we have continued to support people with dementia</p> <p>A Community of Practice (COP) has been established, supported by the Institute of Public Care (IPC). It has been a showcase for the work of different parts of the service , for example Day Services and the Dementia Care &amp; Quality Team and a chance to learn about techniques and skills for working with those with a dementia.</p> <p>A wide group of both Council and external colleagues have attended and it has triggered further contact outside the meetings, for example involving colleagues from Mental Health Services for Older People and the Memory Team. This has led to further links and contacts within teams and services.</p> <p>The Community of Practice review and outcomes are expected in early 2024/25. Following the review we will look to develop further sessions with a wide group of attendees</p> <p>Feedback on the dementia training held during the year, to assess impact and inform commissioning plans for 24/25 has been completed. Overall feedback from the Virtual Dementia Tour was very positive. 24 sessions were held and 221 people attended (125 Internal, 96 external) out of a possible 384 spaces.</p>

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Ensuring our services meet the needs of those living with dementia  
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Commitment	Update (2 of 3)
<p><b>Support people with dementia to stay at home wherever possible by:</b></p> <ul style="list-style-type: none"><li>• Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;</li><li>• 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.</li></ul>	<p>Effro have also provided a pic and mix style program consisting of 31 bitesize online workshops on the following topics</p> <ul style="list-style-type: none"><li>• Low Cost Reminiscence Therapy</li><li>• Cognitive Stimulation using CST Approach</li><li>• People-Centred Approach to Dementia Care</li><li>• Communication Strategies</li><li>• Creating a dementia-friendly environment</li></ul> <p>Feedback has been very positive from those who have attended and the service will continue to deliver these sessions online and Face to Face throughout 2024/25.</p>



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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 ( 3 of 3 )

Dementia Learning and Development Team (UHB)  
Around 43 Cardiff Social Care staff attended the training provided by the UHB Cardiff and Vale Dementia Learning and Development Team.

This partnership will continue in 2024/25 with the aim of increasing the number of places available for Social Care.

The best practice review carried out by Housing LIN has reviewed Addison House, the new Community Living Scheme for older people, and the results were very positive. The report also identifies best practice sites where residents with higher levels of dementia can be supported. Learning from these sites will be gathered to inform the the larger older persons housing developments due to be delivered from the end of 2024/5.



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# 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



STRONGER  
FAIRER  
GREENER



Commitment	Update
Develop a full set of indicators and targets to monitor success of implementing the Ageing Well Strategy.	<p>A review has been carried out and additional indicators have been identified as part of the preparation for the Directorate Delivery Plan for 2024/25.</p> <p>These include measures to monitor the number of individuals who are attending designated employment courses for those aged 50+, the number of referrals received from the GP Clusters, which support independence, including social prescribing and some new measures to monitor customer satisfaction with Adult Services.</p>



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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



STRONGER  
FAIRER  
GREENER



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>	<p>A review and evaluation of strengths-based training to inform direction in 2024/25 is ongoing. A review of feedback from participants has been undertaken as well as mentors and impact considered via reflective groups.</p> <p>There have been 221 learners attending the 2.5 day training programme from the following teams:</p> <ul style="list-style-type: none"><li>• Occupational Therapists and Occupational Therapy Assistants.</li><li>• Ty Canna Mental Health Outreach Peer Support Workers.</li><li>• Independent Living Services – First Point of Contact Mentor and Trainer, Quality Assurance Manager, Community Resource Team Service and Development Manager, Home Care Managers, Hospital Contact Officer</li><li>• Adult Services – Social Work Resource Assistants, Learning Disability Day Centre, Learning Disability Supported Living Co-ordinator manager, Learning Disability Team Care Planners.</li><li>• Social Workers and Social Work Assistants – Hospital Social Work Team, Learning Disability Team, Adult Assessment Team, Community Duty Team, Community Team, Dementia Team, Neuro Diversity Team, Community Drug and Alcohol Team, Community Mental Health Team</li></ul> <p>22 mentors are now in place across the directorate.</p>

# 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>	<p>A total of 10 reflective groups are now running in various teams across Adult Services.</p> <p>A formal review will take place in 2024/25, however some of the initial feedback received refers to enhancing job satisfaction and opportunities to build stronger relationships with service users, has brought the person back into the centre of practice.</p> <p>Welsh Government funds have been utilised to bring the Deprivation of Liberty Safeguards (DoLS) backlog down. There has been good progress on this. There are currently around 88 cases, this has reduced from around 800 in 2019. Staffing issues in the team are being resolved with a new DOLS manager recruited.</p> <p>Unfortunately, we have been unable to launch the new Advocacy Service as it was not possible to appoint to any of providers who tendered for the contract. Current contracts have been extended on an interim basis pending completion of a new tender process.</p> <p>Micro-Enterprises are registered on the Cardiff directory, fully prepared to support members of the community. 8 local enterprises are registered on the directory with a further 2 providers working across the region or nationally.</p>

# 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)

2023/24 has seen improvements to the support available to people with mental health issues. Cardiff & Vale Mental Health Sanctuary Retreat has had a soft launch in Quarter 4 operating with small numbers via telephone appointments only to test referral/risk and develop operating policy between 111 team and the sanctuary.

Review of the initial service is ongoing, led by UHB commissioning team. The partnership steering group has been reconvened to feed into the review and to develop the fully launched service in Q1.

Mental Health Clinical Board are finding a suitable building in Penylan Rd to deliver the Sanctuary service for a two-year trial. The service will be offering face to face appointments by mid-April 2024.

“Do something different” events were held in January within Community Hubs. Activities ranged from introductions to crocheting, knitting, embroidery and music as well as Tai Chi.

7 units of supported living have been secured at Colchester Avenue. The site has been delayed but is back on track and identified service users will move in during Quarter 1 2024/5.

# Wellbeing Objective: Safe, Confident and empowered communities

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Corporate Plan Commitment



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## Update (2 of 2)

A potential supported living site on Albany Rd (12 units) has been identified, due to open late Summer 2024, discussions with Registered Social Landlord have commenced to secure the site and are expected to conclude in Quarter 1.

Design work for a new Ty Canna building is at RIBA Stage 3 stage. While good progress has been made, while not yet ready to submit a capital bid for funding, the project has in principle support from the Cardiff and Vale Regional partnership board, it is identified in the regional strategic capital plan as a priority pipeline project for future funding.

# 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

### 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

We have continued to enhance the support available for people living with learning disabilities. Following analysis of the future demand of the Complex Needs Day Service, the resources that will be required to address this and workforce development need, an implementation plan is now in place to to address these issues. Proposals for future ways of working have been developed and an options paper has been prepared.

Day Service assessments for 2024 school leavers who have been referred have been completed and health assessments have been received. A training plan for core teams is in place and we anticipate being able to meet the needs.

All respite processes have been reviewed and are in place. Data capture is now ongoing quarterly. Work is ongoing to enhance capacity and identify the future need for a business case. Development of new specification is nearly complete. There have been delays in providers progressing referrals which has lengthened the timeline.

Good progress has been made this year in closing beds in accommodation schemes which no longer meet needs and transferring monies to alternative placements.

Two new schemes opened supporting people to remain local and avoiding moves into out of county residential care. Significant planning is ongoing around planned schemes.

# 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
<p><b>Improve services for people with autism by:</b></p> <ul style="list-style-type: none"><li>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.</li></ul>	<p>We have continued to improve services for people with autism.</p> <p>Monitoring arrangements are in place to ensure staff have completed the appropriate autism learning, however there is some non-compliance which will be addressed in the new year.</p> <p>An informal review of the Neurodiversity Service has taken place in Quarter 4 which has identified that demand for the service is extremely high. Resources are being increased including the recruitment of a Social Worker, however it is estimated that meeting rising demand will remain a challenge.</p>



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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
<p><b>Ensure children and adults are protected from risk of harm and abuse by:</b></p> <ul style="list-style-type: none"> <li>• Implementing the Regional Safeguarding Board’s Annual Plan;</li> <li>• Continuing to develop and implement the Safeguarding Adolescents From Exploitation (SAFE) Model during the year;</li> <li>• Monitoring the adult safeguarding referrals received and develop a pro-active multi-agency response to re-occurring issues.</li> </ul>	<p>The annual consolidation of development activities has been completed. Information on transitional safeguarding has been collated and is to be presented to Adult Services Senior Management Team in Q1 2024/25.</p> <p>Work to support the implementation of the South Wales Police’s “right care, right person” scheme have gone well and preparation for later stages are well underway.</p> <p>A regional self-neglect tool kit has been rolled out by the Regional Safeguarding Board with a training package ready for delivery.</p> <p>End of year data is being analysed to identify trends and any responses needed.</p>

# 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

During Quarter 4, a request has been made for screening and vaccination analytics from Public Health Wales.

Work has also taken place with Cardiff and the Vale Health Board to create a Health funded post - Health Improvement Officer (Health Inequalities) post to sit within the Community Wellbeing & Strategy team whose duties will also include establishing impact of intervention practices. Recruitment has been initiated.

Successful delivery of a collaborative project involving Cardiff and Vale Local Public Health Team and Registration services has taken place in Quarter 4. Translation of childhood immunisation information leaflets into Bengali, Polish and Arabic took place.

The Registration services team will now ensure that vaccination information will be included in the birth pack for every new birth registered in Cardiff.

# 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 (1 of 2)

We are continuing to work in partnership with Health to improve community-based services to prevent hospital admissions;

The implementation of the “safer at home” model has started the foundational development of reducing admissions to hospital. This is currently a medical-only model. However conversations have commenced on how the community model can provide wraparound support with issues such as care, preventative services, aids, adaptations and equipment.

Our Community Resource Team Bridging Service has been launched, with the aim of providing interim care and support to avoid hospital admissions. This was first trialled in Emergency Units to stop an admission at that stage. This now been taken into the community, and at our front door we are now able to provide bridging care to avoid an admission to hospital from home. This has primarily been where there has been carer breakdown.

The nurses, that work within the Homeless MDT, are now attending A&E to establish demand and identify and work with attendees from the identified cohorts.

# 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>Work with Cardiff &amp; Vale University Health Board (UHB) and Public Health Wales to improve access to services by:</p> <ul style="list-style-type: none"> <li>Contributing to a partnership approach to improve community-based services to prevent hospital admissions;</li> <li>Supporting work by Cardiff &amp; Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers</li> </ul>	<p>Council officers have supported the University Hospital Board (UHB) to develop a business case that seeks investment to expand current health inclusion services to provide a co-ordinated, integrated, responsive health and social care service model for those individuals who are at the cliff edge of inequality, including homeless people. This will be considered by the UHB investment group on 1st May 2024.</p> <p>Given the extent of service aspirations a phased approach has been proposed. Phase 1 would seek to embed and expand the existing health outreach and in-reach. Whilst phase 2 focuses on co-locating appropriate services with a hub to deliver the provision of full specialist primary care.</p> <p>Officers have worked with the UHB to identify any additional funding streams, sharing of resources and cost saving efficiencies to support the development.</p> <p>Following the work undertaken in 2023/4, an options appraisal is to be developed to identify suitable buildings for co-location of the Homeless Multi Disciplinary Team /Cavhis (Cardiff and Vale health inclusion Service) and substance use treatment services by Quarter 1 2024/25</p>

# Wellbeing Objective: Modernising and integrating our public services

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



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### 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 (1 of 2)

Analytical work has continued, to inform the Adults, Housing & Communities Equality Action Plan. Actions have been drafted and will be shared with Adult Services Scrutiny Committee in Q1 2024/25 who have offered to support the directorate to develop the plan further.

Work has taken place with Cardiff and the Vale Health Board to create a Health funded post - Health Improvement Officer (Health Inequalities) post to sit within the Community Wellbeing & Strategy team whose duties will also include establishing impact of intervention practices. Recruitment has been initiated. A request has been made for screening and vaccination analytics from Public Health Wales.

Successful delivery of a collaborative project involving Cardiff and Vale Local Public Health Team and Registration services has taken place in Quarter 4. Translation of childhood immunisation information leaflets into Bengali, Polish and Arabic took place. The Registration services team will now ensure that vaccination information will be included in the birth pack for every new birth registered in Cardiff.

# Wellbeing Objective: Modernising and integrating our public services

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



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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 (2 of 2)

The PhD student is continuing to conduct research related to how social workers perceive race and ethnicity in the context of dementia. Recommendations are not expected to be received until Spring 2024.

Following on from the city-wide publicity campaign and engagement programme, the CardiffWorks Community Engagement Officer has set up weekly sign up sessions in Butetown Community Centre, Grange Pavilion and SRCDC, as well as attending community events in the South of the city.

During Quarter 4, Cardiff Works launched the Cardiff Works For You initiative– a subsidised placement scheme using income generated by Cardiff Works to fund placements at no cost to Council Teams. The scheme aims to support candidates who have little or no work experience or those from under-represented communities, to gain skills and experience.