

## **COUNCIL: 27 SEPTEMBER 2018**

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### **SOCIAL CARE, HEALTH & WELL-BEING STATEMENT**

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#### **Telecare**

Cardiff Telecare now offers a personal tracking device called 'Archie', which utilises the latest technology, coupled with GPS and mobile phone functions. Archie is a portable pendant, which provides a perfect solution for anyone that needs either support in the home or when out and about. It is the perfect addition (not replacement) to our Telecare service, which helps citizens remain independent in their own home. Archie is monitored 24/7, 365 days a year by our dedicated trained team who know who you are and what to do.

Telecare has also been successful in bidding for Integrated Care Funding from Welsh Government for the next three years. Telecare will be working closely with Social Services, Independent Living Service and hospital discharge teams to maximise the benefits from this capital funding, which will be used to purchase equipment for technology-enabled care packages – Hospital to Home, Falls Prevention, Home Safety and Dementia. Referrals will come from the First Point of Contact Team and Social Services, and these packages will enable older and vulnerable people to live independently and facilitate hospital discharge. These packages will be used alongside Telecare units and key safes to enable the mobile warden response to assist at home, as well as outside it.

#### **RISE-Cardiff**

The new commissioned specialist service for female victims of violence against women, domestic abuse and sexual violence was implemented on 1st April 2018. This new service is called RISE-Cardiff (Recovery, Information, Safety, Empowerment) and is already resulting in benefits for victims and partner organisations alike. The dedicated Independent Personal Advocate resource at the Multi-Agency Safeguarding Hub (MASH) is proving effective in sharing real-time information on victim risk with other statutory partners as referrals are received. All adult domestic abuse referrals into the MASH are contacted by the RISE service and, where necessary, visits are arranged with Police Officers to provide advice and options to victims.

Since 1<sup>st</sup> April 2018, the new one-stop shop has triaged 3,009 referrals, 929 of these have been self-referrals from victims. It has also responded to 1,996 referrals from the Police, accommodated 109 women (along with their children where necessary) in emergency/refuge provision and assisted 207 women with representation at criminal and family court hearings.

The service held a soft launch at the one-stop shop on 3<sup>rd</sup> July 2018, which was attended by over 70 partners interested in finding out more about the new service;

what it can offer to victims of violence against women, domestic abuse and sexual violence and an explanation of referral pathways into, and out of, the service.

Other local authorities across South Wales have now shown an interest in being part of the development and delivery of a service for male victims – this includes Swansea, Neath, Merthyr, Rhondda Cynon Taf, Newport, Caerphilly and Bridgend Councils. A survey has now been prepared to elicit views of male victims and a service specification will be designed for a new service to potentially commence in September 2019.

### **A Healthier Wales**

In July 2018, the Welsh Government published the first national plan of its kind, entitled '*A Healthier Wales: our plan for Health and Social Care*'. In response, the Cardiff and Vale of Glamorgan Regional Partnership Board has submitted ambitious transformation proposals for the delivery of '*A Healthier Wales*' across Cardiff and the Vale of Glamorgan. The proposals seek to access the Welsh Government's transformation fund and, if approved, will deliver £6million of investment in the region over the next two years.

The proposals will further develop prevention and resilient communities to deliver the policy commitments in '*A Healthier Wales*' for seamless locality based services, which keep people independent and connected as long as possible. Discharge to assess models will build on the success of the First Point of Contact (FPoC) by enabling more people to be discharged safely through the development of night care services. Investment in attachment will also support the workforce to work in an evidence based way with children, young people and adults who have experienced Adverse Childhood Experiences (ACEs).

### **Domiciliary Care**

The Cabinet approved a new direction for domiciliary care in Cardiff at its meeting on 20<sup>th</sup> September 2018. This will mean that the Council will be one of the first local authorities in Wales to shape domiciliary care to fit the Welsh Government's new plan for health and social care in Wales, as set out in '*A Healthier Wales*', which describes how care providers can work together, at a local level, to keep people as independent as possible.

Following Cabinet approval, detailed work will need to be undertaken with people with care and support needs, their carers and the domiciliary care sector in general to ensure that any future commissioning arrangements reflect what matters to them. To allow time for the detailed preparation work to take place, the current commissioning arrangements, which are due to expire on 3<sup>rd</sup> November 2018, would be extended for a further two years. The new arrangements would then be implemented in November 2020.

The decision builds on the successful commissioning of domiciliary care in Cardiff over the last four years in which the provider base has expanded and contributed significantly to historically low levels of Delayed Transfers of Care (DToC). The number of people receiving domiciliary care is at its lowest since December 2015. This is, in part, a result of the work carried out by Independent Living Services (ILS) to provide advice and support at the First Point of Contact (FPoC) and holistic visits and support to help people remain independent for longer. Effective working

relationships between the Adult Services Social Worker team and ILS within FPoC have also been important.

### **First Point of Contact**

The Council is supporting people to remain independent without intervention from Social Services through the First Point of Contact (FPoC). We are looking to establish a FPoC within hospitals and a mapping exercise of the current service is being undertaken at University Hospital of Wales and University Hospital Llandough. A systems review of the Community Resource Team and how it operates within the wider system of prevention, care and support, will also be undertaken in November 2018 to ensure that the service has a clear purpose, is effective and cost effective going forward.

An Operational Group has been established which meets on a monthly basis. Current arrangements are continually reviewed at these meetings to share good practice and implement continual improvements to our preventative agenda. For example, referrals can be now be directly made to Day Opportunities without the need to go via Social Services and improved processes have been implemented with Care and Repair, both resulting in a more timely service to the citizens of Cardiff.

### **Social Work Recruitment Campaign**

The Council has launched a newly refreshed UK-wide recruitment campaign, which aims to recruit Social Workers by highlighting the opportunities available and emphasising the benefits of working for Cardiff Council. 35 posts have been advertised in the first phase. Working together with Human Resources, planning is underway to target Ireland in the second phase and to apply for a Sponsorship License to recruit outside the European Union and the wider European Economic Area. The ambition is to support the workforce by reducing caseloads so that Social Workers can do what they do best; work directly with the citizens of Cardiff. Staff in Social Services have been encouraged to spread the word to family and friends and share the campaign information on social media to maximise publicity. I would encourage members to do spread the word too.

### **Mental Health**

Over the past 12 months, we have continued to develop our adult mental health support for individuals and their carers. Following the review of care and treatment planning across Wales, we have been working to promote and implement outcome focused practice in mental health teams. Ty Canna, our day service in Canton, continues to expand with increased referrals. Their recent successes include assisting someone to apply for a nursing course and working with local businesses to furnish a person's flat who had no recourse to public funds. Ty Canna has also seen an increase in referrals for younger people, particularly those with autism. We have recruited two review workers to work across all the mental health teams ensuring that reviews are timely and identifying outcome focused support for people.

With regard to carers, all Community Mental Health Team workers are now referring to the Council's carers assessment workers to expertly assess informal carers and give them the support that they need to continue in their invaluable role. In terms of workforce development, we continue to support experienced social workers to train as Approved Mental Health Professionals (AMHPs) and, this year, have put forward

four candidates to complete the training. We also have two social work assistants who are due to begin the social work training this year.

### **Dementia Friends**

This month, the Council is helping to mark World Alzheimer's Month by organising the delivery of Dementia friends training for Council employees. City Hall will also be turned blue and yellow on 21<sup>st</sup> September 2018 to help raise awareness of World Alzheimer's Day 2018.

### **Intergenerational Walking Football Event**

Independent Living Services (ILS) have identified that very few men with restricted mobility (older men and men with physical disabilities) take part in exercise classes aimed at promoting strength and balance and, ultimately, helping people stay healthy in their own homes for as long as possible. As a result, ILS will be holding an Intergenerational Walking Football event on Thursday 27<sup>th</sup> September at Channel View Leisure Centre from 10.30am to 3:00pm. Pupils from Grangetown Primary School will also be taking part in the games and will spend time chatting and sharing stories with the older participants. Games will be held over the course of the day and people are welcome to come down at any time and join in, even if it is just for a short time. The event will also include stall holders offering a range of information for older people, including Meals on Wheels, Men in Sheds, Care and Repair, as well as ILS.

### **Rumourless Cities**

I was pleased to participate in the first transnational meeting held as part of phase 1 of the Rumourless Cities project, funded under the auspices of the URBACT III Transfer Networks programme, which took place in Amadora, Portugal last week. The project focuses on the development of local anti-rumours strategies to address misconceptions and stereotypes concerning migrant and minority groups, based on best practice in Amadora as the lead city.

The Rumourless Cities partnership in Amadora was a two-day exchange visit, which included a deep-dive of local best practice and collaborative working to draft the phase 2 application, which, if approved by URBACT, will commence in January 2019.

Rumourless Cities will support Cardiff's communities to become more connected and resilient to anti-migrant and anti-minority rhetoric, which is a key priority in the context of Brexit. The project will also provide additional capacity and expertise to help meet one of the most pressing and complex challenges that Europe faces today and support Cardiff's ambition to be a fair and cohesive city with equality at its core.

**Councillor Susan Elsmore  
Cabinet Member for Social Care, Health & Well-being  
21<sup>st</sup> September 2018**