

Adult Services
National review of domiciliary care in Wales
Cardiff Action Plan

Areas for consideration	Tasks	Outcome	Lead (s)	Deadlines
<p>8.1. Providers identified a number of areas which could improve the delivery of care and which the local authority should consider :</p> <ul style="list-style-type: none"> • Lack of continuity in care workers which can result when needs change • The clarity of the original care assessments and the need to avoid misunderstandings • The transfer of unsuccessful care packages and the handover of care packages from the reablement team. 	<ul style="list-style-type: none"> • Caused by lack of capacity in the domiciliary care market. See Carers Campaign 8.2 below • Case managers will be reminded of the importance of accurate care planning to ensure the provider has the necessary information to deliver the service user's outcomes. • Adult Services has been working on establishing a 'Bridging Team' to enhance Community Resource Teams (CRT's) capacity. A successful Intermediate Care Fund (ICF) bid has released grant monies to fund a pilot. Recruitment has commenced to this pilot team. 	<ul style="list-style-type: none"> • See Carers Campaign 8.2 below. • Assessments are authorised by team managers who scrutinise them to ensure they contain clear information for providers • The aims of the pilot are to offer another period of reablement, provide 'holding' packages until commissioned packages become available and to provide a service in cases of a crisis /emergency e.g. services unable to be provided. It will move people on from the Community Resource Teams (CRT's) in a much more timely way, keeping capacity in the CRT's fluid. 	<ul style="list-style-type: none"> • Amanda Phillips • Ceri Gauci • Amanda Phillips • Sue Schelewa • Amanda Phillips • Lisa Wood 	<p>31.03.17</p> <p>Ongoing</p> <p>31.03.17</p>

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<p>8.2 Capacity in the market remains a concern for Cardiff and the local authority will need to continue to look at ways of developing new ways of working to increase capacity. Staff retention and recruitment are critical.</p>	<ul style="list-style-type: none"> Locality Based Working Project 	<ul style="list-style-type: none"> The project is making progress towards full delivery against all four workstreams including <ul style="list-style-type: none"> Co-ordination of Day Opportunities Locally Based Home Care Health Based Services Future Housing Strategy 	<ul style="list-style-type: none"> Amanda Phillips Carolyne Palmer Hazel Duke 	31.03.17
	<ul style="list-style-type: none"> Carers Campaign 	<ul style="list-style-type: none"> Project Plan and Communication & Media Activity Programme Plan agreed and finalised for the 'Be a Carer Campaign'. Main objectives : <ul style="list-style-type: none"> To highlight the benefits of being a paid carer egg. flexible working. To raise awareness that carers can help vulnerable adults to live independently. To encourage students to work as paid carers while they study. <p>Social media platform went 'live' on November 14th. Official campaign will be launched in January 2017.</p>	<ul style="list-style-type: none"> Amanda Phillips Ceri Gauci 	31.03.17

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	<ul style="list-style-type: none"> Campaign with Private Sector Domiciliary care Agencies 	<ul style="list-style-type: none"> There continues to be general care capacity issues across Cardiff. A number of engagement sessions have taken place inside and outside Cardiff with Care Providers to encourage growth in the Cardiff market; including a domiciliary care workshop in October, facilitated by an organisation that specialises in tendering support and procurement services. The workshop was aimed at providers of domiciliary care services focussing on business development and increasing competitiveness. We have also held a number of successful drop in sessions where Providers come in and are presented with a number of care packages that are awaiting allocation. Planned domiciliary visits are then established with Providers to attract them to take the packages 	<ul style="list-style-type: none"> Amanda Phillips Peter Lawrence 	Ongoing
<p>8.3. In addition, the local authority needs to consider the impact of UK Government initiatives such as the national living wage and the workplace pension scheme on the market to ensure both short and long term</p>	<ul style="list-style-type: none"> Additional resources were set aside in the 2016/17 budget to reflect the possible impact of cost pressures relating to the National Living Wage (NLW) 	<ul style="list-style-type: none"> Specific contract price increases of between 2 and 3 % have been subsequently awarded to reflect the additional cost pressures (where it was considered that the pressure was not already reflected in their contract price). 	<ul style="list-style-type: none"> Amanda Phillips Paul Reynolds 	31.03.17

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<p><i>sustainability within the budget constraints facing the local authority.</i></p>		<ul style="list-style-type: none"> • It is anticipated that additional resources will also be set aside in the 2017/18 budget. However, work on the 17/18 budget is still ongoing. 		31.03.18