

COUNCIL: 28 SEPTEMBER 2017

SOCIAL CARE, HEALTH AND WELL-BEING STATEMENT

AGENDA ITEM: 12

I am pleased to provide an update on improving Adult Social Services in Cardiff and the increasingly important regional agenda in partnership with Cardiff & Vale University Health Board, the Vale of Glamorgan Council and other partners. I also welcome the results of the 2017-18 Quarter 1 performance report, which was considered by Cabinet on 21st September 2017, which shows that Adult Services is continuing to make progress against both its corporate and directorate commitments.

Day Opportunities for Older People

I am delighted to announce that the Day Centre for Older People at Minehead Road in Llanrumney has reopened and work has now commenced on Grand Avenue Day Centre in Ely to establish a centre of excellence for people with complex dementia needs. The re-designed centres will deliver services in a modern environment that is much closer to the needs of today's population and incorporate features that make them a sensory loss aware environment.

Direct Payments

I can confirm the successful transition of the contract for the delivery of the Direct Payments Support Service to a new provider – Dewis Centre of Independent Living. Direct Payments are an essential tool to enable councils to put control in the hands of people who require care and support or in the hands of carers on their behalf. The new service will offer enhanced control and flexibility over when care is provided; the exact nature of the care; who they have caring for them and the standards and quality of that care. It will also offer better value for money, greater consistency of support, and better transparency in terms of monitoring quality and outcomes.

Delayed Transfers of Care (DToC)

Work in relation to reducing Delayed Transfers of Care is ongoing with our partners in Health and I am pleased to report an improving picture. The Integrated Health & Social Care Partnership reported back in June 2017 that the number is 20% lower than the same period last year. A recent Adult Services benchmarking report has also identified an overall 32% reduction in delays for social care reasons for adults aged 18+.

A multi-disciplinary team has been established with a fully staffed contingent of Social Work Assistants (SWAs) who meet every morning with specific wards to go through the “Board Round”. Their task is to gather information, pick up referrals and pick up on any cases that may benefit from an early intervention that is not social work relevant (e.g. housing). An Integrated Discharge Service (IDS) meeting is also held every day at 11:00am with Social Workers, Discharge Liaison Nurses, Social Work Assistants and Age Connects staff to consider information gathered and to prioritise tasks.

Dementia Friendly City

I am pleased to confirm that the Council has achieved ‘Working towards a Dementia Friendly City’ status. A draft Dementia Strategy has been developed, which has been subject to consultation with all stakeholders ahead of a planned launch next month. A Dementia Strategy Steering Group has also been established. As part of this initiative, a new scheme to support organisations, local businesses and community groups to become more dementia-friendly has been introduced. The pledge scheme supports organisations to learn about and implement small changes to become more dementia-friendly.

The Council was pleased to support World Alzheimer's Day on 21st September 2017, which helps to raise awareness and reduce the fear and stigma associated with Alzheimer's disease and other types of dementia. Cardiff City Hall was lit up in blue – the colour of the Dementia Friends forget-me-not symbol – that evening to help raise awareness and mark the launch of the pledge scheme.

Strengths Based Approach Model for Adult Services

Work is underway with Institute of Public Care, Social Care Wales and the Social Services Improvement Agency (SSIA) to deliver with regard to the Strength Based Approach training required to move to a new model of delivery within Adult Services. Initial training sessions were held in December 2016 with a pilot team of 11 staff. Follow up sessions with the same pilot group took place in January and April 2017. All training sessions have been positively received by the 11 staff involved. Staff who completed this initial training have been selected as ‘Champions/Mentors’ and will support further sessions planned in November 2017 and in January & March 2018.

Occupational Therapy Service

On 13th July 2017, the Royal College of Occupational Therapists launched a report, entitled ‘Living, not Existing: Putting prevention at the heart of care for older people’, which made specific reference to the Cardiff Community Occupational Therapy (OT) Service. This related specifically to a good practice pilot that they ran to review care packages in 2015/16 and find alternative solutions to double handed care. This resulted in actual savings of £274,765 and preventative savings of £120,514. As a result of the success of the pilot, the Council gave the service funding for two additional Occupational Therapists to continue this vital service.

The Royal College of Occupational Therapists asked the Cardiff Community OT Service to be part of a media launch of the report. The Team Manager and a

Review Occupational Therapist were interviewed on BBC Radio Wales at the home of someone that the Council had assessed for bathroom adaptations. The client praised the service and said that being able to shower independently would not only benefit her, but would negate the need for carers to assist. In addition to this, the OT service also featured on S4C's Newyddion 6 programme, during which an Occupational Therapy Assistant undertook an assessment of need and identified several small pieces of equipment that would enable the person to continue to live safely and independently in their own home. This media coverage provided an excellent opportunity for Cardiff's OT service to highlight the holistic approach that Preventative Services are able to offer in order to help people to remain independent in their own homes.

Safeguarding

I am pleased to report that the development of a vision and strategy for Safeguarding in Cardiff will commence in Quarter 2, following recruitment to vacancies in the Safeguarding Unit.

The Quarter 1 result for the percentage of adult protection enquiries completed within 7 days was 99% and the Multi Agency Safeguarding Hub (MASH) protocols are now in place and were evaluated during Quarter 1. As a result of reviewing the Designated Lead Manager (DLM) role, it has been agreed a further two DLMs and administrative support will be required. Cllr Hinchey and I recently visited the MASH to learn first-hand about the significant work currently undertaken by its staff.

Regional Partnership Board

On 6th September 2017, I chaired a meeting, in my role as Chair of the Cardiff and Vale of Glamorgan Regional Partnership Board, between the Leaders and Cabinet representatives on the Board from both Cardiff and Vale of Glamorgan Councils. The purpose of the meeting was to help develop effective working relationships with our colleagues in the Vale of Glamorgan following the local council elections in relation to the integration of health and social care in the Cardiff and Vale UHB region. I'm pleased to report that it was a very positive meeting where we discussed some of the current priorities of the Regional Partnership Board, including the establishment of a regional pooled budget for care accommodation. We have agreed that we will continue to meet on a quarterly basis to discuss shared priorities and I'm sure this will be a valuable mechanism for supporting increased collaboration.

Telecare

Telecare have recently produced an annual report detailing the successes over the last year. This includes some significant achievements during the past year, such as attaining ISO 9001 accreditation and maintaining their Telecare Standards Association accreditation; increasing partnership work with internal and external departments, and a successful implementation of Meals on Wheels which joined the service. I wish to pass on my thanks to their team for their incredible work this past year.

Disabled Facilities Grants

I am pleased to report an improved level of performance in our delivery of disabled adaptations. The service is crucial in supporting people to maintain their independence and remain living at home. It is therefore important that we deliver these quickly and efficiently.

The number of people waiting for adaptations to be approved is currently 265, with an average waiting time of 8 weeks between OT referral and approval. This is now a constant, compared with 2014/15 where we had around 400 people waiting an average of 20 weeks for grant approval. This improved service has been achieved with the same capacity of staff, but by changing mechanisms of delivery. At the same time, the service has also seen a 20% increase in referrals received.

Due to increased demand, we are currently trialling a new approach to triage at the point of initial contact for the provision of walk-in showers, enabling direct referral for Disabled Facilities Grant (DFG) following initial questions around current equipment/support that is in place. The new approach ensures quicker access to the service, allowing Occupational Therapists to deal with more complex cases and care reviews. An evaluation of this approach is showing the outcome has been positive, without detriment to the client or Local Authority. The service also ensures that the most urgent cases, such as hospital discharge, admission avoidance or a potential breakdown in care, are given the most priority and a visit will take place within three working days of a referral being received.

The current average cost of a DFG is currently £6,200, against the Welsh average of £8,000. A National Performance Indicator (NPI) measures the days of delivery from first contact with the Local Authority to completion of the DFG – the current Welsh average is 231 days. Cardiff processes the largest number of mandatory applications of any Local Authority in Wales and is currently delivering within 180 days.

A new Tender Framework will go live on 1st November 2017, incorporating general, specialist and preventative adaptations work. Criteria for tenders will enhance the customer experience and integrate issues other than adaptations that can benefit the customer as part of a whole system holistic approach.

Councillor Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
27 September 2017