

**COUNCIL: 19 JULY 2018**

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

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### **New Director of Social Services**

As Members will be aware, Claire Marchant has been appointed as the new Director of Social Services. Claire previously worked as the Statutory Director of Social Services for Monmouthshire County Council and also spent seven years working for Neath Port Talbot County Borough Council, including five years in an integrated post with Abertawe Bro Morgannwg (ABM) University Health Board as Head of Community Care and Commissioning. Claire has a professional background in housing having started her career with Newport Borough Council. Following four years in operational housing management roles with an RSL, she spent 10 years working in the NHS in a number of senior policy and operational roles, culminating in a role as Executive Director of Planning and Primary Care with Carmarthenshire Local Health Board where she led the development of integrated health and social care teams. Claire took up her post on 9<sup>th</sup> July 2018 and I look forward to her bringing all of this expertise and experience to her work for Cardiff Council.

### **Rumourless Cities Project**

Cardiff has been selected as a member city for the URBACT III Transfer Network – ‘Rumourless Cities’ project, which is funded under the auspices of the European Union’s Regional Development Fund. The Transfer Network focuses on the development of local anti-rumour strategies to address misconceptions and stereotypes concerning migrant and minority groups, transferring best practice from the lead city of Amadora, Portugal.

With migration flows continuing to be a feature of the new policy context facing many cities internationally, work to address such forms of prejudice is integral to our vision of a cohesive and more equal Cardiff. The Rumourless Cities project will add value, resource and expertise to the development of our local migration narrative; a priority work stream for our Inclusive Cities Taskforce. Following a successful expert visit on 11<sup>th</sup> July 2018, collaborative work is underway to design local activities for Phase 2 of the project, which, if approved by URBACT, will commence in January 2019.

### **Community Living Team**

Staff from the Community Living Team have recently become qualified Low Impact Functional Training (LIFT) trainers following work with Age Cymru. The first session with residents was held at Clos Y Nant shortly after and was led by the scheme manager and the Tenant Participation team. Residents who attended the session thoroughly enjoyed it, taking part with lots of laughter. This not only benefited the

residents by helping with strength and balance, but also helped to alleviate social isolation and loneliness. A healthy breakfast was also provided by the scheme manager before the session, which will now be held on a weekly basis. LIFT sessions are scheduled to commence next month at Sandown Court in Caerau and eventually, all community living schemes will offer these sessions as more staff receive LIFT training.

Dementia Friends sessions have also been provided to the Community Living Team, as well as residents living in Community Living Schemes. In addition, staff will also begin training to become Dementia Champions.

Following its refurbishment, Sandown Court now meets RNIB Cymru's 'Visibly Better' Gold Standard, which is their accreditation scheme for supported housing in Wales. RNIB Cymru helps housing providers to meet the needs of people who are living with sight loss. The refurbishment of Sandown Court also includes dementia friendly features such as 'way finding'.

Refurbishment has recently begun at the Brentwood Court Community Living Scheme in Llanishen, which includes work towards meeting the Visibly Better standard. Meeting this standard will also form part of all future refurbishments of community living schemes.

### **Day Opportunities**

Following successful inter-generational sessions involving Minehead Road Day Centre and Pen-Y-Bryn Primary School in 2017, work has begun between Grand Avenue Day Centre and Windsor Clive School in Ely to develop a programme with primary school aged children. The contractors for Grand Avenue have been holding sessions with both children and staff to raise awareness of the centre's dementia-friendly build and design.

Developing connections with a younger generation can help older adults feel a greater sense of fulfilment and can also provide advantages for both groups, including reducing the isolation of older adults and helping children to learn about the city's history.

The implementation of an integrated model of dementia care at Grand Avenue Day Centre is being overseen by a project board, which includes representation from Cardiff & Vale University Health Board (UHB). Work streams have been developed in order to progress towards a specialist service; these focus on service pathways, future requirements and staff training.

### **Independent Living Service**

I was pleased to have the opportunity to visit the Independent Living Service last month. During the visit, I was able to meet members of the team and discuss their roles and experiences in working for the service. The visit was arranged as a result of a compliment received by myself and the Chief Executive from a member of the public, which praised the help they had received from a visiting officer. I was pleased to be able to thank the team for all their hard work.

## **Learning Disability Service**

I recently visited the Learning Disability Social Work and Accommodation teams at their Market Road Office on 25 June 2018. During the visit, we discussed the service's aims to support people to live as independently as possible within their communities. I was pleased to learn about the support planner service, which works with over 80 organisations across the city to assist people with learning disabilities to access a wide range of voluntary work and community activities. Many individuals with significant learning disabilities require multi-disciplinary support and the wish for further integration and co-location with health colleagues came across as a clear aim for improving services further.

## **Delayed Transfers of Care (DToCs)**

The census produced by the Integrated Health & Social Care Partnership shows that the total number of DToCs for May 2018 was 45, compared to 48 for April 2018, which represents a decrease of 6% in a month. This total is 41% lower than the same period in May 2017, which was 76.

Implementation of agile working for social workers within the hospital teams is nearly complete. Agile working enables Adult Services staff to work across both health and community settings, allows the hospital staff to manage their time better and facilitates a more timely and smooth discharge back into the community for patients.

## **Adult Carers**

Carers Week took place between 11<sup>th</sup> and 17<sup>th</sup> June. The Carers Team worked in partnership with Cardiff & Vale UHB, as well as both third and private sector organisations, to arrange and hold events including: three coffee mornings; Community Hubs events; and an information stand at the University Hospital of Wales concourse where the Council's Carers Team worked in partnership with the UHB's Patient Experience Team. The week was a great success and, across all events, 55 carers were provided with advice and information. The Carers Team has also been invited to join Forget Me Not cafés to speak to carers later in the year.

A higher proportion of Carer Assessments are now undertaken by telephone, with face-to-face visits being offered where this is appropriate. The new system of telephone screening has resulted in better targeted discussions with more intensive support provided to those carers with the highest needs. Working in this way has also allowed the Carers Team to attend more community events to raise awareness of the important support available to carers.

## **Direct Payments**

The Direct Payments Manager, in partnership with the DEWIS Centre for Independent Living, is raising the awareness of Direct Payments targeting managers, teams and social workers across both Adult and Children's Services. The Direct Payments Manager has also made links over the past three months with both the 'Become a Carer' and 'Become a Personal Assistant' campaigns. Both campaigns will highlight the benefits of being a paid carer and raise awareness that carers can help adults to live independently. It will also assist in helping to recruit a

“pool” of Personal Assistants to offer a system of cover for users of the scheme if their Personal Assistant is unavailable.

### **Adult Services Outturn 2017/18**

I am very pleased that following year end, Adult Services were able to report an underspend of more than £1 million. This was achieved through supporting more people at home, strengthening care planning for those who need care and aligning this to more cost-effective provision and by maximising value for money in the commissioning and procurement of residential and domiciliary packages.

**Councillor Susan Elsmore**  
**Cabinet Member for Social Care, Health & Well-being**  
**13<sup>th</sup> July 2018**