

COUNCIL: 22 OCTOBER 2020

SOCIAL CARE, HEALTH & WELL-BEING STATEMENT

Dementia Friendly Cardiff Website

Dementia Friendly Cardiff, a partnership between Cardiff Council, Alzheimer's Society and Cardiff & Vale University Health Board (UHB), has continued its work to make Cardiff more Dementia Friendly, despite the challenges we have all faced this year.

On 1 October 2020, the International Day of Older Persons, Dementia Friendly Cardiff launched a new website: www.dementiafriendlycardiff.co.uk. Public consultation had told us that, whilst good information and services are available, it can be difficult to navigate what is available locally. Informed by the consultation, the Council's Web Team created an accessible and bilingual website, which meets the needs of the city through partnership working.

Not only does the site look fantastic, but also it provides a one-stop shop for individuals living with dementia, in terms of events, health information, council services and will, in future, offer opportunities for local business to join us in becoming Dementia Friendly. I implore you to take a look at the site, and to signpost members of the community who are living with dementia and looking for local support.

Independent Living Services

Increased numbers of people are presenting to Independent Living Services with more complex needs compared to the position prior to Covid-19. This has resulted in an increased demand on services, as shown by the figures below:

- **Demand for adaptations**
Referrals for adaptations saw an increase of 147 requests compared to last year (September 2020 = 297; September 2019 = 150)
- **Profiling beds and complex equipment**
Same/next working day deliveries increased by 18 compared to last year (September 2020 = 36; September 2019 = 18)
- **Social care assessments**
Assessments sent to Social Care for full assessment increased by 58 compared to last year (September 2020 = 119; September 2019 = 61)

The First Point of Contact (FPOC) service has seen a 21% increase in total calls compared to this time last year and continues to resolve, on average, 80% of calls without onward referral to social care. However, due to the increases in calls, the number requiring social care referral is also rising. It is concerning that FPOC are seeing more people presenting with increased anxiety and suicidal thoughts

connected primarily to social isolation and loneliness. And, although welfare calls are offered across the service for those known to be isolated, and attendance and participation at online groups is encouraged, people are missing social contact.

Over the last few months one solution has seen the Independent Living Services team working with 25 groups to ensure virtual social events can take place. One such example is our new online monthly reminiscence sessions in partnership with the Museum of Cardiff.

Customer Service Hero Award 2020

I want to pay tribute to and congratulate the Independent Living Services team who took top spot in the Council's vote for this year's Customer Service Hero Award. These awards aim to recognise and celebrate customer service excellence. The team were recognised as part of the #WorkingForCardiff campaign for helping vulnerable residents requiring care and support to remain independent at home, ensuring adults and their carers have voice and control in maintaining their independence. Since the start of the pandemic, the team has taken just under 10,000 phone calls from individuals and family members, and worked tirelessly to adapt their service to continue essential work.

In addition, the Hospital First Point of Contact team (known as the *Pink Army*) has been awarded runner-up in the Cardiff & Vale University Health Board Staff Recognition Awards for 'amplifying our strategy'. This clearly demonstrates the success achieved by the team in aligning health and local authority services to provide the best outcomes for individuals.

I am sure that all members will wish to join me in congratulating both teams on being recognised for their work in continuing to deliver essential services, particularly during the pandemic.

Occupational Therapy

The Community Review Occupational Therapy (OT) team, in partnership with the Hospital First Point of Contact and Hospital Social Work teams, have agreed a new process for patients discharged from hospital with packages of care. The aim of the service is to facilitate timely discharge from hospital, ensuring that the care package is the right size, delivered at the right time, and in the right place.

The service is intended for individuals requiring small increases to current care packages to provide more intense help for short time periods to support timely discharge. It is hoped that providing OT support as close to discharge as possible, will support the rehabilitation process, resulting in the right-sizing of care. Importantly, these care packages will be kept under review.

To expand both the communication tools and assessment options available to individuals, the OT team have commenced work to deliver virtual assessments using video technologies, such as Microsoft Teams. All teams have had to adapt to both new ways of working and new technologies, and Independent Living Services are adapting their approach to providing services to individual where appropriate.

Winter Pressures

Independent Living Services have been granted additional funding through Cardiff & Vale Regional Partnership Board to recruit seven additional contact officers to provide support in response to winter pressures. The additional funding will enable the team to expand their service in supporting hospital discharge. The team will now be present at University Hospital Llandough, St David's Hospital, and the Emergency Unit at the University Hospital of Wales.

Fundraising for Amelia Trust Farm

Bernie has been supported in The Mount for the last six years and really enjoys living there. After seeing the fundraising efforts of Captain Sir Tom Moore on TV, she wanted to raise some money for Amelia Trust Farm, which she enjoys visiting and was impacted by the Covid-19 lockdown. The Independent Living Services team supported Bernie to develop a chart to track her circuits of the garden, providing encouragement and support and helping her raise some money. Bernie completed 200 laps of the garden over two weeks and raised £43 for Amelia Trust Farm, which has given her lifelong membership of the farm as a 'thank-you' for her fundraising efforts. She has also received a special certificate from the team in recognition of her efforts and plans to do further fundraising for a different charity in the future.

Learning Disabilities Risk Assessment Clinic

Since the beginning of the Covid-19 pandemic, the Learning Disabilities Supported Living Team has worked closely with our supported living providers and shared lives/ adult placement provider on risk assessment work. Work was initially focused on safe hospital discharge and ensuring the 14-day isolation post-discharge requirement on moving into Supported Living. This developed as lockdown was eased, and leading to increased requests for risk assessments, for example, for those with extended household arrangements, and holidays/ short breaks.

Due to the large rise in requests, a risk assessment clinic was developed in September 2020, and held weekly ever since. This was achieved through partnership working with providers. An allocated Learning Disabilities Supported Living Worker assesses each case and provides advice and support to providers, accessing support from Public Health Wales. There has also been input from other key members of an individual's multi-disciplinary team, including GPs, case managers and other relevant health colleagues.

The clinic has quickly become a success, improving the quality of risk assessments being undertaken with a more holistic approach, allowing more considered risk assessments and in a timelier manner. This has reduced the pressure on the Operational Manager and Silver Command, and supported better conversations. Where requests cannot be fully met, the team is working with individuals and their families to find a lower risk alternative. The outcome of this has been that individuals and colleagues feel more supported and there have been positive outcomes for all involved.

Ty Canna Animation Project

A group of individuals from the council's Mental Health Outreach Service, Ty Canna, has provided artwork and writing for an animation that reflects their lived experiences of mental health conditions, coinciding with World Mental Health Day on 10 October 2020. Entitled 'Diamond', the video was produced over a period of three months, from May to July 2020, as part of the 'Beyond the Label' project funded by the National Lottery, which is a collaboration with Ty Canna and Breath Creative, who offer co-creative arts for well-being. The project has been beneficial to individuals who engage with Ty Canna services, with a number of contributors sharing feedback about how the creative process has improved their mental health.

Care Inspectorate Wales (CIW) – New Approach to Social Services Inspections

Care Inspectorate Wales (CIW) have made a decision to amend their operating model for the inspection of social services in the light of the Covid-19 pandemic. They are in the process of visiting all 22 local authorities in Wales and will be using a virtual approach. CIW will be looking for evidence of local authorities and partners having learnt lessons from their recent experiences of Covid-19 and their plans for service developments. They will consider how well local authority social services continue to help adults, children and carers at this difficult time, including their plans to sustain services into the future. Cardiff's review is planned for November 2020.

Councillor Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
15 October 2020