

COUNCIL: 28 JANUARY 2021

SOCIAL CARE, HEALTH & WELL-BEING STATEMENT

Care Inspectorate Wales (CIW) Inspection

A risk-based inspection of Social Services was undertaken by Care Inspectorate Wales (CIW) in late November/early December 2020. CIW has recently provided the Council with a copy of their draft report, which I am pleased to note is positive. In relation to Adult Services, it reports many areas of strength. Areas identified for improvement will be addressed through appropriate action plans, and fed into Adult Services' cycle of continuous improvement.

PPE Logistics

The challenge to ensure that social care, schools and council locations are equipped with both PPE and core Covid-19 support products cannot be underestimated. To date, 29,324,993 items: including masks, gloves, aprons, sanitiser, wipes, anti-viral sprays, and face coverings have been distributed across the city. The Council has worked with the Welsh Government and our suppliers to ensure that sufficient PPE supplies have been available during the course of the pandemic. The operation is responsive to the city's fluctuating demands, with flexible systems in place, and with leadership and staff that go the extra mile to ensure the right supplies reach the people that are in urgent need of them.

An important element of ensuring that social care, schools and other locations are properly equipped, and as safe as possible, is the bespoke delivery service that has been set up by the PPE Logistics Team. Care home, domiciliary care and school delivery routes are generated using the route optimisation software 'Circuit' which makes the best use of time for the drivers that form an integral part of the PPE delivery service.

I am so pleased that the Council has pulled together during this critical period and this is reflected in the ongoing driving support that is being provided to deliver, on average, 1 million items of PPE a week. Our drivers have been redeployed from other council services such as Caretaking Services, Responsive Repairs, Day Services and Play Services, and they continue to work tirelessly to make sure that our social care, teaching staff and frontline key workers are fully equipped to carry out their duties safely.

Partnership Working with Health

Throughout December 2020, Adult Services has been focussed on partnership working with commissioned services and colleagues across the Cardiff & Vale University Health Board (UHB). The work with Health partners has supported the discharge of patients to community and residential settings. This has been done through strategic approaches, including early assessment of the individual awaiting discharge, timely Covid-19 testing to ensure safety following discharge, and increased availability in the Community Resource Team (CRT), to support pressures on in-patient beds across the University Hospital of Wales (UHW). In the midst of the global pandemic these approaches ensure that people have been able to move from a hospital setting to community settings with the right care and support in place.

Adult Services has also continued to provide support to residential and domiciliary care settings experiencing Covid-19 outbreaks by a system of support meetings in partnership with CIW, Public Health Wales (PHW) and Health. As well as virtual support, CRT has also provided managerial and staffing support to cover Covid-related sickness and absence in residential care settings. This vital support has ensured that people are continued to be supported safely with a well-staffed team that has reduced further impacts on Health.

First Point of Contact

The First Point of Contact (FPOC) Hospitals Team, known as the 'Pink Army', has extended its services to several new locations and wards, providing much needed support with winter pressures, and freeing up valuable bed space. The Pink Army is now working at University Hospital Llandough (UHL), St David's Hospital (SDH), and the Emergency Unit and new Lakeside Wing at UHW. During the 2020/21 financial year, the FPOC Hospital Team has supported 1,449 patients.

The FPOC Community Team continues to work effectively from home and the demand on the service remains high, especially during lockdown periods where the individual needs for information, advice, and assistance escalate. To date, 39,080 calls have been dealt with by the Community Team, with 88% of referrals not requiring onward referral to social care.

Joint Equipment Store

The Joint Equipment Store continues to deliver its critical same/next working day service to be able to support hospital discharges, and avoid hospital admissions and breakdowns of care. To date, 309 same/next working day deliveries have been made, which is a 65% increase in demand compared to last year.

Meals on Wheels

Meals on Wheels has played a vital role in supporting vulnerable individuals including older people during the pandemic. It has continued to support individuals to live independently and stay connected at home, ensuring that they stay nourished, hydrated, and safe and well both physically and mentally. The service has even been extended to include provision of meals for the homeless, working in partnership with Youth Foods.

The pandemic has seen the number of vulnerable people living in the community who are confined to their own homes and reliant on others increase significantly. Demand for this essential lifeline service has increased by up to 30%. During the first wave, additional staff were redeployed from other areas of the Council to assist in preparing and delivering the meals and their help was vital in supporting team members. The team has delivered an average of more than 2,200 a week since April 2020, with weekday deliveries peaking at around 360 per day. Weekends have also seen an increase in demand, with more than 500 meals delivered on Saturdays and Sundays.

Telecare Cardiff

This year has been difficult for all telecare services across Wales and the UK. Radical changes were required at significant pace so that colleagues and citizens were not adversely effected and kept safe. It was paramount that the service continued to provide excellent levels of customer service, handling emergency calls and responding to them in a timely manner, thus reducing the added pressures that NHS Wales would undoubtedly face. The Response Team continued to operate in a very challenging environment, help was provided by other council services redeploying staff to assist them, which further demonstrated the focus, determination and commitment of council colleagues. Connections Officers (those who install telecare equipment) also began working remotely, collecting stock once a week and then installing it. Those citizens who didn't want a physical visit were offered the chance to self-install their equipment, with support provided by our Control Centre staff. Collaboration across health and social care was key, with the UHB's Physiotherapy Team offering their assistance when there were any problems with staffing the Response Service, highlighting how important telecare is in the wider context of health provision.

The second main change to service provision this year has been the creation of the Falls Programme, following on from the recommendations of Telecare Cardiff's Falls Strategy. The strategy outlined the need to move to a more proactive, preventative method of service delivery in tackling the issues of community-based falls. Consequently, two specific projects were launched: the ARMED project, and a proactive phone call to those who have fallen. ARMED uses Smart Watches to assess someone's risk of falling or becoming frailer by monitoring their mobility and sleep patterns. If someone presents as a risk, the service will contact them for a holistic conversation which includes a discussion about what the data is telling us, but also their living environment and mental state. Proactive calls to those who have fallen have also been launched in an effort to reduce the amount of community-based falls sustained by Telecare Cardiff citizens. Within 48 hours of someone falling, a Telecare Operator will contact the citizen and discuss the fall. The service aims to create a wide data set to better understand why people fall. Both projects have strong signposting links into the UHB.

Over the next year, Telecare Cardiff will continue to adopt a more preventative, proactive approach using the power of digital assistive technologies, with a strong emphasis on collaboration across the Council, health, social care and the private sector.

Day Opportunities

The 50+ Active Body Healthy Mind Virtual Christmas Festival was hosted on Microsoft Teams on 30th November, 2nd and 4th December 2020, with participating individuals joining on their own devices at home. The Independent Living Services (ILS) Community Engagement Officers offered digital support where needed to help individuals log into the event. Everyone was offered a free Meals on Wheels Christmas Lunch to enjoy, and staff collected donations from local businesses to provide everyone with an ILS Christmas gift bag and raffle prizes. Both the meal and gift were delivered to people's homes. The three digital events were packed with activities, including singing, dancing, quizzes, seated exercises, raffles and much more.

Councillor Susan Elsmore

Cabinet Member for Social Care, Health & Well-being

22 January 2021