

COUNCIL: 22 JULY 2021

SOCIAL CARE, HEALTH & WELL-BEING STATEMENT

AGENDA ITEM:

Minehead Road Day Centre

I'm delighted to inform members that Minehead Road Day Centre re-opened on 12 July 2021 as part of the phased reopening of face-to-face services. All appropriate safety checks took place and numbers are limited to ensure we can maintain social distancing. The first individuals to return were really pleased to be back, with one commenting, "I'm home again" as she arrived. The service will be expanded gradually and safely over the coming weeks.

Increase in Demand for Council Services

Council services are seeing a significant increase in demand as Covid-19 restrictions are relaxed. People who managed previously with the help of family and friends are now turning to services for support. Both the numbers seeking help and level of need is much higher than normal resulting in a backlog awaiting assessment. Teams are working to meet this demand by refocusing resources and prioritising cases. I would ask for members' forbearance while officers deal with this surge in demand.

Cardiff Wellbeing Support Service

I am pleased to say that joint working across Adult Services, Housing and Communities has resulted in an exciting, innovative, new service to help individuals manage their own personal wellbeing, and support those who feel socially isolated.

Based on the *NHS 5 Steps to Improving Mental Wellbeing* which include mindfulness, connecting with others and learning new skills, the new Cardiff Wellbeing Support Service will provide short-term help, right across the spectrum of need from light touch support to access events in the community, to intensive one-to-one mentoring.

The new team will work with a variety of partners to ensure that people get the help they need. Individuals will be supported to access advice, activities, events, training opportunities and other provision to help meet their wellbeing needs. Activities will include lunch clubs, social clubs, digital sessions, gardening clubs, singing groups, litter picks, yoga, meditation, volunteering, healthy cooking groups and much more.

I welcome this new service and am confident that it will be a great help to many people in recovering from the pandemic, as well as improving their feeling of wellbeing and inclusion within their community.

Quality Assurance Audit Process Trial Feedback

Following Care Inspectorate Wales (CIW) inspection in December 2020, a new quality assurance process has been developed and trialled across teams in Adult Services ahead of full roll-out. This audit-based model will drive the improvements of standards of service delivery across Adult Services, ensuring person-centred care and support, and will support the strengths-based practice introduced last year through collaborative conversation training.

The initial results have been positive, with some excellent examples of collaborative working with individuals accessing our services. The trial audits have already resulted in changes to evolve best practice solutions. The audit involves service users or family members where possible. Feedback regarding individual social workers has been really positive.

Supporting the audit process is a monthly Quality Assurance Panel, bringing team managers together to discuss audit outcomes, share challenges and present to colleagues lessons learnt from the audit process. This has provided a positive forum for managers to meet and will continue moving forward as a way to share best practice.

Independent Living Services – First Point of Contact (Hospitals)

The Pink Army continues to provide an important single point of contact within the Emergency Unit at University Hospital of Wales (UHW) as part of the Frailty Intervention Team. The team provides access to information and support around community solutions and care provision. This has allowed individuals who present at the Emergency Unit to be triaged far more quickly and reduced unnecessary admissions. The number of patients supported by the Pink Army has increased significantly from 30 per month on average to over 80 in June 2021, as patients begin to feel more confident about attending hospital.

Funding originally provided to support winter pressures has been extended for a further three months to September 2021, showing the importance that Health places on the contribution of the Pink Army and the benefits it brings in supporting hospital discharge. Extra recruitment from this funding has allowed us to double the number of individuals the team supports on the journey from hospital to home, and work across multiple hospital sites.

Joint Equipment Service

The Joint Equipment Service (JES) has taken a huge leap forward in integrating its continence service into current systems. This means that the JES will shortly have a fully integrated medical aid and continence delivery and management service. This will allow much more efficient ordering of continence products across the Health and Social Care partnership. Introductory training has also been provided across Health and Social Care to students on placement. The training provides an overview of the work of the JES and the service it provides, as well as how to order equipment, use the system and the benefits of joint working. This is a further example of the important role that the JES plays in supporting the whole Health and Social Care partnership.

Community Engagement

A new 50+ Active Body, Healthy Mind Festival will take place virtually on 26, 28 & 30 July. The event includes a range of activities and information for Cardiff's older people all with a summer theme covering: gardening, cooking, keeping active and information from our partners on their own summer events.

Independent Living Services organised a special online Dementia Friends talk for people across the city who have previously received digital support from our community engagement service. All guests enjoyed the event and commented on how it helped them better understand the condition. Everyone attending the session will be supported by the Independent Living Service to become Dementia Friends, which will enable them to raise awareness with their own friends and family.

The Day Opportunities Team returned to a full Covid-safe face-to-face service on 5 July. The team will now start supporting clients to reconnect directly with their communities, as well as continuing their successful online services. To support the return of people into their communities, the team has been busy triaging community cases so they can be appropriately prioritised. Every service user has now been contacted to see if they wish to continue to use the service, and to identify what their community needs are. The response from individuals has been overwhelmingly positive, demonstrating the keenness to return after a successful vaccination programme.

Llanrumney Hall celebrated one year of delivering their weekly lunch club online and attendance is still going strong. This would not have been possible without the support of Independent Living Services, who have helped to facilitate the online lunch club, increase membership and source over 25 tablets for attendees to be able to keep in touch.

Home Carers Get Together

Two of the Community Resource Team Home Care Managers arranged a get-together at Whitchurch Hub this month for home carers from all areas of the city. The event was held in a Covid-safe environment with limited numbers attending appointment slots throughout the day. This provided carers with the opportunity to receive updates on how the service is developing, ask questions, discuss issues and receive face-to-face supervision sessions in a much more personal setting than through online meetings.

Occupational Therapy

The Integrated Occupational Therapist (OT) within Independent Living Services, who works across health and community services, has highlighted the benefits of equipment to both support a bariatric service user, and to support ease pressures on carers and health staff. Prior to the OT intervention, Mrs F required four paid carers to visit her four times daily to reposition her at home and provide personal care. After admission to hospital with severe pressure sores, the OT carried out an assessment to identify better and more dignified ways to help Mrs F manage her condition. The OT recommended trialling the Vendlett Turning system to help with bed turning and pain management.

The Vendlett system was trialled for two weeks whilst Mrs F was in hospital. During this time, her sores began to heal and fewer staff were required to help with personal care. Mrs F has now been at home for seven weeks and is still using the Vendlett Turning system. In that time she has been discharged from District Nurse services, sores fully healed and her skin is fully intact. She now only requires two carers four times a day. Using this equipment has improved Mrs F's quality of life, reduced the time she needed to spend in hospital, and allowed for a more efficient and appropriate care package.

Pen Pal Scheme

Last month, I informed members about the pen pal scheme been set up between school children and residents living at Ely Court Care Home. Ely Court sent through photos of residents with their letters and drawings from the children, with some comments. The joy this scheme has brought to the residents and children has been immense, and has encouraged the residents to reminisce about things they did when younger and throughout their careers. One of the residents a former head teacher had real pleasure from her interaction with the children. This is a truly wonderful initiative bringing really positive experiences for residents and children alike.

Councillor Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
15 July 2021