



APPENDIX B

Draft - No Status

Ageing Well Strategy



**Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together**



Background – An Ageing Population

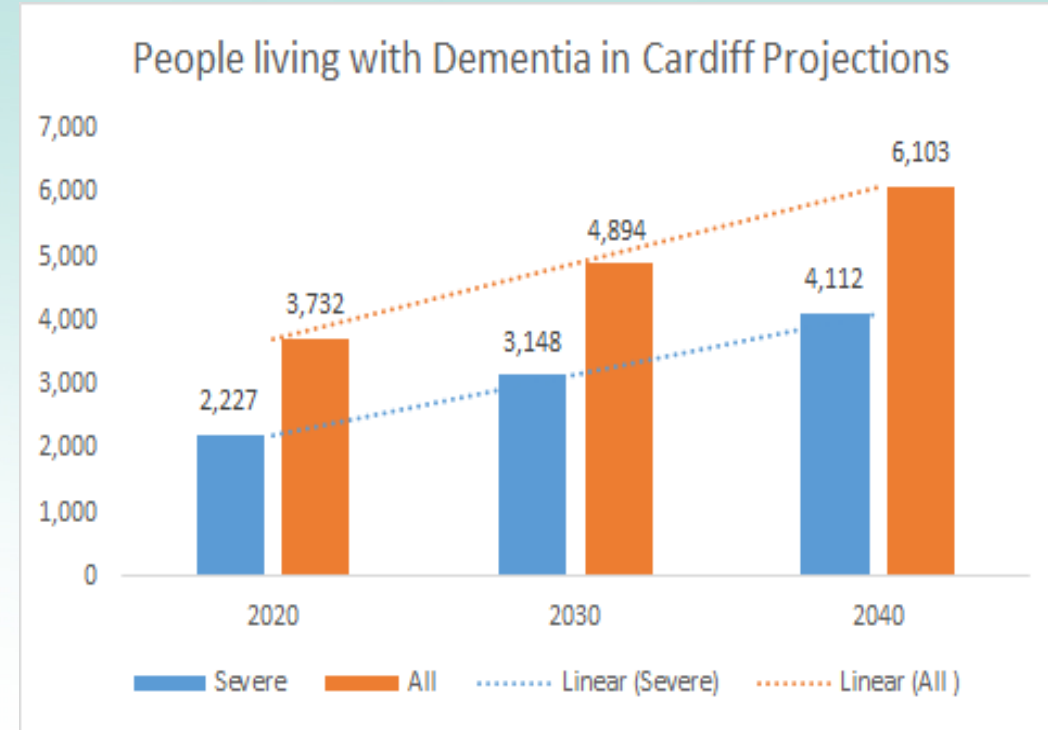
The population of Cardiff is ageing, by 2031 the number of people

- Aged 65+ will increase by **17.8%**
- Aged 85+ will increase by **9.2%**
- Aged 90+ will increase by **5.9%**

The **number that struggle with activities of daily living** will increase by **17%** to 2030 – 1 in 4 older people (over 65).

The **number of people living with dementia** will increase by **30.1%** by 2030 and **41.1%** for severe dementia

Cardiff Council will spend more than £50 million on care and support services for older people in 2021/2



However this will not necessarily translate into increased demand for residential care*

Policy decisions and action that we take now to help people to remain independent at home can prevent an unsustainable demand for services and improve outcomes for older people

This strategy sets out our **5 year plan** for supporting older people to age well

We cannot do this alone – the strategy sets out how we will work together with partners in the Health Board, Third Sector and Independent Sector to support older people

This strategy is aligned with **key themes** in a number of **National** and **Local** legislative and policy documents.

Maintaining Independence

Prevention & Early Intervention

Community Support

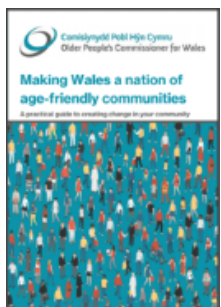
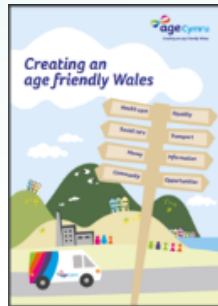
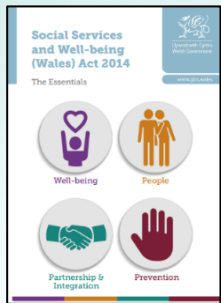
Individual Choice & Control

Home First

Partnerships & Relationships

National Context

Local Context



Consultation & Engagement

- Engagement sessions were held with both **internal** and **external partners**.
- Attendees from ten different **third sector organisations** were provided with a **questionnaire** to gain feedback from the individuals they supported.

Engagement sessions outlined several overarching key priorities to be considered in the drafting of the strategy.

Collaboration



Community



Person Centred



Technology enabled care



Prevention



Views from individuals currently receiving support as part of an Adult Services Care and Support Plan.

“Use plain language not workplace language to make sure I understand what support is on offer and how you will help me.”

“My individual voice is important”

“Provide a preventative service not a reactive service”

“I have concerns around technology enabled care. It must not replace human contact.”

“Work with a smile, be friendly make people feel safe, valued and trusted.”

Our Vision

Supporting older people to live well in their homes and communities

Key Principles

Older people will have Voice and Control

We will take a strengths based approach

We will support and enable independence

We will provide the right help at the right time

Supporting this vision are a number of principles and key aims

Key Aims:

Supporting older people to stay active and connected in an age friendly city

Supporting older people to live independently at home through strengths based preventative services

Working in partnership to deliver high quality sustainable care and support

Supporting informal carers and valuing their role

Ensuring our services meet the needs of the most vulnerable

Proactively modernising our Services

Key Principles

We will deliver outcome focused services

We will work collaboratively with partners, third sector and citizens

We will value diversity and promote equality

We will ensure that our social care workforce is well trained and feel valued

We want to ensure that all older people in Cardiff have access to the right advice and support to help them stay healthy and independent.



Hubs with a focus on Wellbeing

- The Hubs support the Healthy Living agenda by providing venues for partners to deliver a wide range of sports activities for older people within a relaxed community setting.
- Our Libraries in the North of the city are being transformed into Hubs – with a focus on wellbeing.




DWI'N GWIRFODDOLI
I VOLUNTEER

Cardiff Council's **volunteering portal** enables community organisations to advertise their opportunities all in one place.

The successful **“Together for Cardiff”** is to be relaunched to encourage volunteers to support older people in the city

We will support people to stay active and connected and to prepare for the future by:

- Reviewing and strengthening the **independent living & wellbeing advice** provided in the Hubs for older people and their carers.
- Working to become a World Health Organisation **Age-Friendly City** - by delivering the Age-Friendly City Action Plan.
- Continuing our work towards a **Dementia Friendly City** .
- Supporting **community groups and volunteers** to support older people and carers.

Supporting older people to stay active and connected in an age friendly city

Our **Community Engagement & Wellbeing Team** work with older people to identify their interests and to find suitable community activities, including intergenerational events, to reduce social isolation.

There is a strong focus on enablement and removing barriers to community participation, by finding solutions with the service user.

Staying Virtual – the Hybrid Model

During the pandemic, virtual activities and events were developed by the Council and partners to ensure that older people and the most vulnerable were supported by using digital solutions as a way to reduce social isolation.

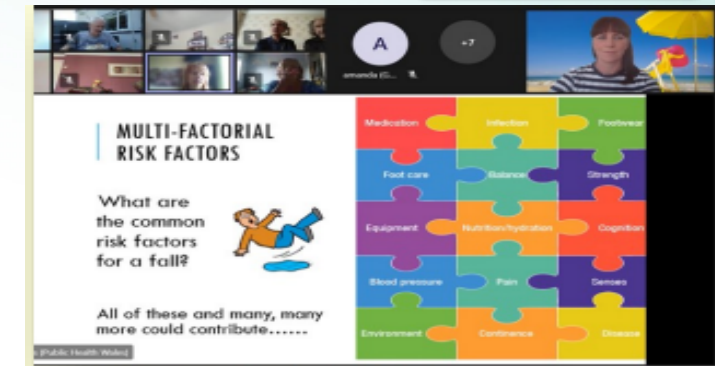
Independent Living Services – Virtual Festivals

These festivals have brought together Council services and third sector partners to support older and more vulnerable residents in Cardiff to remain healthy, well and independent as well becoming digitally included.

While face to face activities are important to many older people, digital events also proved popular, allowing many to attend who could not do so in person.



Tablet gifting scheme



We will support people to stay active and connected and to prepare for the future by: (Continued)

- Providing both virtual activities and events and face to face activities through a **hybrid model of community engagement**
- Continuing to support older people to **get online**.

Supporting older people to stay active and connected in an age friendly city

Joined up working between Day Centres and Hubs

- Cardiff Council operates **three** day centres.
- Over recent years refurbishment work has been undertaken with the aim of providing a high quality day care environment for older people with **high care** and support needs and a low or stable level of **dementia**.



We will extend opportunities for older people with care and support needs to stay connected by:

- **Bringing together Community Hub and Day Centre Services** – increasing the range of activities provided in the **day centres**, encouraging partners to deliver services and further encourage volunteering.
- Developing a **Hubs for All** approach – this could include:
 - Using the **specialist knowledge of the** Day Centre team to assist the hubs make their activities are accessible to people with higher care and support needs.
 - Dedicated sessions for those with care and support needs with support / care staff available
 - Make use of the days that some Hubs are closed and weekends in the Day Centres – to extend the services available and provide additional respite for carers
- Work with the Health Board to further develop our hubs to deliver integrated Health and Wellbeing Centres

Supporting older people to live independently at home through strengths based preventative services

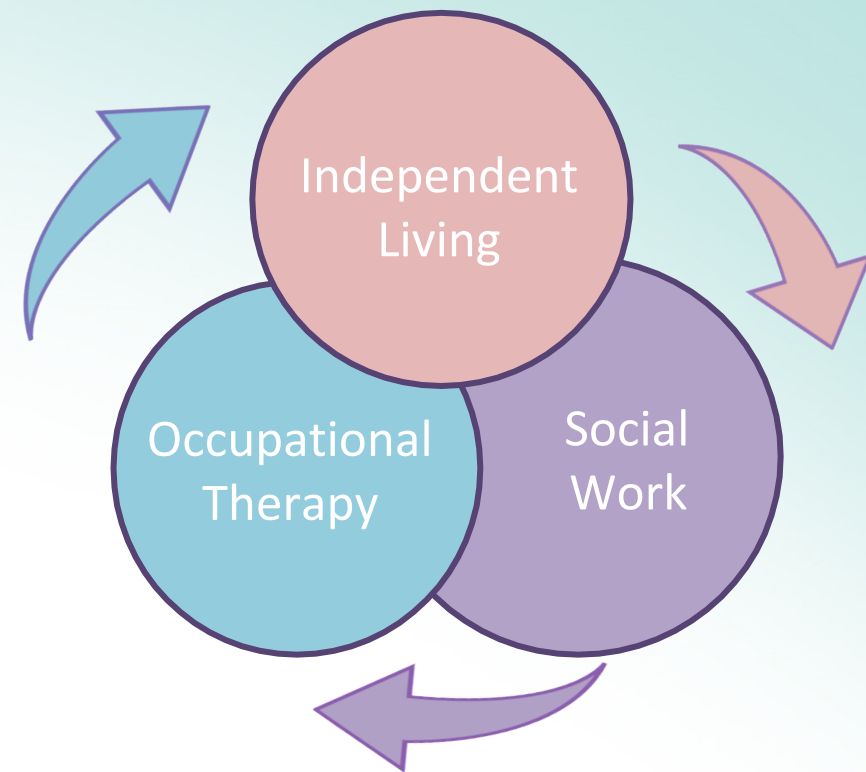
We already have very successful services with a focus on independence, our core services are:

Our Community Occupational Therapy Team offers practical support to enable people to live as independently in their own homes for as long as possible. Through use of equipment aids and adaptations, they help people remain independent at home and that care packages are “right sized”.

Our **Independent Living Service** has already developed a range of successful preventative services – working closely with other council services, the third Sector, health services and community groups co-producing outcomes that matter to citizens and supporting independence.

84% of new cases were dealt with by the Independent Living Service with no onward referral to social care (20/21)

Our **Social Work Teams** have been trained in Strength-based practice through the delivery of Collaborative Communication training. This has supported a change in model of social work throughout the service. Strength-based practice is now more evident in all the work that we do, with a renewed focus on delivering person-centred services that build on an individual’s own assets and strengths.



We will continue to develop and join up our services to better support older people

Supporting older people to live independently at home through strengths based preventative services



We will embed a strengths based and preventative approaches across the services to help people stay independent at home:

- We will increase the involvement of **Occupational Therapists**:
 - Making full use of their expertise in equipment and adaptations throughout our services
 - Providing a strengths based triage, enabling prevention and rightsizing of care packages.
 - Providing tailored support for informal carers.
- We will ensure that our social workers and other key staff have the training they need to deliver **Outcome Focused, Strength Based assessments** - our assessments will take an asset based approach, focused on enabling people to live independently, in their homes and communities.

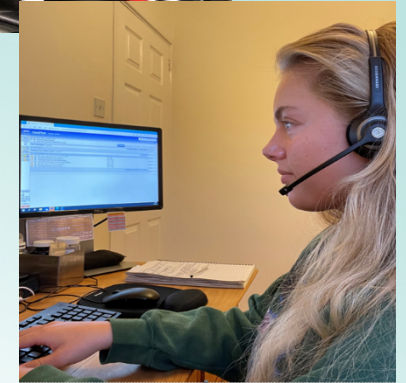


Supporting older people to live independently at home through strengths based preventative services

The First Point of Contact Team is a multi disciplinary team providing Information Advice and Assistance for older people and those with physical disabilities.

They avoid people getting into crisis by signposting and referring into a range of preventative and community services.

The ***First Point of Contact Social Work Team*** ensure that there is always professional help available to support the contact officers and to review and assist more complex cases.



We will strengthen and streamline services at our front door to support prevention and reablement by

- Building on our First Point of Contact Service and consolidate this as the single route into all our services for older people, reducing duplication and ensuring a consistent approach to prevention and reablement.
- Empowering our, Social Workers, and Independent Living Contact & Wellbeing Officers to prescribe low level adaptations and equipment.

We will work towards a single front door approach for both social care and community health services

Supporting older people to live independently at home through strengths based preventative services

Locality working supporting and “At Home” Approach

Locality working delivers place-based, joined-up care and support across Health, council, third sector services and local community networks.

The model of support is designed around the person and their family/support network with targeted actions to meet local needs.

The localities will mirror those of the **six** GP clusters within Cardiff, but the service will be split into two locality settings, **North West** and **South East**. These will cover three clusters per locality.



We will work together with health colleagues through the @ home project to **develop integrated Local Multi Disciplinary Teams**, including a wide range of council and health services

- Establishing easily accessible locations within the community for our joined up teams enabling them to deliver shared priorities.
- Providing the right help at the right time in the community, focused on staying home and healthy and facilitating hospital discharge.
- Ensuring help is available locally - when it is needed to support independence and prevent crisis.
- Continue to work with GP clusters to meet the holistic needs of citizens

Homecare Service

- The Community Resource Team (CRT) Homecare service is a joint service provided by Cardiff and Vale University Health Board and Cardiff Council.
- CRT Supports people to stay at home or return home from hospital through health and care services and through reablement support.



- *We will work in partnership with our health colleagues to move towards a more integrated approach to community resource services*
- *We will modernise our homecare services to :*
 - Provide a full **Reablement Service** – upskilling our current care staff to be reablement officers.
 - Provide a **Bridging Service** for short periods to achieve rapid discharge from hospital or to support continued independence.
 - **Create a career pathway** for our inhouse carer workers to help recruitment and retention
- We will work with our health partners to develop a **rapid response 24/7 service** to keep people at home

Supporting older people to live independently at home through strengths based preventative services

Supporting Hospital Discharge:

Hospital Social workers are based in hospitals across Cardiff and the Vale. They aim to facilitate safe and timely discharge for those who have eligible needs for care and support. Assisting those who will be moving into a care home placement, moving to a health setting or returning to their own home with a care service.



The “**Pink Army**” is part of our Independent Living service, it works in the hospital wards to support the transition from hospital to home in partnership with Health, Social Care and the 3rd Sector. They are on hand to provide tailored support that meets the needs of the individual, providing **preventative** interventions, supporting **independent** living and **reducing the risk of readmission**.

A recent pilot of a **Community Occupational Therapist** working along social work in the hospital reduced the home care individuals needed and **prevented admission to residential care**

We will support timely and safe hospital discharge by:

- Having a single point of contact in the hospital which is fully aligned to our community, strengths based model. To ensure safe & timely discharge, following Home First principles and empowering independence.
- Incorporating the skills of our Community Occupational Therapists in the hospital, developing an enhanced triage process, to support independence.
- Refining and simplify the Discharge to Recover and Assess model – assessing care needs in a persons home and not the hospital

Supporting older people to live independently at home through strengths based preventative services

- Telecare or **Technology Enabled Care (TEC)** uses a combination of alarms, sensors and other equipment to help people live independently.

Research from across the world shows independent living can be extended when older people (aged 75+) are encouraged to take up telecare.

- **4,419** people over the age of **75** currently use our Telecare services. Although this equates to **71%** of all Telecare users, it equates to just **18%** of the 75+ population in the city.

Mainstream tech such as Alexa provide new opportunities to help older people to stay independent for longer



In 2020/21, **230,763** calls were taken

Telecare mobile wardens attended **3,614 fallers**, resulting in cost avoidance for the Welsh Ambulance Service of **£703,154** for the year.



Service delivery was maintained throughout the whole of the pandemic.

We will improve the use of technology, aids and adaptations to support independence by:

- Developing a cutting edge Cardiff Tech Strategy based on the best practice from across the world and providing tech support to embed this, ensuring all our staff are trained to make appropriate referrals.
- Introducing a “tech finder tool” for staff and citizens alike, which will empower our citizens to make their own choices and self purchases as well as being a support tool for assessments by our staff.

Supporting older people to live independently at home through strengths based preventative services

Home Adaptations play an important role in keeping older people independent for longer, including hand rails, stairlifts and installation of showers.

The Disabled Facilities Team delivers a range of adaptations to the home to improve movement and access around the house.

In **2020/21** – **984** home adaptations were delivered to help older people to continue to live independently.

The **Joint Equipment Service (JES)** is an integrated service providing an efficient community equipment loan service.

In **2020/21** – JES completed **572** same or next working day deliveries – a **97%** increase on 2019/20



We will improve the use of technology, equipment and adaptations to support independence by (continued):

- Developing a new Independent Living Wellbeing Centre, rationalising our existing joint equipment stores and developing a public facing facility focused on practical solutions to support independent living
- Removing the means test from all eligible disabled adaptations

Supporting older people to live independently at home through strengths based preventative services

The findings from a range of research shows the benefits of suitable older persons' housing in **supporting independence** and **reducing the need for residential care**.

Our **Rehousing Solutions Team** provides specialist housing advice for older people to help them understand their housing options and support them towards tailored solutions.

Our Housing Association partners provide **Extra Care Housing** which can help people remain independent and avoid residential care.



We will **promote the move to more appropriate housing** where this will support independence by:

- Encouraging people to think about their **long term housing needs** at the earliest opportunity by providing effective information and advice.
- Finding **tailored housing solutions** to help people remain independent.
- Reviewing our use of **extra care / community living housing**, as an alternative to residential homes for both respite and permanent care.

Supporting older people to live independently at home through strengths based preventative services

- The Council and partner RSLs are committed to continuing to deliver new affordable housing specifically for older people - accessible/flexible accommodation that allows for 'ageing in place'.
- Approximately **700** units of affordable older persons' accommodation are planned over the period **2020 to 2030**.



Proposed Canton/Riverside Community Living project



Proposed Community Living in Butetown



Proposed redevelopment at Channel View

We will ensure our new housing developments support people to remain independent by:

- Building care ready, adapted, and adaptable homes.
- Building community living schemes for older people that can meet Cardiff's changing need.

Working in partnership to deliver high quality sustainable care

Domiciliary care

- We currently work with 54 domiciliary care agencies across Cardiff to support c. 2,000 people who need additional help to remain living independently. Agencies deliver c 27,000 hours of care a week.
- An Independent Living “At Home” approach is likely to **increase the need for domiciliary care** while reducing the need for general residential



Care providers have worked throughout the pandemic to deliver quality care in both home and residential settings

The issues with the current care market are clear:

- A surge in demand following the pandemic has revealed systemic weaknesses in domiciliary care provision
- Problems in recruiting and retaining staff & issues with rates of pay

We will work in partnership with our commissioned domiciliary care agencies to deliver flexible person centred care by:

- Increasing our understanding of the issues faced by the domiciliary care agencies and providing support
- Putting in place a **Trusted Partnership** agreement with our care providers so they are able to adapt an individual's care in an appropriate and timely manner.
- Our care providers will have **Local Care Co-ordinators** who will become part of our multi agency locality teams.

We will ensure a seamless transition from a council homecare / reablement service to long term Domiciliary Care.

Working in partnership to deliver high quality sustainable care

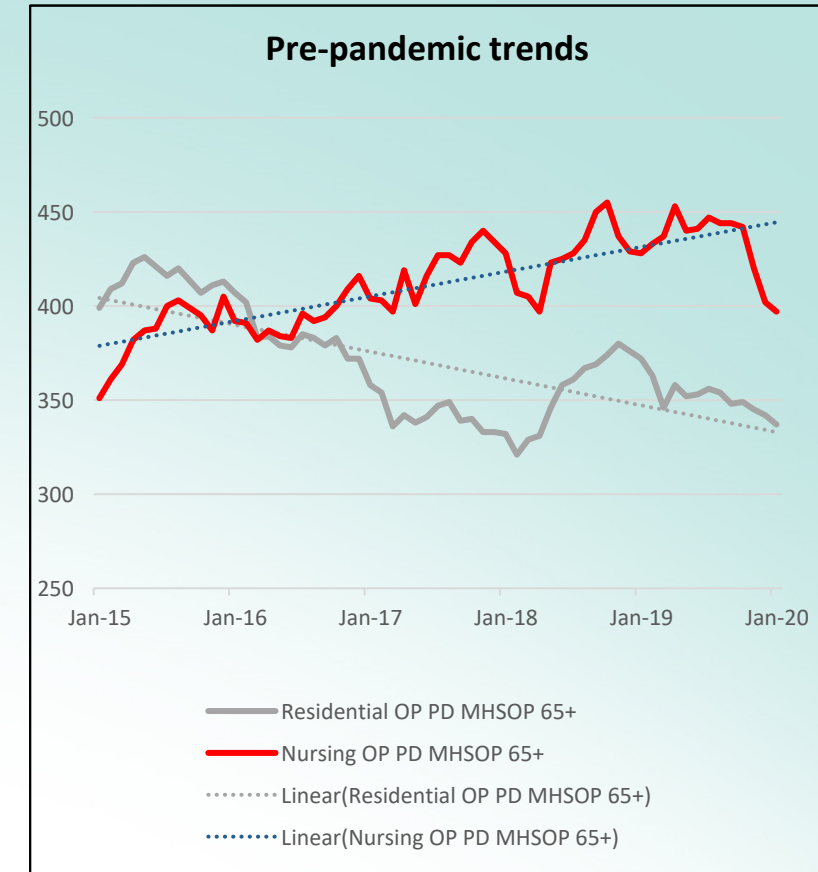
Trends in Residential Care

- Before the pandemic use of council funded residential care was reducing while nursing care was increasing. During the pandemic both fell
- The need for general residential should not rise but **need for dementia residential / nursing will increase** (increasing complexity / multiple needs)

Level of Residential Care in Cardiff (Estimated)

	Homes without nursing	Homes with Nursing	Places without nursing	Places with nursing	Total Places
2021	41	21	781	1,370	2,226

The Council purchases less than half of these places



We will seek to inform, manage and reshape the care market by:

- Understanding future care and support requirements in the light of Regional Market Sustainability Report (due June 2022) / Population Needs Assessment and communicating this to the care sector
- Working with the care sector to move away from general residential towards home based care
- Promoting the development of additional high quality dementia residential and dementia nursing care

Working in partnership to deliver high quality sustainable care

Supporting Voice and Control in the provision of care

- **Listening to our citizens** and tailoring the care and support towards their chosen outcomes will be at the heart of all our services - this is particularly important in the commissioning of care, ensuring there is sufficient flexibility to meet individual need
- **Direct Payments** are one of the fastest growing methods of meeting the outcomes of people in Wales, and it is our aim to ensure that as many people as possible are able to benefit from them.
- Direct Payments enable people to arrange care and services themselves – to have more choice and control over the services they receive, and care is provided in a more convenient and flexible way.
- Our partner Dewis Centre for Independent Living supports people through the process.



650 people in Cardiff already employ their own Personal Assistant to meet this social care needs

We will increase the voice and control of citizens in our commissioning of care and support services:

- Supporting individual voice and control by focusing on wellbeing outcomes
- Reviewing how we consult and co-produce services with older people
- Reviewing our support for direct payments and increasing the supply of well trained personal assistants
- Exploring the provision of care through local micro-enterprises
- Moving away from “task and finish” approach to care to focus on wellbeing outcomes

What does good care look like?

Using ICF funding, our team of professionals is visiting care homes in Cardiff to understand “what good looks like” – identifying and promoting local best practice

Meanwhile we have commissioned research to look across the UK and the world to identify best practice in social care provision for our citizens with the highest needs



We will improve the quality of care provided through commissioned services by:

- Developing a clear view of “what good looks like” in dementia residential and nursing homes to inform future commissioning
- Ensuring that effective quality monitoring is in place that focuses on the care provided and the views of the individuals, their family, and care network.
- Co-producing a Regional Quality Framework for care homes underpinned by local quality assurance arrangements
- Review Quality Ratings for both domiciliary and residential care
- Relaunching the Escalating Concerns process to support providers to improve when things go wrong and to ensure immediate action / intervention where there are safeguarding concerns

Supporting the Social Care Workforce

The recent IPC review showed **distinctive features of the workforce in Cardiff**

Turnover is High

We have the highest proportion of social care staff who joined within the last 12 months (37%) and the lowest proportion on permanent contracts (72%).

Qualification levels are low in Cardiff

The proportion of managers and care staff with the required or recommended qualifications is lower in Cardiff than other areas:

- **73%** of managers compared to **83%** for Wales
- **71%** of senior care workers compared with **82%** for Wales
- **45%** of care workers compared with **61%** for Wales



We will value and develop the Social Care Workforce by:

- Further developing Cardiff Cares Academy to provide training, mentoring and employer support
- Providing proactive support to help care workers to achieve registration
- Working in partnership with providers to grow the workforce – including through our Care Development Contracts
- Offering to pilot Real Living Wage in Cardiff
- Working collaboratively with all key stakeholders across the region as part of the Social Care Regional Workforce Partnership

Supporting informal carers and valuing their role

Informal care is a very important factor in determining whether a person can stay independent at home

The cost of replacing informal or unpaid care with formal care is estimated at £8 billion for Wales

- We recognise the vital contribution that informal or unpaid carers make to communities and the people they care for.
- We are committed to ensuring that carers are recognised, and that every step is taken to ensure we support the highest quality of life both for those providing and in receipt of care.



The Cardiff and Vale Carers Gateway provides help and support for informal carers. 10 carers Expert Panels were held in 2020/21 consulting carers on a wide variety of issues



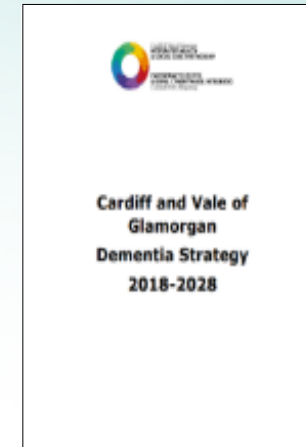
We will support and value informal carers by:

- Reviewing our **advice services for carers** to ensure they meet current needs
- Evaluating the current **carer's assessment process** and explore how take up of these these can improved.
- Offering **Occupational Therapy** support to enable carers to safely support their loved ones
- Reviewing the range of respite provided
- Consulting and co-producing any changes with carers.

Mental Health Services for Older People (MHSOP), a regional partnership, provides secondary mental health services to adults over the age of 65. This multi-disciplinary team is integral to the holistic delivery of services.

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- Our ambition for Cardiff is to be a Dementia Friendly City and work in the best way for those diagnosed with Dementia.
- We want to embed research based practice into our approach and to use learning and research to influence the way in which we approach commissioning services in social care.



We will ensure we support people with dementia to stay at home wherever possible by:

- **Reviewing best practice** from across the world to understand how we can best support people with dementia to live in the community.
- Providing **Dementia training** to all staff to enable them to tailor the correct support to the person and their family in their home.
- Using all the **latest technology** to support client care.

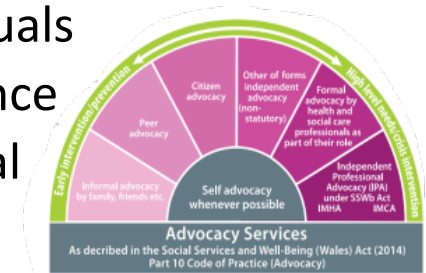
Ensuring our services meeting the needs of the most vulnerable

- We will take a **strengths-based approach** which places the individual and their needs at the **centre of their care and support** & support individuals to achieve well-being in **every part** of their lives.
- Ensuring that the citizens voice is still heard when their mental capacity is compromised is particularly important

- **Liberty Protection Safeguards legislation** will be introduced in **2022**, this new legislation supports the rights of those whose capacity is impaired. Fully training our staff to apply this legislation in a person centred way will be key to the success of the approach

The Cardiff and Vale Advocacy Gateway is a single point of access for adults looking for support in the planning and delivery of their care and support.

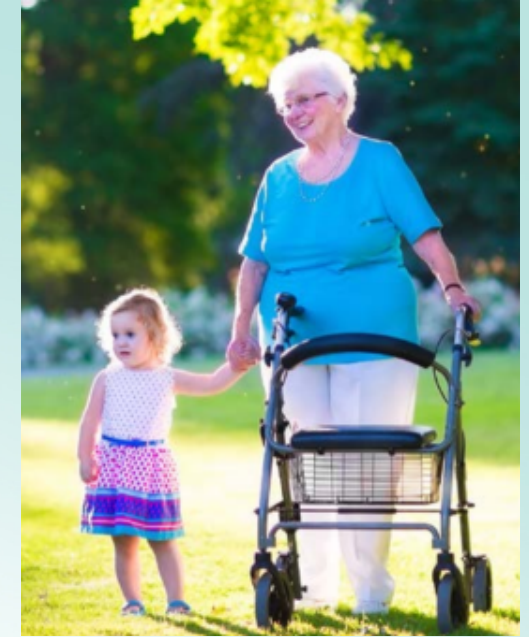
Advocacy is independent of Social Services, and is there to help individuals get the best experience of working with social care services.



We will ensure older people, however vulnerable, retain a voice in their care by

- Ensuring our social workers take a strengths based approach to mental capacity and ensure that as far as possible older people retain voice and control
- Mainstreaming the new Liberty Protection Safeguards within older persons services
- Recommissioning our **Advocacy Services** in line with the commitments set out in the Cardiff and Vale Advocacy

Proactively Modernising our Services



We will review and modernise our services to be strengths based and independence focused by:

- Restructuring services around our customers needs, in a way that values our professionals and delivers multidisciplinary locality working.
- Reviewing and streamlining services – taking a trusted assessor approach, stripping out duplication and costly bureaucracy, ensuring our professionals have the time to support the most vulnerable older people effectively.
- Reviewing training to ensure that all staff are able to work in a strengths based, trusted assessor basis, taking a holistic view, “prescribing” tech, aids, adaptations as well as care.
- Ensure our quality assurance framework delivers high quality strengths based social work and care

Equality & Diversity



We have analysed the demographic information for individuals aged **65+** who completed a wellbeing assessment between April 2018 and March 2021.



63% own their own home



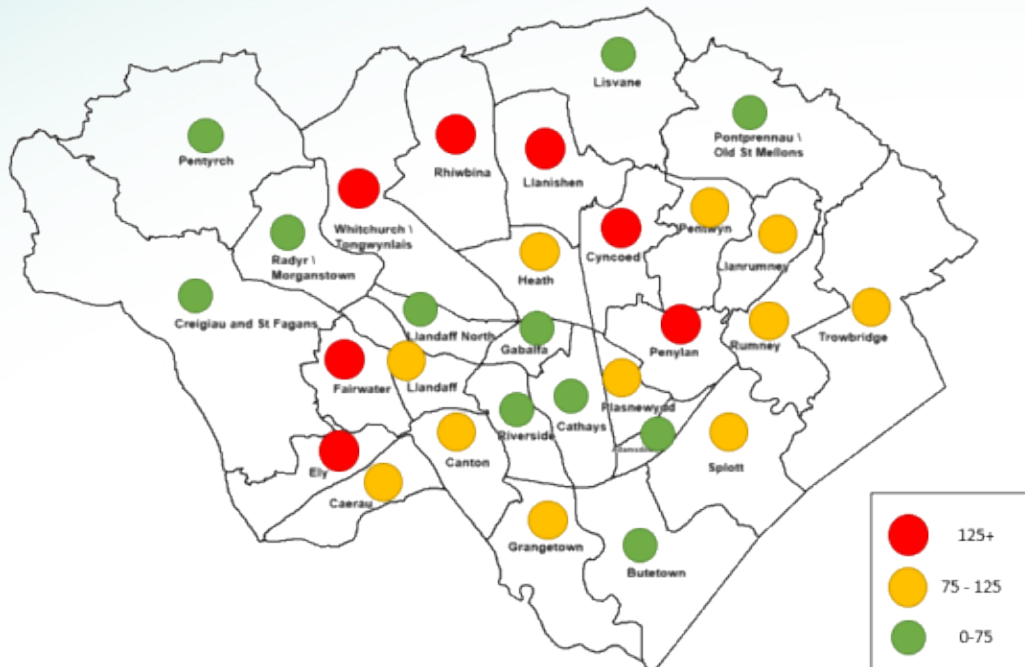
65% of clients are **80+**.
22% of clients are **90+**



37%
Male

63%
Female

The highest number of clients live in Llanishen, Ely Whitchurch and Rhiwbina.



In 2020/21 ethnicity was not recorded for **almost a third of all clients.**

Where ethnicity was recorded - **95%** of clients are white, this compares to **94%** of the **+65** Cardiff population (according to the 2018 population estimate)

We will improve our recording of ethnicity and seek to better understand the impact of our services on different cultures

