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## **SOCIAL SERVICES STATEMENT**

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### **ADULT SERVICES**

#### **Hospital Discharge**

You will have seen from reports in the media the significant pressure on hospitals currently and the national issue of delayed discharge. We are working with Cardiff & Vale University Health Board to deal with the level of demand and the unprecedented complexity of needs among patients in the hospital. I am pleased to say that the availability of both domiciliary care and residential placements is good in Cardiff and although we remain concerned about the ongoing stability of the care market, and issues with recruitment and retention remain, at present there is care available for citizens who need it. It can take time however to assess individuals and ensure the right package of care is in place. We have therefore worked with the University Health Board to develop a number of schemes to facilitate discharge.

#### ***Discharge to Recover and Assess – Rapid Domiciliary Care Service***

This scheme allows individuals to leave hospital with an interim care package and to have their ongoing care needs assessed in their own home after a period of recovery. 24 discharges have already been assisted through this scheme and we hope to expand this further shortly.

#### ***Discharge to Assess – Residential Placements***

For those individuals with higher needs, a short-term placement in a care home can be arranged while their long-term needs are assessed, and a permanent care arrangement put in place either in their own home or in a residential setting. 11 patients have already moved into these residential beds, and we hope to facilitate 20 discharges a month when at full capacity.

#### ***Residential Reablement Unit***

We have also supported the University Health Board to commission 20 short-term beds in a local care home to provide rehabilitation and reablement for individuals who need to receive therapeutic/reablement support, such as physiotherapy, before returning home. This service launched on 9 January 2023 and the focus will be on a return home to full independence. Initially, 8 beds have come onstream with a further 12 becoming available next month.

The Adult Services Team is working closely with all care providers to keep services flowing and we are grateful to both our social workers and our commissioned care providers for all their hard work, both in supporting hospital discharge and in providing ongoing care and support in the community in what continue to be very challenging times.

## **Ty Canna Volunteers**

Ty Canna volunteers, CREW (Cardiff Recover Enabling Wellbeing), won the Volunteer Group of the Year Award at the C3SC (Cardiff Third Sector Council) Cardiff Volunteer Awards 2022 that were held on 17 November 2022. The Mental Health Day Service at Ty Canna is very fortunate to have 30 individuals with lived experience of mental health volunteering in their service. The volunteers undertake a variety of roles ranging from administrative tasks in the office to running online groups such as quizzes. Regular training is held for the volunteers, which consists of policies for confidentiality, maintaining boundaries and using a person-centred approach. Some volunteers will have the opportunity to be assessed in the workplace as part of a Diploma in Health and Social Care and may move on to a career in social care. Nine volunteers have completed this training through our Training Department and Cardiff and Vale College in the last few years. Ty Canna has also recently appointed two Peer Mental Health Outreach Workers to the team who were previously volunteering at Ty Canna. It is very motivational for other individuals in the service to see the progression that is available. It is great to have the hard work of these volunteers being recognised and the award is very well-deserved.

## **Santa's Grotto at Ty Canna**

Over the festive period, Ty Canna hosted a Santa's Grotto for the children of individuals who receive a service. This annual family event has been unable to run for two years due to Covid-19, so it was great to be able to hold this event once again. Twenty families received gifts and outreach workers dressed up as Father and Mother Christmas and elves. Fantastic feedback was received from all who attended the event, children and parents, with one child saying it was the "best Christmas ever".

## **Older Persons Day Services**

I had the pleasure of visiting the Minehead Road Care Hub and Fairwater Day Centre and was able to join staff and service users to celebrate the festivities over the Christmas period. I was very impressed with the various activities that take place in the Care Hub to support the services users both physically and emotionally. During my visit, we enjoyed performances from the artists at MusiCare, an organisation that are committed to helping people live well with dementia, which was appreciated by all. Service users got into the Christmas spirit, singing karaoke and getting up to dance. They also shared their love of music with me while we sang Christmas carols together. Our Day Services provide essential breaks for unpaid carers and provide life-changing support to our most vulnerable citizens to stay connected to others in their community.

## **Extension of Time for Respite Consultation**

I am pleased to report that our Caring for Carers consultation will be extended until the end of this month. The consultation exercise is aimed at unpaid carers and organisations that provide or signpost to respite services. We are hoping to learn more about the lives of unpaid carers and their needs, and what options are available in Cardiff for them to take a break from their caring responsibilities. The survey can be completed online at: <https://www.cardiff.gov.uk/carerssurvey> or paper copies are available in Hubs and GP surgeries. If anybody requires a paper copy sent directly to them, they can contact the Age Friendly Cardiff Team at: [agefriendly@cardiff.gov.uk](mailto:agefriendly@cardiff.gov.uk)

## **Digital Home Care**

In December 2022, the Council's Home Care service initiated their digitalisation plan with the distribution of tablets to all Home Carers and training on a new electronic call monitoring system. These changes will bring several benefits, allowing more effective communication between care professionals, increasing strength-based focus for service users, more effective monitoring of reablement goals and will result in better outcomes for the service user. The tablets that have been distributed to staff will provide non-office-based staff in the service with easier access to council systems, ongoing training and more effective support. In addition, Peoplesafe lone working devices are now in use across the whole of the home care service, supporting the lone working policy and reducing potential risks to carers in the community.

## **Locality Working**

After a successful pilot, locality working in Cardiff is to be extended. The pilot in the Southwest GP cluster involved representatives from Health, the Third Sector and the Independent Living Service forming a multi-disciplinary team to help citizens find the solutions they need for independent living and help reduce unnecessary GP visits. This locality approach has now been extended to the Southeast GP Cluster, with the aim to further expand this successful approach across the city. Feedback so far from the new cluster has been positive and several patients have been successfully supported through a mixture of health and community interventions.

## **Visits to Mental Health Services**

Over the last month, I have visited a number of services in Cardiff that support people with their mental health:

- **Headroom**

I was able to visit Headroom, an NHS service working in partnership with Barnardo's to support 14-25 year olds, who have experienced an episode of psychosis. Headroom is a dedicated service that enables staff to work in a therapeutic way that is more intense than can be provided in the general Community Mental Health Teams. Current research shows there are better short- and long-term outcomes for people if they have access to a specialist psychosis service. The team takes a holistic approach, working with families therapeutically and supporting people to get into or back to work. It was clear from our discussion that there are real benefits to having a Social Worker from the Local Authority in the team and that all team members from differing disciplines bring their own expertise.

- **Community Mental Health Team**

Gabalfa Community Mental Health Team covers the Northwest of Cardiff. The service works with people who are open to secondary care and have high level needs. It was clear that the team work extremely hard to manage a variety of work including their own caseloads, alongside responding to urgent and emergency referrals from GPs and dealing with crisis for citizens already under the duty of care of the team. During the visit, I was told that the volume of work has increased since Covid and this has been amplified with staff shortages and the inability to recruit into roles. The visit with the team was very informative and I learnt a lot about the role of the team within the community.

- **Mental Health Services for Older People**

I also visited the Mental Health Services for Older People. This is an integrated service with a variety of professionals under one roof, including social workers, mental health nurses, psychiatrists/psychologists, and allied professionals. During the visit I discussed the positives of integrated practice and the excellent collaboration between Health and Social Services. The model used in the service reflects joint initiatives to gain the best outcome for our service users and carers.

## **CHILDREN'S SERVICES**

### **Safeguarding Recognition Awards**

Staff from Children's Services, along with colleagues from Housing and Cardiff & Vale University Health Board, were highly commended runners-up in the 'Exceptional commitment to the safeguarding of children' category at the Cardiff & Vale Regional Safeguarding Board's Safeguarding Recognition Awards event that was held on 18 November 2022 at the end of National Safeguarding Week. The team put together a bespoke placement for a child who had been at the University Hospital of Wales for a prolonged period of time due to emotional stress and because their needs were so complex that there were difficulties in identifying a placement for them. A suitable property was identified and within five weeks it was brought up to an appropriate standard for the young person to move in. The young person's move was a success, and they have since moved on to a registered placement.

### **Bright Sparks Awards 2022**

The annual Bright Sparks Awards were held at City Hall on 16 December 2022 and were held face-to-face for the first time since the onset of the Covid-19 pandemic. These awards were designed by young people and are a wonderful opportunity to recognise the achievements of our care experienced young people during the year. More than 200 people, including children, young people and their families, attended the awards alongside members of Cardiff City Football Club. A variety of performances were given by children and young people, including piano performances, singing and poetry reading. Videos were also shown of young people's work and visit to a local farm. I would like to extend my sincere thanks to the young people and staff who all contributed to making this such a heart-warming occasion.

### **Christmas Present Campaign**

The Christmas Present campaign was, once again, a huge success. Donations were received from many organisations, including our regular partner, the Mr X Organisation, along with United Welsh Housing Association, local Cadets groups and councillors. A wide assortment of gifts was collected for children of all ages and a team of staff from Children's Services worked around the clock in their own time to make sure that all children had appropriate gifts. I was pleased to join the team and contribute to preparing the gifts and handing them out to the social workers who came to collect them. I would like to extend a heartfelt thank you to everyone who so generously supported the campaign and I hope that this helped the families involved to have a very special Christmas.

## **Foster Wales Winter Event**

The Foster Wales Winter Event was held at City Hall last month and provided a valuable opportunity to celebrate and thank our carers for all their hard work during last year. The foster carers enjoyed the opportunity to mix with fellow foster carers and unwind after the challenges of 2022. Over 160 children, foster carers and team members attended and took part in a range of activities including a live circus, play workshop, making arts and crafts, face painting and a special appearance from children's author, Jo Lindley, who read her books to the children. The night ended with gifts for all the children and carers that attended.

## **Cardiff Family Advice & Support**

I am pleased to say that eight new members of staff have recently been recruited to the Family Gateway, which will help deal with the increasing demand on the service. The team continues to work hard to support families throughout the city and this recruitment will ensure that help can be provided to more households throughout Cardiff.

The average intervention period for Family Help Teams has increased to 16 weeks due to the complexity of the issues that families are currently facing; however, 93% of families showed evidence of positive distance travelled, reflecting the great assistance that the team is continuing to provide.

The Family Help Disability Team has recently experienced a reduction in referrals, which has enabled the waiting time to be reduced by a third to six weeks. 100% of families who were supported showed evidence of positive distance travelled, which is a result of the brilliant work of the team.

## **Cardiff Parenting**

Educational Psychologists from the Cardiff Parenting Team gave a presentation at the Association for Infant Mental Health (AiMH) national conference that was held on 24 November 2022. The presentation about how the service uses Video Interaction Guidance in home-based community psychology-led work with parents was well-received and seen as ground-breaking. The compliments received reflect the qualified and knowledgeable staff of Cardiff Parenting.

Throughout December 2022, over 350 parents and 700 children attended the stay and play sessions held by Cardiff Parenting. The sessions were offered in community venues, hostels and bridging accommodation and provided an opportunity for parents to play with their children in a safe and friendly setting.

In addition, in the lead up to Christmas, the Cardiff Parenting Team was able to provide gifts to families from non-council partners, including tickets to the pantomime at the New Theatre and ice skating at Winter Wonderland, as well as toys provided by Hasbro and Save the Children. Families were incredibly grateful for the gifts and support around the festive period.

## **Parenting Programmes**

In December 2022, 128 parents completed the parenting programme, bringing the total number completing the course since April 2022 to 623 parents, benefitting 900 children. The formal parenting programme aims to help improve parenting confidence and skills, strengthen relationships and nurture wellbeing and resilience which in turn can help parents raise healthy children. In response to the financial pressures on families this winter, at the end of all group parenting programmes, the service has been running the Money Advice Service – *Talk Learn Do* session. The session provides advice on budgeting and saving and has been seen as a welcome inclusion during these difficult financial times.

## **Childcare Offer**

The National Digital Service for the Childcare Offer launched this month with families whose children become eligible from January 2023 able to apply using the new Digital Service. To date, 407 applications have been received and, of these, 347 have been approved. The Childcare Offer Team continues to target and chase settings across Cardiff that are yet to sign up to the scheme. Since its roll out across Cardiff, 219 childcare settings are now registered. I am pleased to say that the Childcare Offer's eligibility criteria were expanded in September 2022 to now provide vital support to parents attending Higher or Further Education courses. To date, 46 parents are being supported with funding via the Childcare Offer.

**Councillors Norma Mackie & Ash Lister**  
**Cabinet Members for Social Services (Job Share)**  
**20 January 2023**