

**COUNCIL: 18 MARCH 2021**

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**SOCIAL CARE, HEALTH & WELL-BEING STATEMENT**

**AGENDA ITEM:**

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**Digital Events**

Community Engagement Officers from Independent Living Services (ILS) have worked with 27 groups in the city to develop digital platforms and helped citizens to engage with these by providing IT support and advice.

The Cardiff Sporting Memories group has moved online. The group has been supported by Community Inclusion officers based in Community Hubs to undertake a joint challenge. The group decided that they would walk from Lands' End to John O'Groats without leaving their homes, a distance of 603 miles. The Community Inclusion Officers gifted pedometers to all members of the group and Community Engagement Officers provided support to set the devices up. Between them, the group have completed about 451 miles so far. This has provided the group with a shared goal and ensured that they have been keeping active at home.

Following the success of the Christmas festival, the 50+ Active Body Healthy Mind Virtual Spring Festival will be held online during the week commencing 22 March 2021. Organised by ILS, the festival aims to help older people stay active, connected and healthy at home. Three days of digital events will take place, offering a range of engaging activities on each day, such as low-impact exercise, art and crafts, gardening, creative writing, mindfulness, cook-alongs, singing, raffles and more.

**Independent Living Services**

Demand on the First Point of Contact (FPOC) service remains high, especially during lockdown periods where the needs of citizens escalate for information, advice, and assistance. The FPOC service continues to work effectively from home and, to date, 43,842 calls have been dealt with by the FPOC, which is a 10% increase on the same period last year. 87% of referrals were able to be dealt with by the FPOC without onward referral to Social Care.

The FPOC Hospitals Team, known as the 'Pink Army', has extended their service provision and now provide support across four sites: University Hospital Llandough (UHL), St David's Hospital, University Hospital Wales (UHW) now including the Emergency Unit and the new Covid-19 'surge' hospital at the UHW Lakeside Wing. The number of patients seen has increased with the expansion of services by about 34% compared to last year's figures. The Pink Army continues to support safe hospital discharge and help reduce blocked beds in hospitals, which has been vital throughout this period.

The Joint Equipment Store continues to deliver its critical (same/next working day) services for both Social Care and Health. The critical working model has supported timely hospital discharges, prevented hospital admissions and prevented breakdown in care services. To date, 482 critical service deliveries have been made which is an increase of 70% on last year.

### **Dementia Friendly City**

A person-centred toolkit, 'Read About Me', has been distributed to Cardiff care homes. The toolkit has been developed by Cardiff & Vale University Health Board and promotes continuity of care for people with dementia or cognitive impairment throughout their journey and can make a significant difference to the experience of vulnerable people during hospital stays.

Cardiff Council staff have also continued to undertake Dementia Friends training to develop their awareness of the disease and to make a commitment to Dementia Friendly Action. Currently, 3,172 Council staff have completed the training as we work towards an Age Friendly Cardiff.

### **Locality Services**

The Older Peoples Teams across community and hospital settings have continued to prioritise the care and support needs of vulnerable people in Cardiff. Work has been undertaken throughout the last 12 months with ILS to ensure that citizens at risk of loneliness and isolation have received support from colleagues across the service.

Hospital social care staff have remained working in the acute hospitals to maintain flow to ensure that citizens are discharged safely and appropriately. Being able to meet virtually has been revolutionary in improving communication and building relationships with Health colleagues.

The Single Point of Access to hospital discharge has developed and further work is being undertaken to enhance this service, bringing in all of the benefits of collaborative working across Social Care and colleagues in ILS. Workable respite arrangements have also been put in place to provide support to carers where required.

The closure of a residential care home in February 2021 was managed with great commitment and care by a range of teams, including Social Workers, Home Care staff and colleagues across the Council. This was a challenging piece of work, but our clients were supported and careful decisions were made with them and with families about their future accommodation. The Social Care teams were encouraged by the warmth and support from other directorates at a very challenging time.

### **Mental Health Services**

Adult Community Mental Health Teams have remained open and have continued to operate throughout the pandemic, delivering secondary mental health care across Cardiff. After an initial drop in referral rates following the first lockdown, referral rates have steadily returned to pre-lockdown levels.

The Emergency Duty Team's operating model has remained unchanged in these challenging times, providing a timely response and ensuring that citizens across Cardiff are safeguarded outside of normal office hours.

After a temporary suspension of their service whilst awaiting government guidelines, the Deprivation of Liberty Safeguarding team has continued to discharge their duties through virtual assessments.

The Approved Mental Health Professional service has remained operational throughout the last 12 months, ensuring a timely response to those citizens in Cardiff in need of acute care. Mental Health Support for Older People and the Community Alcohol and Drug Team have continued to operate on an agile basis, safeguarding the individuals they work with and facilitating hospital discharges.

The Ty Canna Day Service has adapted its model as a result of the pandemic providing 20 online groups per week to a wide range of individuals and has continued to offer practical one-to-one support within Covid-19 guidelines to individuals involved in their service.

### **Learning Disabilities**

The Learning Disabilities Team has continued to have full contact with individuals and families utilising digital functions, as well as face-to-face support where needed throughout the Covid-19 period, ensuring that support has been maintained. Staff have developed expertise in assisting people to understand the risks of Covid-19 to support them to maintain their own safety.

Positive relationships with providers have been maintained and multi-agency work has ensured that complex day services have been able to open to provide support. The Learning Disabilities Team has worked with providers to research digital offers to continue to support people they work with, such as Innovate Trust's Insight App, which offers a huge range of daily online activities.

There has been significant work to assist people in crisis to access appropriate accommodation, including the development of isolation accommodation to support complex hospital discharge. The Supported Living Team has maintained close support with our accommodation providers to ensure the safety of our tenants.

### **Adult Safeguarding**

During 2020/21, Adult Safeguarding has seen significant developments across the service to meet the changing needs of the people of Cardiff during the Covid-19 pandemic and wider strategic and regulatory changes. Some of the highlights are:

- Roll-out of the Wales Safeguarding Procedures across the Local Authority area.
- Introduction and development of an interface between the FPOC Team and Adult Safeguarding.
- Strengthening of joint working arrangements between Adult Safeguarding and Social Work, Health and Commissioning based services.
- Strategic placement of services within the Community Safety Partnership structure.
- Ongoing development of pathways relating to Adult Safeguarding and Refugee and Asylum Seekers.

- Linking in with services relating to extremism.
- Improved duty functions within the team to provide more timely management of cases and early risk management approaches.
- Continuing to meet and exceed expectations of managing and supporting referrals, whilst working in a more agile way.
- Continuing to feed in to the Regional Safeguarding Board.

### **Commissioned Services**

Enhanced engagement with providers has been introduced to offer support and guidance in relation to the management of Covid-19. This has included the introduction of multi-agency supportive management meetings, fortnightly provider newsletters, weekly supportive meetings with domiciliary care and care home provider associations and wider virtual provider forums and webinars. The service has continued to undertake work with providers in respect of the recommissioning of domiciliary care by holding virtual test-and-learn sessions. The service has also worked with care home providers to start implementing a new dynamic approved provider list and new contract and serviced specifications.

### **PPE**

Cardiff Council has played a crucial role in ensuring the safety of citizens and staff throughout the Council and commissioned services. To date, 36 million articles of PPE have been provided, including gloves, masks, aprons, face coverings, hand sanitiser, anti-viral sprays and wipes. The Council has worked with Welsh Government and suppliers to ensure that demand has been met and continues to provide supply. The Council has also provided advice and support to services regarding the safe use of PPE, including donning and doffing advice, and advice around the safe use of 4-point PPE.

### **Staff Development and Training**

During the last year, the Council has funded the secondment of seven employees from Adult Services to the Social Work degree course.

The training team has transformed the way it delivers training across the sector by developing virtual training modules to replace the traditional face-to-face training that has been offered previously. The training team has organised 740 courses over the last 12 months across the region with an 80% attendance rate. Staff have continued to deliver face-to-face manual handling training governed by a strict risk assessment that required participants to wear full PPE at times during the training when physical distancing was not possible. In addition, the team continues to support domiciliary care providers to comply with registration requirements.

**Councillor Susan Elsmore**  
**Cabinet Member for Social Care, Health & Well-being**  
**11 March 2021**