



# CASSC

## Adult Services & Independent Living

Q1 Performance Report - October 2021

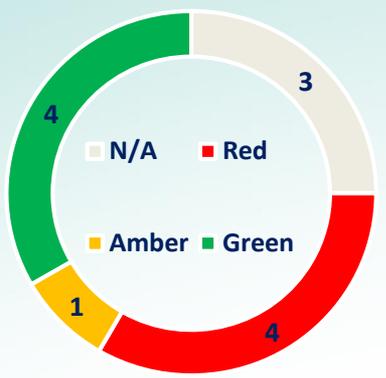


Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together

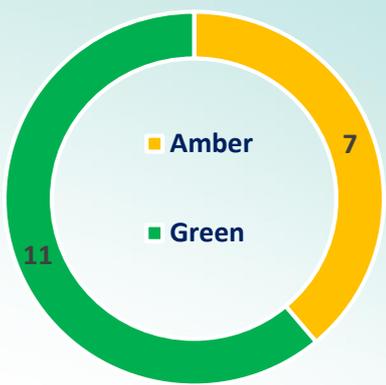


# Progress Against the Corporate Plan / Directorate Delivery Plan

### Corporate Plan Indicators



### Corporate Plan Commitments



### Directorate Delivery Plan Commitments



# Key Performance Indicators

**Wellbeing Objective - Cardiff is a great place to grow older**

**Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services**

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	84%	70% - 80%	<b>83%</b>
The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	93%	95%	<b>92%</b>
The number of people who accessed the Community Resource Team (CRT)	1,722	Full Year Target <b>2,000</b> Q1 Target <b>500</b>	<b>441</b>
The total hours of support provided by the Community Resource Team	42,341	Full Year Target <b>50,000</b> Q1 Target <b>12,500</b>	<b>10,842</b>
The number of people in residential care aged 65 or over per 10,000 population	76.6	No target but to reduce	<b>72.0</b>



Referrals to CRT are provided by the Single Point of Access Team. All referrals are triaged to determine the most appropriate pathway. The result in Q1 reflects the number of patients suitable for reablement following hospital discharge. Although the figure is below target for Q1 it is 13% higher than the same period in 2020/21.

The number of hours of support is in correlation with the number of referrals received. There has been a 15% increase in the hours of support provided compared with the same period in 2020/21.

# Key Performance Indicators

Wellbeing Objective – Cardiff is a great place to grow older

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	133	185	112
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	No Result	National Data collection suspension	Data Collection Suspended



# Progress

## Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Further develop our Independent living and aging well services by:</p> <ul style="list-style-type: none"> <li>• Training all frontline staff to fully embed the What Matters conversation within social work and support practice by March 2022;</li> <li>• Developing Local Community Well-being teams by bringing together Independent Living and Homecare services and delivering these on a locality basis by March 2022;</li> <li>• Continuing to work with the Cardiff &amp; Vale University Health Board to further integrate the multi-disciplinary approach to hospital discharge and community support by September 2021;</li> <li>• Empowering people to commission their own care and support through greater promotion of direct payments by September 2021;</li> <li>• Developing outcome-based indicators to support understanding of the human impact of the services being offered by June 2021.</li> <li>• Review Approach to Undertaking Carers Assessments.</li> </ul>	<ul style="list-style-type: none"> <li>• The community resource team 'as-is' understanding has been completed.</li> <li>• The review of SPA is underway. A new integrated manager is currently being recruited and following successful recruitment an action plan will be developed to evaluate and develop SPA long term.</li> <li>• Work has been completed to Map FPOC but the remainder of this work is dependent on the progress with SPA.</li> <li>• A proposal has been developed for the future arrangements for carers assessments and consultation is ongoing, work is being undertaken to understand the current establishment and budgets.</li> <li>• Academic review is planned to develop stronger best practise solutions to support people with dementia in partnership with health and universities across all front line and health services to develop key services. Funding has been agreed in Q1.</li> <li>• FPOC and ILS continue to offer information and advice regarding Direct Payments.</li> <li>• Training continues for all staff and the mentor groups continue to provide the support sessions that are vital to working within strength based social work. Work will continue to build on these networks to train more mentors and leaders.</li> <li>• Strength based working to be supported via appropriate recording system in new computer database Eclipse. Social work practitioners and allied staff members to participate in development of linking in with Quality and Audit lead. Outcomes framework and collection of data to come from this.</li> <li>• Development of further integrated working with Health colleagues is underway to deepen links. More opportunities for joint training is being explored, especially regarding legal issues in Mental Capacity Act framework and the implementation of Continuing Care process.</li> </ul>

# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Implement the first phase of the new way of delivering domiciliary care by November 2021 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy.</p>	<ul style="list-style-type: none"><li>• Draft Accreditation and Enrolment requirements have been developed and are awaiting sign off.</li><li>• Final draft of service specification completed.</li><li>• Draft ODR setting our Fee setting strategy has been completed. Awaiting Counsel advice before finalising for sign off.</li><li>• Overarching QA framework in development – linking in with regional work.</li><li>• Phased implementation plan reviewed and updated.</li></ul>



# Progress

## Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding older people's housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none"><li>• Working to build and refurbish community living schemes for older people including:<ul style="list-style-type: none"><li>- Completing design work on the Michaelston college site for our first proposed 'well-being' village, focused on older people but taking an intergenerational approach to place-making, by December 2021;</li><li>- Achieving planning permission for the new schemes at Bute Street and Canton Community Centre by June 2021;</li><li>- Commencing the new schemes on site at the Maelfa and in St. Mellons by November 2021;</li><li>- Fully establishing the Rehousing Solutions Team to provide tailored advice and support for older people and those with physical disabilities by June 2021.</li></ul></li><li>• Improving the current use of existing Community Living and Extra Care schemes including:<ul style="list-style-type: none"><li>- Reviewing the current allocation criteria for Community Living and Extra Care and developing a single waiting list by September 2021;</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Outstanding work is almost complete at Brentwood Court. Items like signage have been approved and are awaiting delivery and installation.</li><li>• External works at Broadlands House and Court are progressing well.</li><li>• Internal works have commenced at Poplar House. New office structure has been constructed and preparation work is ongoing.</li><li>• Detailed design for Worcester Court is progressing well.</li><li>• The communal building works at Heathmead has been completed.</li><li>• Pre-application consultation for both Bute Street and Riverside Community Living schemes has been completed and in fact have had planning application submitted.</li><li>• Initial consultation regarding the proposed Wellbeing Village at Michaelston College site has taken place, however more in-depth Ward Member consultation is still outstanding but a meeting with Councillors will take place early August.</li><li>• The majority of the recruitment for the Rehousing Solutions Team has been completed and staff have finalised their training. The new Occupational Therapy Assistant is waiting for a start date.</li><li>• A review of the adapted allocations process has almost been completed.</li><li>• A review into Older Persons Allocations is in progress and will include a review of current shortlisting and allocations arrangements for Community Living Schemes.</li><li>• A review into Extra Care arrangements is progressing well and on the team is on target to finalise the process and bring into waiting list by September 2021.</li></ul>

# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Work with partners to prevent hospital admissions and reduce the need for care by:</p> <ul style="list-style-type: none"><li>• Developing a clear approach to the use of innovative technological solutions which can help enable independent living, and;</li><li>• Ensuring that all care and support planning considers the possible use of supportive technology (March 2022)</li></ul>	<ul style="list-style-type: none"><li>• The Technology Enabled Care (TEC) Strategy group has been set up and held its initial meeting. A draft document is being developed to identify the aims of the group and it is proposed this will be shared with Councillors in July.</li><li>• Multiple options are being put together to review possible direction utilising nationally available digital platforms and more locally based options, with opportunities being explored to review the work happening in Carmarthen and Newport as two of these possible opportunities.</li></ul>

# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Reduce the number of people accessing acute, residential or nursing care across Cardiff by reviewing the approach to reablement services by March 2022, ensuring that a full range of support is available to ensure that all older people are able to live the best lives they can and stay safe in their own homes.</p>	<ul style="list-style-type: none"><li>• The Occupational Therapy review team is in place, established and working well, providing both proactive and reactive reviews. There is also a hospital review team working with SPA to right-size care upon discharge. This support enables a speedy discharge from hospital allowing the package of care to be reviewed within 5 days of discharge, to ensure it is appropriate and meets the needs of the individual.</li><li>• So far this financial year (Q1), the review team have identified £128,664 of actual savings across hospital and community.</li><li>• We have reviewed patterns in residential care over the last 3 years and in nursing home care as part of the Adult Services Strategy research.</li></ul>



# Key Performance Indicators

Wellbeing Objective - Cardiff is a great place to grow older  
 Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	N/A	85%	No result – services to restart in July
The percentage of Council staff completing Dementia Friends training	52%	85%	56%
The number of businesses pledging their commitment to work towards becoming Dementia Friendly	20	Full year Target <b>40</b> Q1 Target <b>10</b>	5
The number of digital Dementia Friendly City events held	558	Full Year Target <b>600</b> Q1 Target <b>150</b>	183



Although the result of **56%** is below target, it is **5%** higher than the result in Q4 2020/21.  
**5** new businesses have signed up to become Dementia Friendly in Q1 despite the unprecedented issues experienced by businesses during the Covid -19 pandemic

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>Support older people to age well by reducing social isolation, addressing access to local communities, identifying new ways to promote engagement in local communities and working together to prevent abuse by:</p> <ul style="list-style-type: none"><li>•Developing relationships between community groups, third sector organisations and businesses to enhance opportunities for older people to remain involved in their local communities, by providing both voluntary and employment opportunities;</li><li>•Utilising technology to promote inclusion and reduce social isolation, especially whilst social distancing is in place, including access to support services remotely to promote health and independence;</li><li>• Promoting opportunities for older people to engage directly with younger people to develop skills, share experiences and build friendships.</li></ul>	<ul style="list-style-type: none"><li>• Through our “what matters” conversations across all teams, ILS look to actively identify and encourage participation in communities through activities and events local and of interest to the citizens. Our community engagement team actively engage across local communities to promote engagement and participation, and support new groups to enhance membership.</li><li>• Pilot Pen Pal scheme linking schools with care homes launched in May during Dementia Action Week. Initial evaluation is evidencing very positive outcomes as relationships are developing between the older and younger people.</li><li>• Preparatory work is ongoing and the intergenerational event is scheduled for Q3. A summer Active Body Healthy Mind festival will take place over 3 days in July following a summer theme.</li><li>• Review of the current Day Centre Model and consider options that operate in a way that supports better aging and reduces social isolation.</li><li>• Work with colleagues in Hubs and libraries to find a new way of working to develop day centre services.</li><li>• E-reader loan scheme launched in June with pre-loaded Kobo E-readers being made available to customers to expand the availability of E-books to customers including older people. Housebound specific E-readers will launch early in quarter 2 with training for customers to ensure that any digital exclusion concerns are resolved.</li></ul>

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>As a Dementia Friendly City, support those affected to contribute to, and participate in, the life of their community by:</p> <ul style="list-style-type: none"><li>• Undertaking Dementia Friends training across the Authority with the aim of full compliance amongst Council staff by March 2022;22</li><li>• Developing a school engagement programme to encourage more inter-generational activities and events;</li><li>• Encouraging businesses to become Dementia Friendly by delivering the Council’s awareness and engagement programme;</li><li>• Delivering dementia friendly events – both digital and face-to-face – when restrictions allow;</li><li>• Supporting the Dementia Friendly Cardiff Community to continue to deliver positive outcomes for people living with dementia within Cardiff.</li></ul>	<ul style="list-style-type: none"><li>• Dementia Action Week took place during May. Activities included working with Alzheimer’s Society to support the Denim for Dementia campaign in conjunction with the Lord Mayor.</li><li>• Council Staff working from home were able to still get involved by using a specially created Denim backdrop for the digital meetings that took place during the Week.</li><li>• Independent Living service held an online Dementia Friends talk to raise awareness of services and information available including Reading Well for Dementia Books on Prescription.</li><li>• The website was amended to include an EOI for Businesses. Compliance reports were submitted to Directorates to chase up completion of the Dementia Friends Module.</li></ul>

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>Work to become an Age-Friendly City by identifying opportunities for people to be integrated in their local communities by:</p> <ul style="list-style-type: none"><li>• Supporting older people to live independently and be connected to their home and community, with the aim of reducing the possibility of loneliness and isolation;</li><li>• Engaging with communities to develop volunteer and income-generating opportunities and appropriate educational and training programmes;</li><li>• Providing housing that is safe and adaptable to personal preferences and changing capacities;</li><li>• Engaging with older people to provide opportunities for their active participation in the formulation and implementation of policies that directly affect their well-being.</li></ul>	<ul style="list-style-type: none"><li>• Work has taken place to complete Draft Cardiff '<i>Working Towards an Age Friendly City</i>'.</li><li>• Action plan for consideration by Cabinet member and stakeholders. Initial next steps regarding review and consultation to be considered shortly. Plan has been submitted to Commission for initial opinion.</li></ul>



# Progress

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Deliver excellent outcomes for individuals, families and communities through the continued embedding of strengths-based practice and Signs of Safety in our frontline social work and preventative teams by:</p> <ul style="list-style-type: none"><li>• Developing and implementing a new structure for the Social Care Training Unit that best meets the needs of the service area and that meets its staff training and development requirements;</li><li>• Reviewing the arrangements for delivering outcome-focused/strengths-based training to maximise participation and strengthen impact on practice;</li><li>• Embedding peer audit review processes throughout Adult Services, supported by Quality Assurance panels and champions within the service.</li></ul>	<ul style="list-style-type: none"><li>• New structure developed and presented to PCSMT for review.</li><li>• Awaiting Feedback from Children’s Services before finalising structure in readiness for confidential consultation with TUs and JE process.</li><li>• Training Needs analysis undertaken with teams across Adult and Children’s Services and wider social care sector which has informed the commissioning of training for the current year.</li><li>• Collaborative Communications training held with attendance from EDT, Safeguarding, Commissioning and LD ISL and Day Services.</li><li>• Meeting with Trainers to review approach to rolling out future Collaborative Communication trainings and train the trainer approach will be undertaken.</li><li>• 25 mentors have been identified and a support session held with links to the national network of mentors for training. Plans are in place for regular mentor support groups to be held.</li></ul>

# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Complete the move to locality working for all adult social services by 2023, aligning with primary, community and third sector services, with Phase 1 completed by September 2021, to include:</p> <ul style="list-style-type: none"><li>• Providing easily accessible locations for partners to meet throughout the city;</li><li>• Expanding and diversifying expertise, sharing best practice across the community and hospitals by transitioning adult older people's social care into locality practice;</li><li>• Developing closer relationships with domiciliary care providers, starting with recommissioning;</li><li>• Developing working relationships and practices with the six health clusters.</li></ul>	<ul style="list-style-type: none"><li>• Domiciliary Care Service Specification finalised - awaiting sign off as part of a suite of commissioning documents that will need formal agreement by the DSS.</li><li>• ODR setting out the required decision along with all the supporting documents is in development and is expected to be signed off early in Q2.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Develop a new Adult Services Strategy by autumn 2021 with the aims for delivery identified as:</p> <ul style="list-style-type: none"><li>• Developing a whole-system approach for improving and monitoring performance;</li><li>• Embedding a rights-based approach into everything we do;</li><li>• Ensuring that the systems in place are suitable to meet the outcomes identified and provide a platform for change where they are not.</li></ul>	<ul style="list-style-type: none"><li>• Framework for the strategy has now been agreed with main chapters focussing on Starting Well (transitions) Living Well and Ageing Well in line with the Regional Partnership Board's themes.</li><li>• Research into the National and Local Strategic context has been completed . Headline health data has been examined and infographics produced displaying both National and Local health needs.</li><li>• Outcomes from consultation and engagement events have been examined and the results of a survey sent to individuals in receipt of care and support and carers have been analysed.</li><li>• Chapters regarding Starting Well (transitions) Living Well and Ageing Well are all in development.</li><li>• The regional integrated health and social care partnership team are supporting the development of the new RPB model.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Implement the Cardiff and Vale Regional Partnership Board's transformational proposals for 'A Healthier Wales' to promote productive partnerships and to further develop preventative services and resilient communities, so that people remain independent and connected for as long as possible.</p>	<ul style="list-style-type: none"><li>• The SPA is currently being mapped, we have secured funding for an integrated manager, we will set up a Service Development plan to determine what we need to do next.</li><li>• Work has taken place to complete Draft Cardiff '<i>Working Towards and Age Friendly City</i>' Action plan for consideration by Cabinet member and stakeholders. Initial next steps regarding review and consultation to be considered shortly. Plan has been submitted to Commission for initial opinion.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Assist people with disabilities and mental health issues to be more independent by</p> <ul style="list-style-type: none"><li>• Embedding an all-age disability approach by October 2021</li><li>• Working with partners to deliver the refreshed crisis care concordat, meeting the needs of those who may not require secondary services and reviewing services to ensure that they are fit for purpose to meet a range of needs of the population moving forward</li><li>• Reducing the number of people in crisis and acute admissions by using preventative measures.</li></ul>	<ul style="list-style-type: none"><li>• First meeting of the Regional Crisis Concordat held in June with C&amp;V Crisis Care Concordat Data Subgroup due to meet 13/07/21.</li><li>• Workstreams are being developed as part of the Regional Crisis Concordat which includes all stakeholders. Task and finish subgroup is being put together to review current data held to understand more about who and how many are accessing MH services and support and where etc; This will then influence decisions and discussions within the September meeting to identify suitable locations for a crisis café/sanctuary.</li><li>• Needs Assessment is currently underway. Alder Advice are undertaking this work in partnership with Cardiff Council. Alder Advice are gathering appropriate data, meeting with stakeholders and considering innovative approaches utilised within other local authorities. This has been slightly delayed due to capacity issues within the performance team.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Undertake a review of commissioned services, including a full review of commissioned activities, throughout 2021 to include:</p> <ul style="list-style-type: none"><li>• Direct Payments (Adults and Children's);</li><li>• Domiciliary Care Contract.</li></ul>	<ul style="list-style-type: none"><li>• Initial scoping work for the Direct Payment Review has been completed.</li><li>• Project Group for the Review of Direct has been set up. Roles and responsibilities across the directorate to be agreed in the first meeting. Project Group to meet regularly (every 3 weeks currently proposed).</li><li>• Documents for the new Domiciliary Care APL currently being finalised and will be completed by the time the APL goes live at the end of July 2021.</li><li>• Institute of Public Health (IPC) completed and analysing the data and feedback received by the Care Home and Domiciliary Care Sector regarding sustainability. Next steps will include 121 interviews prior to the findings being finalised.</li><li>• Awaiting update from the Regional Commissioning Team who are leading on the development of a joint Quality Assurance Framework for Care Homes. This has been escalated as required. Cardiff working group to be set up with Providers over the next quarter to ensure how this Framework is implemented is collaborative.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Ensure children and adults are Safeguarded from abuse or neglect or the risk of it by:</p> <ul style="list-style-type: none"><li>• Implementing the Exploitation Strategy to encompass new and emerging themes of child and adult exploitation (March 2022)</li><li>• Completing the corporate safeguarding self-evaluations (March 2022)</li><li>• Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received</li><li>• Undertake a review of Adult Safeguarding</li><li>• Development of action plan</li></ul>	<ul style="list-style-type: none"><li>• The Adult Safeguarding Action Plan, CIW Targeted Inspection (2020), Internal Audit Report (2020) and External Review of Service (2021) have been reviewed with outcomes/learning translated into a Service Improvement Plan which is being delivered in stages through the 2021/2022 financial year.</li><li>• The Adult Safeguarding Practice Guidance is being developed in three stages with the first two being issued within the team for first stage consultation. Measures in the guidance form the basis of ongoing Quality Assurance including KPI's and Audit base. The practice guide also reflects the format of the upcoming Eclipse database and is fully in line with the Wales Safeguarding Procedures (2019).</li><li>• Adult Safeguarding has started a regular cycle of self and peer audit within the team and agreed the format of ongoing QA within the service area including use of KPI's and internal audit. There is a proposed further inspection of the service in early 2022 (Jan-Apr) via a commissioned/independent auditor.</li><li>• There is ongoing development work to deliver parts of the Exploitation Strategy via joint working arrangements with Police, Health, Children's Services and other service areas.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop and embed quality assurance frameworks considering:</p> <ul style="list-style-type: none"><li>• Review and development of Policies, procedures and pathways</li><li>• Training and development</li><li>• Induction and supervision</li><li>• Complaints and Compliments</li><li>• Quality auditing and review processes</li></ul>	<ul style="list-style-type: none"><li>• Quality assurance framework has been drafted.</li><li>• QA Manager working with Policy Manager to identify policies that are still required to support the QA framework.</li><li>• QA Manager and Training department work together to ensure that QA and Strengths Based Practice is linked up with AS workforces' training requirements.</li><li>• Compliments and good practice will be tracked and recorded through the QA learning audit process e.g. service user, provider feedback. Designated slots for practitioners across AS to talk about their positive outcomes and achievements have been introduced to the monthly QA panels. Working arrangements with the complaints team need to be established further as part of the restructure.</li><li>• The first Learning audit run took place in June 21 involving all AS assessment teams. Completed learning audits will be analysed to identify patterns, good practice and areas for improvement using a Strengths Based approach. Adult Safeguarding and the QA manager are working closely together to establish the new safeguarding learning audit process.</li><li>• A new supervision policy and supporting documents linked to Strengths Based and QA was introduced across AS in April 21. A comprehensive review is due by the end of July 21. Initial feedback indicates that a variety of supervision forms is required meeting the specific requirements of service areas.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Data, Performance and Budgets:</p> <ul style="list-style-type: none"><li>• Utilisation of data to support understanding of services</li><li>• Development of KPI's</li></ul>	<ul style="list-style-type: none"><li>• To inform the new Adult Services Strategy, data has been sent to the strategy team for previous 3 years but now more in depth data has been requested.</li><li>• All Adult Services dashboards have been completed and are running weekly with the exception of LD which is built but awaiting OM sign off.</li><li>• Budget data is in progress of being added to individual dashboards. 2 completed so far. Overall budget dashboard is complete and running monthly in the meantime.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2022 which replaces the current Deprivation of Liberty Safeguards (DOLS) to implement a new system for authorising deprivations of liberty in care.</p>	<ul style="list-style-type: none"><li>• Draft Code of Practise has been received and work undertaken to progress the workstreams have been commenced. 4 main workstreams have been identified:<ul style="list-style-type: none"><li>- 16-17 yr olds</li><li>- Core data sets/reporting</li><li>- Transition</li><li>- Workforce planning</li></ul></li><li>• The briefing paper has been completed and will be shared with SMT in Q2 for feedback and approval</li><li>• Funding has been agreed in partnership with the Vale of Glamorgan Council from Welsh Government to support clearing the backlog of DoLS cases prior to introduction of LPS.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>Implement Emergency Duty improvement plan by March 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale</li></ul>	<ul style="list-style-type: none"><li>Review of current staffing levels have been undertaken and proposals have been shared with SMT.</li><li>TOR has been agreed with Vale of Glamorgan Council and action plan and plan priorities have been set awaiting final approval to undertake the requirements of the project</li></ul>



# Progress

## Wellbeing Objective - Modernising and integrating our public services

### Developing a comprehensive programme of organisational recovery and renewal

Commitment	Update
<p>Develop a comprehensive programme of organisational recovery and renewal focused on:</p> <ul style="list-style-type: none"><li>• Embedding new locality delivery models in key community services</li></ul>	<ul style="list-style-type: none"><li>• Domiciliary Care Service Specification finalised - awaiting sign off as part of a suite of commissioning documents that will need formal agreement by the DSS.</li><li>• ODR setting out the required decision along with all the supporting documents is in development and is expected to be signed off early in Q2.</li></ul>



# Progress

## Wellbeing Objective - Modernising and integrating our public services Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>• Ensure appropriate support to promote timely and effective restructuring of service areas and recruitment to vacancies</li><li>• Gain a better understanding of why Social Workers leave the service and take action to strengthen retention.</li><li>• Strengthen the role of Adult Services Ambassadors to ensure they are able to appropriately represent the views of team members.</li><li>• Gain a better understanding of staff satisfaction.</li><li>• Undertake a restructure of Adult Services to ensure that the operational structure is fit for purpose to meet the needs and achieve the agreed outcomes of service users.</li></ul>	<ul style="list-style-type: none"><li>• Workforce action plan developed and shared with all OMs for action</li><li>• Emailed all OMs for ambassador representations from each team. Positive feedback and contribution from teams, nearly all have a representative. Advised Ambassador Group re-start due September.</li><li>• Communications team are on the agenda bi-monthly. First meeting discussed the sharing of positive feedback from AS and upcoming national events to showcase service areas.</li></ul>



# Progress

## Wellbeing Objective - Managing the Covid-19 pandemic

### What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update
<p>Ensure continued support for high-risk settings, including care homes, home care, support living and hostels by:</p> <ul style="list-style-type: none"> <li>• Working with partners to implement the latest guidance;</li> <li>• Initiating outbreak management responses as required.</li> </ul>	<ul style="list-style-type: none"> <li>• A range of meetings have been held with sector association committee members and the wider sector.</li> <li>• Regular communication is in place with the sector to update on changes in guidance and to remind providers of expectations.</li> <li>• Outbreak meetings have been held for those providers who have an open incident with PHW.</li> <li>• Fortnightly Multi-agency meetings held to review Covid-related matters including PPE, Vaccinations, Testing, visiting etc.</li> <li>• 2 surveys have been undertaken in the period to monitoring take up of the Covid Vaccination amongst care staff and findings considered by the multi-agency group with appropriate follow up action taken with providers that are reporting lower than expected take up for staff.</li> <li>• Work has commenced to review the escalating concerns procedures to ensure they reflect the need to undertake urgent cation where there are significant concerns about quality /safeguarding concerns. The updated procedures are expected to be finalised in Q2.</li> <li>• TATI funding secured to strengthen QA arrangements in care homes.</li> <li>• Covid-19 homeless task group held in April, to which all hostel and supported accommodation providers are invited. Topic specific group met in June to discuss and share good practice on reopening services/risk management across providers. Next meeting is scheduled for July and then moving to quarterly.</li> <li>• No outbreaks in hostels/supported accommodation this quarter, isolation units (Cargo House) continue to be utilised to manage symptomatic or positive cases across Homeless provision.</li> <li>• The mobile vaccination team have delivered the first and second dose in 12 of the larger hostel/supported accommodation sites. The homeless nurse from the Multi - Disciplinary team is working with the team to offer drop in sessions twice a week across all supported accommodation settings to pick up any opportunistic new vaccinations quickly.</li> </ul>

# Progress

## Wellbeing Objective - Managing the Covid-19 pandemic

### What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update
<p>Continue to ensure the availability of all necessary PPE to support the safe delivery of Council and partner services for staff and residents.</p>	<ul style="list-style-type: none"><li>• Demand Compliance assessment tool has been completed for social care and has been used as a baseline for analysis. The tool looks at supply to settings over an eight week period and is assessed against modelling estimates for safe usage of PPE. Procedures have been set up to ensure follow up of areas of concern and escalation systems.</li><li>• Further expansion of Lateral Flow testing availability took place during quarter 1. Direct Deliveries have been made to Child Minders, Education Support teams, Social Care, Social Services – including Personal Assistants and Community Resource Teams. Wider spread Workplace testing was launched in May with robust ordering, delivery and supply systems established. Comms maintained with managers and staff regarding the sharing of appropriate guidance and accurate recording information to ensure traceability.</li></ul>

