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Gwasanaeth Democraidd
Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Cyfarfod / Meeting

PWYLLGOR CRAFFU GWASANAETHAU
SERVICES SCRUTINY COMMITTEE

Dyddiad ac Amser / Date and Time

10.00 a.m. DYDD IAU, 19 MEHEFIN 2014

10.00 a.m. THURSDAY, 19 JUNE 2014

Lleoliad / Location

SIAMBR HYWEL DDA
SWYDDFEYDD Y CYNGOR
CAERNARFON

Pwynt Cyswllt / Contact Point

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Dosbarthwyd: 11.06.14

**PWYLLGOR CRAFFU GWASANAETHAU
SERVICES SCRUTINY COMMITTEE**

AELODAETH / MEMBERSHIP (18)

Plaid Cymru (9)

Y Cynghorwyr / Councillors

Huw Edwards	Alan Jones Evans
Chris Hughes	Elin W. Jones
Linda Ann Wyn Jones	Liz Saville Roberts
Dyfrig Siencyn	Ann Williams
Hefin Williams	

Annibynnol / Independent (4)

Y Cynghorwyr / Councillors

Eryl Jones-Williams	Beth Lawton
Dewi Owen	Eirwyn Williams

Llais Gwynedd (4)

Alwyn Gruffydd	Llywarch Bowen Jones
Peter Read	Dilwyn Lloyd

Llafur / Labour (1)

Y Cynghorydd / Councillor Sion Wyn Jones

Aelodau Ex-officio / Ex-officio Members

Cadeirydd ac Is-Gadeirydd y Cyngor / Chairman and Vice-Chairman of the Council – Y Cynghorwyr / Councillors Dewi Owen and / a Dilwyn Morgan

AELODAU CYFETHOLEDIG / CO-OPTED MEMBERS:

**Hefo pleidlais ar faterion addysg yn unig /
With a vote on education matters only**

Y Parchedig / Reverend Robert Townsend
Yr Eglwys yng Nghymru / The Church in Wales

Mrs Rita Price
Yr Eglwys Gatholig / The Catholic Church

Mr Dylan Davies
Cynrychiolydd Rhieni Llywodraethwyr Meirionnydd /
Representative for Meirionnydd Parent Governors

(Disgwyl am enwebiad / Awaiting Nomination)
Cynrychiolydd Rhieni Llywodraethwyr Arfon /
Representative for Arfon Parent Governors

Ms Rhian Roberts
Cynrychiolydd Rhieni Llywodraethwyr Dwyfor /
Representative for Dwyfor Parent Governors

Please note that the times noted below are estimates only

A G E N D A

1. ELECTION OF CHAIRMAN

To elect a Chairman for this Committee for 2014/15.

2. ELECTION OF VICE-CHAIRMAN

To elect a Vice-chairman for this Committee for 2014/15.

3. APOLOGIES

To receive apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

5. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

6. MINUTES

The Chairman shall propose that the minutes of the meeting of this Committee held on the 10 April 2014, be signed as a true copy.

(Copy enclosed – white paper)

**7. REVIEW OF SPECIAL EDUCATIONAL NEEDS AND INCLUSION
*Cabinet Member: Cllr. Gareth Thomas***

10.00 am –
10.45 am

To receive a report by the Education Cabinet Member on the above.

(Copy enclosed – blue paper)

**8. DEVELOPMENT OF PROMOTING QUALITY IN SECONDARY
SCHOOLS PROJECT**

Cabinet Member: Cllr. Gareth Thomas

10.45 am –
11.30 am

(a) To consider a report by the Education Cabinet Member on the implementation of the recommendations made by the above Scrutiny Investigation.

(Copy enclosed – yellow paper)

(b) *To consider a report by the Education Cabinet Member regarding under-performance in the English GCSE examinations held in January this year.*

(Copy enclosed – white paper)

9. **“WHEN I’M READY LEAVING CARE SCHEME** 11.30 am –
Cabinet Member: Cllr. R H Wyn Williams 12.15 pm

To consider a report by the Care Cabinet Member on the above.

(Copy enclosed – green paper)

10. **REPORT ON THE CARE SCRUTINY INVESTIGATION** 12.15 pm –
Cabinet Member: Cllr. R H Wyn Williams 1.00 pm

To consider a report by the Chairman of the Care Scrutiny Investigation, Councillor Peter Read.

(Copy enclosed – pink paper)

* * * * *

**The meeting will be followed by the annual Workshop to
draw up the Committee’s work for 2014/15
at 2.00 p.m.**

SERVICES SCRUTINY COMMITTEE

10.04.14

Present: Councillor Dyfrig Siencyn – Chairman
Councillor Peter Read - Vice-chairman

Councillors: Alwyn Gruffydd, Elin Walker Jones, Llywarch Bowen Jones, Eryl Jones-Williams, Beth Lawton, Ann Williams, Eirwyn Williams and Hefin Williams.

Co-opted Members with a vote on education issues only: Reverend Robert Townsend (Church in Wales)

Teachers' Unions: Siôn Amllyn and Dilwyn Hughes.

Others invited: Councillor Siân Gwenllian (Cabinet Member - Education)
Councillor Gareth Thomas (Prospective Cabinet Member - Education)
Councillor R H Wyn Williams (Cabinet Member for Care)

Also Present: Morwena Edwards (Corporate Director), Meilys Smith (Senior Business Manager), Dewi Jones (Head of Education), Alwyn Jones (GwE System Leader), Nicola Hughes (Project Officer Promoting Quality in Secondary Schools), Arwel Ellis Jones (Senior Manager Corporate Commissioning Service) and Glynda O'Brien (Members' Support and Scrutiny Officer).

Apologies: Councillors Huw Edwards, Alan Jones Evans, Linda Ann Wyn Jones and Liz Savile Roberts.

1. CHAIRMAN'S ANNOUNCEMENTS

- (a) Councillor Gareth Thomas, prospective Cabinet Member for Education, was welcomed to the meeting to observe the Committee's activities.
- (b) The Chairman took the opportunity to thank Mr Dewi Jones, Head of Education, for his work and contribution to this committee over the last few years, and at the same time he wished him well on his proposed retirement at the end of August this year.

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received from any members present.

3. MINUTES

The Chairman signed the minutes of a meeting of this Committee that took place on 13 February 2014, subject to adding the name of Councillor Alwyn Gruffydd to the list of Members present.

4. THE ANNUAL REPORT OF THE EDUCATION SERVICE ON THE PERFORMANCE OF THE AUTHORITY'S SCHOOLS 2012/13

A presentation in slide format was given by the Head of Education on the achievements, matters for attention and developmental work based on the evaluations in the context of the performance of the authority's schools in 2012/13.

(a) In terms of the achievements, attention was drawn to the following points:

1. **Foundation Phase** – performance of highest achieving pupils (3-7yrs).
2. **KS2** – 6th position in performance nationally. Robust performance in the principal indicator [*CSI*] for the fifth consecutive year – a consistently good performance.
3. **KS3** - the best performance nationally amongst all Wales authorities in the principal indicator [*CSI*] with the figure significantly exceeding the Welsh Government benchmark (exceeding by 4%). Progress made in the rolling performance.
4. **KS4** – performance as good as, and exceeds the national benchmarks, for the first year ever.
 - Performance of pupils entitled to free school meals significantly higher in Gwynedd than what is observed at a national level for every indicator.
 - Significant progress at the *Level 2+ Threshold* [+2.99%]. Gwynedd's performance is similar to the benchmark set by the Welsh Government and for the first time ever, exceeds the *Capped Points Score*.
 - Significant improvements made in the performance of the five secondary schools that were a cause for concern that were specifically mentioned during Estyn's Inspection of the LEA.
5. **Pupils without a qualification** – percentage of pupils leaving full-time education without gaining a recognised qualification excellent [0%].
6. **Reading Tests Y. 3-9** – robust performance in Welsh.
7. **Attendance at Secondary School** – a significant increase with progress of 1.25% in Gwynedd compared to an increase of 0.49% nationally.
8. **Overall** – a good performance that confirms that we are on the right track.

(b) In terms of the matters for attention, the following were noted:

1. **Foundation Phase** – performance in the principal indicator [*FPI*] below expectation – quality and accuracy of assessments require focus.
2. **KS2** – ensure improvement and challenge under-performance. Further scope for detailed focus on assessments.
3. **KS3** – the need to interpret assessments as regards achievements at KS4 e.g. Mathematics.
4. **KS4** – continue to focus on all the indicators.
 - Further focus on the TL2 indicator when preparing schools for the new BAC in 2015.
 - Focus on Science and appropriate learning pathways.
 - Detailed focus on FSM pupils' performance – Bridge the gap.

- Fluctuation in schools performance – Performance in approximately half the secondary schools at Key Stage 4 below expectation compared to similar schools especially at the *Level 2+ Threshold, Mathematics and English*.
- 5. **Y3-9 Reading Tests** – the need to focus on performance in English. Performance in the National Reading Tests generally lower in *English* compared to *Welsh*.
- 6. **Attendance in the Secondary Sector** – continue to carefully detail and monitor.

(c) Lastly, attention was drawn to the following issues that require developmental work:

1. Bridge the gap in performance – FSM and no FSM and compare with performance at a national level.
2. Target under-performance.
3. Focus on Mathematics and English in KS4 and further focus on the core subjects.
4. Summarise and share good practices.
5. Establish **school to school work**.
6. Develop and strengthen leadership to ensure improvements.
7. Strengthen processes to track pupils progress.
8. Strengthen target setting processes.
9. Implement the procedure linked to categorization of schools and overall improvement in performance. The need to monitor and provide firm or significant support to over a third of the schools due to concerns about outcomes or/and aspects of leadership and scope for improvement.
10. Close collaboration with GwE.

(ch) In response to observations made by members, the following main points were noted:-

- It was necessary to be aware of the national reading tests statistics giving more attention to English. Members' attention was drawn to the following specific scores that indicate that 11.5% of children score under 85 in the English reading tests compared with 6.5% in Welsh; 23.9% scored over 115 in English with 36.3% scoring over 115 in Welsh. That the education policy noted clearly that English is formally introduced to pupils in the last term of Foundation Phase
- In terms of encouraging the standard for qualifications for each pupil, that a number of schools committed and achieved to get 100% on pupils performance to gain 5 GCSE when leaving school (specific reference to TL1). Over the years the finding was that a level 5 result lead to a C Grade in GCSE and it was evident from the results before them that schools had to ensure that pupils attained level 6 standards in Key Stage 3, which meant that the progress tracking system throughout a pupil's educational period had to be dependable in the Foundation Phase, KS2 and KS3.
- Whilst accepting that the reading tests was a tight process, a dependable national system and method had to be ensured for the future, however, the first step would be to see how much progress pupils had made in the tests next year. In terms of developing staff, that the Schools Effectiveness Grant had increased last year and the Deprivation Grant would double next year and was dependent on the number of pupils who receive free school meals. It might be more difficult to identify training opportunities as a result of the removal of CYNNAL, however, it was noted that courses did not always have a direct follow-up on the learners' outcomes in the classroom. It was ensured that there were courses to be offered to Head teachers and recently information had been submitted to them highlighting the providers who had received successful input which interweaved with the use of the above grant. It was confirmed that a day had been earmarked next October for

training where providers both within, and outside the county, would offer guidance to teachers together with promoting the principle of collaboration between schools.

- In terms of school leadership, it was confirmed that GwE had collaborated with five schools recently to develop a Senior Management Teams and middle management. It was proposed to offer guidance on middle management to every school next year if that was the wish of the schools.
 - It was recognised that it was difficult to nationally standardise the Welsh Language as Welsh was dealt with differently to all other core subjects. Information had been submitted to ESTYN during the last inspection that noted that up to 75% of pupils in Gwynedd schools had achieved Grade A-C in Welsh. However, ESTYN could not compare this indicator with any other County in Wales.
 - In terms of the concern highlighted regarding the competition between schools to attract pupils and categorise the schools publicly, it was noted that the information was open and in accordance with the Partnership Agreement between schools and the Authority. It was felt that it was a means to create a challenge to schools rather than a competition bearing in mind that some catchment areas performed better than others.
 - Considering the current climate, they sought to present honest information to schools and it was trusted that the developmental work, where schools were asked to share good practice and collaborate with other schools, was a means to overcome any competition between them.
 - Since the establishment of GwE the main concern of schools was that the type of support received in the past would disappear with the arrival of challenging and monitoring. It was felt that it would be much better to find out what needed to be improved in schools and it was understood that GwE had a budget to commission further work to attract experts to assist. Looking back at the period when CYNNAL was operational, perhaps the system had created too much dependency rather than schools developing expertise internally.
 - Currently, it was noted that GwE commissioned experts to support school work and undertook some elements themselves, however, it was confirmed that it was necessary to purchase in some expertise to find the best practices for schools. It was ensured that GwE had appropriate support and was moving in the right direction to strengthen this element.
 - In terms of creating classes of one educational age in order to give more attention to groups of pupils, it was noted that this was a matter for Head teachers and for Governing Bodies to take ownership of this issue and re-organise the system. The Head of Education noted that there would be far-reaching implications of implementing this within different catchment areas.
- (d) Concern was noted on behalf of the Teaching Union that providing courses through the medium of Welsh would be difficult partly as a result of losing many advisors recently due to retirement etc. There was further concern regarding the position of the Welsh Language in Gwynedd if providers from England offer training when they do not necessarily understand and may not be aware of the importance of literacy and the Welsh Language. There was a recent example with courses for Classroom Assistants where English was a strong element, and an appeal was made for the Education Service to consider this in detail in order to try and ensure that providers are aware of the County's language policy.
- (dd) It was further noted that bilingualism in Wales was different to any other country and therefore it was not possible to make any meaningful comparisons.

Resolved: To accept and note the contents of the report together with the above observations.

4. UPDATE ON THE COUNCIL'S WORK PROGRAMME "MORE THAN JUST WORDS"

A report was submitted by the Cabinet Member - Care outlining the Council's response to the requirements of the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care – 'More than just words'.

It was added that two employees had been nominated and had reached the shortlist for the award for using Welsh in the care field.

Members were given an opportunity to scrutinise the report and they highlighted the following points:

(a) That it was pleasing to note that the matter was receiving attention, however, disappointment was expressed that Welsh Language provision had not been a core issue from the start as a precedent had now been set and the Service faced a battle against this to attract services through the medium of Welsh to service users.

(b) In response to a query regarding the recruitment of bilingual staff in Meirionnydd and if they had the opportunity to follow courses, it was explained that 164 members of Council staff out of approximately 1,800 were non Welsh speakers in the care field. It was assured that further research was in the pipeline to find out where the geographical weaknesses were. It was confirmed further that a Task Group had been established to supervise the progress with 'More than just words' and comprised the following:

- Alwyn Evans Jones – Head of Human Resources (Task Group Chair)
- Geraint Owen - (Senior Human Resources Manager)
- Ian Jones – Senior Developmental Manager (Provider and Leisure)
- Meilys Smith - Senior Business Manager
- Ruth Richards – Equality and Language Policy Officer
- Cllr. Elin Walker Jones
- Cllr. Liz Saville Roberts (Language Committee Chair)

In order to formalise the Task Group the Committee's approval of the above membership was sought and it was suggested that they should be nominated formally and to invite Cllr. Craig ab Iago, Language Champion, to also serve on the Task Group.

(c) In response to a query regarding training, it was noted that there were opportunities for staff in the care field to receive training but the Task Group had further work to achieve regarding processes and monitoring progress in terms of training arrangements, considering different linguistic categories such as technical language and general conversation through the medium of Welsh.

(ch) In addition, it was confirmed that the Task Group was looking at a system of private care providers and it was a challenge to get providers to ensure that services conformed to the linguistic needs of the users.

(d) In response to a query regarding if it was possible to create Welsh courses tailored for the needs of providers and users, it was noted that the Task Group were striving to

achieve this. Reference was made to a very useful 'app' for carers namely 'Gofalu drwy'r Gymraeg'.

(dd) Assurance was given that older people suffering from dementia was one of the Task Group's priorities. It was added that processes had been tightened by using the Brokerage Team in order to match providers with the linguistic needs of the users.

(e) Concern was expressed that some staff were not fluent in Welsh or English. In response, it was recognised that this was a problem in the largest homes and that it was quite difficult for the Council as they do not commission beds in these homes and therefore could not influence which home an individual chose.

(f) The importance that the Welsh Language was a priority and not optional was stressed and this important principle should be adopted.

(ff) In response to the above, it was noted that the audit result of the care system management undertaken recently to find out how many cases had identified linguistic needs, were disappointing. As a first step it was proposed to collaborate with the Care Teams to ensure that linguistic choice was part of the intrinsic culture of the work of the Teams.

(g) The importance of matching bilingual service users with bilingual staff was noted and consequently they could choose the language they desired.

(ng) It was stated that the Council had the power to ensure the need for Welsh Language provision in the contracts.

Resolved: (a) To accept and note the contents of the report.

(b) To request that the Corporate Director submits a progress report to this Scrutiny Committee next year with the exact date being a matter for the Scrutiny Committee to consider when drafting its programme of work for the year.

(c) To formally approve the establishment of the Task Group as outlined in (b) above adding an invitation for Councillor Craig ab Iago, Language Champion to join and serve on the Group.

The meeting concluded at 11.45 a.m. and a discussion session was conducted between the Members, Cabinet Member – Care and the Corporate Director (AME) on the initial vision for the future of Residential Services.

CHAIRMAN

NAME OF SCRUTINY COMMITTEE	Scrutiny Committee - Services
DATE OF MEETING	19 June 2014
TITLE OF ITEM	Review of SEN and Inclusion
CABINET MEMBER	Councillor Gareth Thomas

1. Purpose of the report

1.1.1. The purpose of this report is to update you on the contents of the Special Educational Needs and Inclusion Review. The following was reported upon in the original report on 3 October 2013:

- The case for change
- The cost of the provision compared with corresponding counties
- Update on the consultation that had taken place to date
- The four options that were being offered in the report from Capita
- The obstructions and risks associated with any change
- The timetable
- The Vision

2. Update on the contents of the Review

2.1. The purpose of the Review from the outset is to:

‘Ensure that children and young people (between 2 and 18 years old) with special educational needs take advantage of opportunities and gain experiences that have been effectively planned for them in order to enable them to achieve their potential.’

2.2. Having focussed on the Favoured Option that had been proposed it had to be reviewed in the context of the significant change in the field which included:

- the legislative proposals for reform of the framework for special educational needs;
- the evidence that suggests that there is a need to focus on early intervention and prevention. (Early Intervention is offering support BEFORE the child falls within the thresholds of the SEN Code of Practice – namely, before they fall far behind their peers in terms of skills or social behaviours);
- the programme to build a new Special School for children and young people with additional learning needs in the County;
- the need to identify savings as a contribution towards the Council’s general savings programme.

2.3 The outcomes we seek to achieve through the Review include:

- a provision which places much greater emphasis on the early years and seeks to identify conditions very early on in the lives of children so that this can have an impact on their education and their lives in general.
- robust multi-agency collaboration arrangements that will lead to sharing information and ensuring effective joint-planning for the education and development of children and young people who need additional support;
- a system that provides early and speedy intervention as a child's needs become apparent and respond promptly and provide additional support immediately – regardless of the age of the child;
- Offer a service that ensures high quality is part of the educational experiences and children and young people who receive the additional support make educational progress on an appropriate speed and contribute to promoting their independence.

2.4 When implementing the Review's proposals, and looking in greater detail at the preventative activities, we will achieve the following:

- reduce the demand for statements, especially for some specific conditions;
- offer a provision that is much more effective and efficient

2.5 The main facilitators in order to achieve the changes and succeed in making a positive difference will be the following:

- **the workforce** – there will be greater emphasis on developing the workforce that work with children with Special Educational Needs, and arming them with the correct type of skills and information;
- **parents** – there will be greater emphasis on better communication with the child as the focal point of the entire service and the parents will be more aware of their responsibilities and the provision that is available to support the children and young people.
- **the arrangements and shape of the service** – there will be a need to reorganise a lot within the Education Service in order to respond to the new requirements;
- **schools** – there will be better understanding and clarity in terms of the responsibilities of the schools, Local Authority and agencies in relation to the provision. There will be an effective system to track performance on a regular basis to ensure that pupils are making the expected progress against their progress targets i.e. that the provision is effective and efficient.

2.6 Given the financial climate there is by now, undoubtedly a clear emphasis for the Review to create savings, the business plan shows that it is possible to achieve this but over an extended period of time.

2.7 A report has been submitted and accepted by the Informal Cabinet on 9 April which includes 13 specific proposals to transform the service.

2.8 At the end of May this year the Welsh Government published the long-awaited White Paper which included legislative proposals for the ALN. It is heartening to see that our vision's emphasis corresponds very closely with these proposals. We are in the process of analysing the contents of these proposals carefully and we will send our observations to the Government by 25 July.

3. Engagement

3.1 Engaging with all of the stakeholders has been at the core of this Review from the outset. A specific section of the final report to the Cabinet will scrutinise this engagement.

3.2 Good practice – Arrangements were made to visit Ceredigion Council following the authority's success in receiving an award of Excellence following Estyn's recent inspection, including the field of ALN. It was heartening to see that our Review was going in the same direction. The evident merits in their provision included:

- An innovative tracking system that retained the details of every child and young person
- Emphasis on reducing statements
- Good communication with parents including the monthly "calling in" scheme
- A Central Team that collaborated well to ensure that the system was as simple as possible
- Simple method of devolving the ALN funding to the schools

3.4 Head teachers – in January a culture change Focus Group was established, namely representation from the county's primary, secondary and special schools convening to discuss and engage on the Review on a regular basis. The group has been beneficial for engaging, and in turn report back to the Project Board in setting a direction and identifying the school's concern – as well as helping us to update the other head teachers through PSCACG and SSPG.

3.3 Co-ordinators – the SEN Co-ordinators have a key role of keeping an overview of the ALN provision in the schools. The Government's legislative proposals note that mainstream schools will be required to appoint an ALN Coordinator and this role will supersede the role of the current coordinator. Therefore it is timely that we held three regional forums with the primary Coordinators and one with the secondary coordinators

during May to discuss their current role and responsibilities, to update them on the review and to identify their training needs but mainly to provide them with an opportunity to interact with each other. Clear messages that were highlighted here included:

- Inconsistency in terms of the standard of Psychologists and specialist teachers across the county
- Lack of language therapists
- Lack of accurate and current information for referring pupils
- Lack of time to complete the responsibilities of the coordinator
- Confirmation needed on the role of the coordinator
- Need to raise the profile of ALN in the schools (all the educational staff and governors) and in general
- Need specific training on the different conditions and on how to undertake PLASC

3.4 Assistants – we have undertaken an Audit of the assistants' skills via an online questionnaire to gain a better indication of the current skills and training needs. This report is in the process of being put together.

3.5 We have updated some of the central teams and the multiagency group on the Report's proposals and we will contact all of the head teachers collectively at the end of June / beginning of July.

3.6 Professional visits and a sample of schools – 13 visits have been arranged during June to provide an opportunity to hear from the workforce directly about the current ALN provision in the schools.

3.7 Parents – SNAP has already engaged with a limited sample of parents of pupils with ALN and we are currently working closely with them to prepare a questionnaire to send to the parents of every pupil on the SEN register. The purpose of the questionnaire is to raise awareness of the Review and the new legislation along with providing parents with an opportunity to state how they wish to see us improving communication and sharing information with them.

4. Next steps:

4.1 It is intended to submit the final Business Case to the Formal Cabinet at the beginning of September, at the latest October 2014. The plan includes 13 specific proposals but the majority overlap each other and are dependent on each other.

4.2 Following the publication of the White Paper we will now check the contents to ensure that we refer to all of the recommendations. We have already arranged for an officer from the Government to attend our meeting at the end of June.

4.3 The main proposals are:

- make the child the focal point and develop integrated plans
- reduce the demand for new statements and scrutinise more current statements
- target specific conditions
- restructure the Service
- give particular attention to the early years and early intervention
- restructure the workforce
- training programme
- tracking system and data collection
- target savings in specific fields and restructure the method of distributing ALN funding to the schools

5. The timing of the project

5.1 Subject to the Cabinet's approval in September/October 2014 – it is proposed that elements become operational in January 2015, including appointing new posts, training etc. It is hoped that the structure of the new workforce will be in place by September 2015.

5.2 We will gradually introduce the remainder of the review with some elements not becoming operational until after 2020. The timing of the new legislation will also be able to influence this. A detailed work programme will be prepared.

COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	19 June 2014
ITEM	Report on development of Promoting Quality in Secondary Schools Project
CABINET MEMBER	Cllr Gareth Thomas
REPORT BY	Nicola Hughes, Education Quality Project Officer Dewi R Jones, Head of Education

Background

A report was published by the Scrutiny Committee on Quality of Education in September 2013 following a consultation process with relevant stakeholders. The report noted several specific areas and aspects requiring attention to raise standards, specifically so at KS4. The following fields were identified:-

- **Leadership**
- **Mathematics**
- **Understanding Performance Data**
- **Raising and communicating expectations**
- **Variation in standards of performance within schools and between schools**
- **The LEA's role**
- **Governors role**
- **Pupils Voice**

Since then, two other areas have been identified which are important for raising standards, namely:-

- **Support for vulnerable pupils, especially pupils receiving free school meals**
- **Primary/secondary transition arrangements**

This report highlights the work completed as part of both the project (since January 2014) and the LEA's ESTYN Post-Inspection Action Plan, in the above-mentioned fields.

Recommendation	That which has been achieved	Outcomes thus far
<p>Leadership</p> <p>It is recognized that quality of leadership at every level is one of the most important aspects to raise and maintain standards in schools. (‘Journey to Improve Twelve Schools’ – ESTYN, ESTYN annual report 2013)</p>	<p>Regional Schools Improvement Service (GwE) support at a whole school and departmental level to develop leadership and raise standards</p> <p>Termly monitoring visits held and full use made of the entire data range to agree on targets and steps for further improvements at the 5 schools.</p> <p>A professional network has been facilitated from amongst the target schools SMTs to share good practices and present further guidance on target setting and tracking pupils progress; effective use of data by school’s leaders; how to ensure early and effective intervention in instances of under-performance; promote excellent teaching and learning throughout the school. In addition, 3 days training was organized for a representation of middle leaders to give greater focus to aspects of self-evaluation, improvement plans, tracking at a departmental level and planning for teaching/learning.</p>	<p>Target schools cycle performance profile available and provides a basis for setting challenging targets for main KS4 indicators. Improvements in the performance of the vast majority of main indicators of the 5 target schools by the Summer.</p> <p>Fine-tuned evaluations completed at the target schools and purposeful planning has occurred to drive improvements.</p> <p>Quality Improvement Plan implemented at the 5 schools. All of the 5 target schools take forceful action on Improvement Plan requirements.</p> <p>Greater consistency in schools response to LEA requirements. Guidance/training provided for Governors.</p> <p>Governors have a better understanding of data and make better use of evidence to challenge performance.</p> <p>More effective scrutiny of evidence of progress operational at the target schools.</p> <p>Aspects of low performance/performance in the comfort zone challenged at an early stage in the target schools.</p>
	<p>A termly meeting of North Wales’ welsh school headteachers is held across North Wales.</p>	<p>Professional development for headteachers. Raise awareness of National developments in Leadership, Effective Use of Data and Planning For Improvement.</p>
	<p>Support is provided for acting headteachers by Experienced Mentors. (LEAs vision document- Developing Leadership Together).</p>	<p>Career development needs of Acting headteachers identified. Support from experienced Mentors ensures guidance and support in key areas e.g. Self-evaluation, Budget setting, Strategic Planning.</p>
	<p>Three secondary schools in Gwynedd open their doors to share good practices and thus develop leadership throughout the County - through describing their journey towards achieving excellence.</p>	<p>Enhance the skillsof management teams across the County. The activity leads to improvements at every school.</p>

	The role of the catchment-area strategy leader has been defined and the model has been presented to the primary and secondary school headteachers.	Hopefully, the scheme will be piloted within one catchment-area. Better strategic planning across the catchment-area, consistent high quality experiences for pupils in the catchment-area. Valuable professional development and support for catchment-area staff.
Mathematics	<p>Maths was focussed upon whilst visiting Gwynedd schools. School management teams and the Heads of Mathematics are fully aware of the need for improved standards in pupils Mathematics and interventions are implemented at every school including:-</p> <p>Additional Mathematics groups.</p> <p>Opportunity to sit examinations early, i.e.:-</p> <p>provide more than one opportunity for pupils to gain Threshold 2 (grade C or above) in Mathematics.</p> <p>Use different examination boards.</p> <p>Support from London Challenge</p> <p>Revision lessons outside school time.</p> <p>Revision sessions during examinations period.</p>	<p>Performance targets in Maths 2014 exceeds those in 2013.</p> <p>Higher % of pupils achieve T2 in Mathematics.</p> <p>More able and gifted pupils (at certain schools) are given extension tasks and sit Additional Mathematics examination.</p>
	Every school has received support from an external adviser to implement the National Literacy and Numeracy Framework.	Pupils receive cross-curricular opportunities to develop numeracy skills.
	Meeting held with Gareth Robert Jones, Mathematics lecturer in the Education Department to try and forge links with the University and respond to the need for training of a high standard in Mathematics and to discuss recruitment problems.	Possible to collaborate with the University in the long-term (3-5 years). LEA needs to consider a solution in discussion with GWE.
Understanding Performance Data	Discussions held at every school on assessing, tracking and monitoring progress and intervention. Extensive and effective use is made of data, especially at KS4. The Government's benchmark data is used to predict performance quartiles based on current attainment. Almost every school has developed effective procedures.	Management Teams are very aware of KS4 pupils performance, effectively tracking their progress and organizing intervention for them. Consequently, schools' performance targets for 2014 better.
	An meeting was held at ysgol Brynrefail to share the school's good practice in assessment and tracking for the remaining LEA schools. Ysgol Brynrefail has developed SIMS to	Gwynedd schools assessment co-ordinators are aware of SIMS' potential and are able to further develop their assessment systems. Schools able to organize

	analyse data.	intervention earlier for pupils.
	Outstanding practices relating to marking and feedback and self-assessment and peer -assessment by the Headteacher of Ysgol Botwnnog. Teachers' feedback in the examples shared set clear targets for improvement for the pupils – more importantly the pupils responded to the teachers' comments and the teachers noted that this had been observed (dialogue) It is intended to present similar sessions on the school's 'Sharing Good Practice' day.	Clear and high expectations communicated to headteachers and leaders regarding feedback on pupils work.
Raise and communicate expectations	GwE System leaders monitor schools targets in the main performance indicators. Ambitious targets set for TL2+. However, System Leaders, Governors and school leaders should not undermine efforts in other subjects. Schools notify parents of individual pupils targets and inform parents of schools' support/intervention. Schools have developed a broadly based and relevant curriculum at KS4. LEA T1 has increased.	
Variation in standards	Work to be done – comment in Visit 1 GwE.	
LEA's role	Project Officer has visited the secondary schools and has conducted an audit. From this information, Gwe reports and ESTYN reports, good practices have been identified. Clear procedures for supporting and sharing good practice have been established.	Schools have understood the purpose of the project and have had an opportunity to contribute to the direction of the work. Consequently, the schools support the project's aims. The system of sharing good practices between schools has commenced.
	An item on the quality of education, including sharing good practice, is on the agenda of every meeting of the secondary school headteachers.	Headteachers' meetings more developmental in nature and headteachers benefit from hearing about good practices in one another's schools.
	Collaboration principles agreed by the secondary school headteachers. Professional development day organized to promote collaboration (October 24).	An opportunity for school staff at every level to come together, develop professionally and collaborate to raise standards throughout the county.
Governors Role	Training and support, of a high standard, available for Governors to ensure they act more effectively as critical friends and to make the school accountable for its performance eg comment on data analysis and use of LEA/GwE monitoring reports to challenge the school's performance [combination of collective catchment-area sessions + specific sessions at	The Governors who attended the sessions more aware of their role and take more effective action.

	the target schools]	
	GwE have held training for Elected Members to support and enable governors to effectively fulfil their 'critical friends' role	
	Headteacher of Ysgol Dyffryn Ogwen has shared good practice on the Governing Body's work at elected members training session. (This session will be presented in due course to school management teams).	
Pupils Voice	When visiting the schools, the work of the School Council was discussed. Every secondary school has a School Council There are very good practices at some schools.	Most of the schools are aware that this is a field that requires further development.
	Headteachers received feedback on the method used at one school to ensure each pupil's participation.	Headteachers are aware of the need to include every pupil in the life of the school.
Support for vulnerable pupils	Primary and secondary school headteachers received guidance on successful strategies, Sutton Trust research findings and guidance on most effective expenditure of the Pupils Deprivation Grant. (PDG).	More effective use of PDG by schools to support vulnerable pupils.
	Headteachers received feedback on good practices in Secondary Schools in the South who have a high percentage of Free School Meals pupils and who perform in the upper quartiles.	The headteachers are aware of successful strategies that could be used to raise standards. Raise expectations of FSM pupils performance.
Primary/secondary transition	Primary school Headteachers received a presentation to raise awareness of the Promoting Quality project. The need for collaboration across both sectors was emphasised. Information was gathered from the secondary schools on their transition work. The pattern varies across the County.	Raise awareness of the need for further developments in the field.

COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	19 June 2014
ITEM HEADING	English GCSE Examinations – January 2014
CABINET MEMBER	Cllr Gareth Thomas
REPORT BY	Dewi R Jones, Head of Education

.Background

Following your preparatory meeting for this meeting of the Services Scrutiny Committee, I was asked to prepare a report on the difficulties experienced with the English GCSE examinations held in January and the under-performance that was observed both at a national and local level that fell short of expectations.

I was requested to focus on that which occurred at a county level, my assessment of the underlying reasons and then provide guidance/comments on the expected results for Summer 2014.

Comments and response

The following analysis of the situation in Gwynedd schools highlight the problems that arose with the 2014 English GCSE examination where a high percentage of learners were awarded one or more grades that were below expectations. 413 Y11 pupils were awarded at least two grades below their expected results [and 350 a grade below] – these figures are significantly above those seen for English Literature examinations [taught by the same team of teachers] and Welsh Language. It is also important that these span the ability range/grades. The situation in Gwynedd roughly corresponds to that which occurs across all authorities in North Wales.

The evaluations held, that include outcomes of discussions held at a national level, suggest that aspects of assessment [specifically interpretation and application of marking plans) are mainly responsible for the inadvertance, rather than any basic weaknesses in teaching/presentation methods. It is at present totally impossible to try and interpret what impact all this will have on results in Summer 2014 but the WJEC have provided an assurance that no pupil will be disadvantaged.

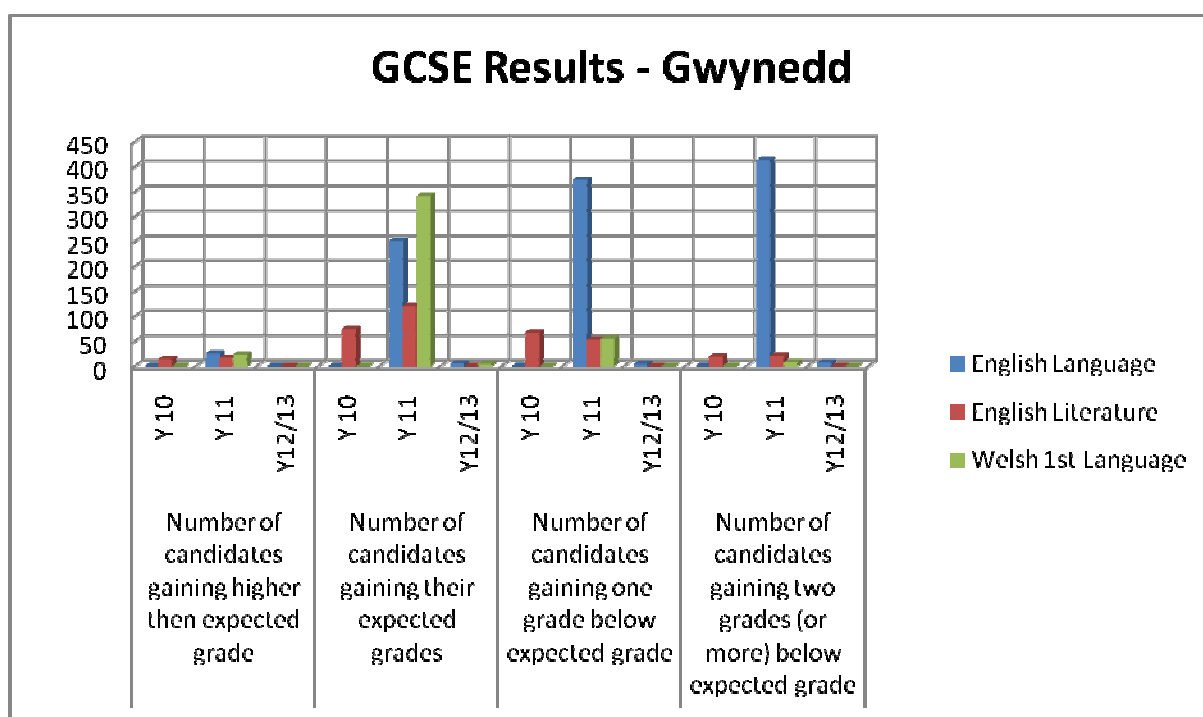
However, these results have had a significant impact on teachers, pupils and parents and has led to all stakeholders having less faith in the system. Those concerns have been clearly conveyed to the Minister for Education by the Chief Executive of GwE and the six Chief Education Officers. As part of the Minister for Education’s response to the situation, a meeting of the national Task and Finish Remit Group was held and two experienced Heads of English Department from Gwynedd represented the region at those discussions. In addition, 32 schools were visited to discover opinions and obtain further information. WJEC have also held their own investigation and collaborate with the Assembly to plan several measures to try and ensure that such a situation does not occur again e.g. provide staff with better

guidance and support; review of standardization and scrutiny procedures; availability of broader exemplar materials etc.

GwE closely collaborate with the Assembly to ensure that local schools receive the most effective guidance and support when planning towards introducing the amended GCSE in 2015. For that purpose, subject-based ‘champions’ have been appointed in Welsh, English, Mathematics and Science and those individuals will co-ordinate local support and guidance through training sessions and through promoting subject-based forums and networks work.

14 Secondary Schools: 10 returned, 1 no candidates, 3 not returned

2 Secondary Schools: 0 returned



	Number of candidates gaining higher than expected grade			Number of candidates gaining their expected grades			Number of candidates gaining one grade below expected grade			Number of candidates gaining two grades (or more) below expected grade		
	Y 10	Y 11	Y12/13	Y 10	Y 11	Y12/13	Y 10	Y 11	Y12/13	Y 10	Y 11	Y12/13
English Language	0	96	0	70	766	5	76	1474	4	238	1967	7
English Literature	138	106	0	328	336	0	174	244	0	61	79	0
Welsh 1st Language	0	23	0	0	419	4	0	112	0	0	12	0

	Number of Entries		
	Y 10	Y 11	Y12/13
English Lang	384	4045	16
English Lit	701	586	0
Welsh 1st Lang	0	566	4

NAME OF SCRUTINY COMMITTEE	Scrutiny Committee - Services
DATE OF MEETING	19 June 2014
ITEM TITLE	“When I’m Ready” Leaving Care Scheme – Gwynedd Council’s position
CABINET MEMBER	Councillor R H Wyn Williams

1. Purpose of report

- 1.1 The purpose of this report is to inform in relation to how young people are prepared for leaving the Council’s care and on the Council’s participation as part of the pioneer programme for “When I’m Ready”.
- 1.2 Information is provided in relation to progress made under the pioneer programme as well as providing information in answer to questions raised during the preparation meeting for this committee.

2. Context

- 2.1 The consultation document for the “When I’m Ready” scheme was published in October 2012 with the intention that it became operational in April 2013. The implementation date was delayed in order to coincide with the Social Services and Wellbeing Bill and it is foreseen that further guidance will be published after this. Gwynedd Council, along with Merthyr and Rhondda Cynon Taf are part of a pioneer programme for the scheme.
- 2.2 Under the Children Act 1989 a number of duties are owed to care leavers that require their corporate parent to prepare and support young people over the age of 18 to make the transition from care to independent living. These duties were strengthened with the introduction of The Leaving Act (Wales) 2000.
- 2.3 These duties operate primarily until the young person reaches the age of 21, but may extend beyond this where they remain engaged in a programme of education or training (started prior to their twenty-first birthday) and continue until the completion of the agreed programme, provided that this is set out in the young person’s pathway plan.
- 2.4 The “When I’m Ready” scheme promotes the principle that parents often continue to offer security, protection and support beyond the age of 18 and so it should be for young people in care.

2.5 Under the “When I’m Ready” scheme, it is proposed that the responsible local authority will have an ongoing duty to support “eligible” children to remain with their foster carer/s beyond the age of 18, where the young person has requested this support. It recognised that not all young people are ready for the move to independent living at 18 and the new arrangements will offer a more gradual approach to planning the transition to adulthood, within a supportive family and household environment.

2.6 The scheme only applies to “eligible” children who are in a settled, stable, familial relationship with their foster carers. Should the placement be:

- in a children’s home; or
- in foster care and the placement is in danger of breaking down with their current carer; or
- if the young person would like to remain in a stable setting but not with their current foster carer; then a move to a new placement should be considered and implemented in sufficient time to allow the placement to become sufficiently stable prior to the young person’s 18th birthday.

3. The Council’s involvement in the pioneer programme

3.1 As part of the pioneer programme the Council has:

- Introduced the scheme to the 16+ Team in order to discuss the options with young people and their foster carers.
- Provided monthly updates and data to the monitoring group, including feedback on lessons learnt in order to refine the final guidance that will be published by the Welsh Government when the scheme is rolled out across Wales.
- Developed a draft policy and practice guidance through the monitoring group.
- Held two focus groups for young people and foster carers in order to gain their views on the scheme. These meetings were facilitated by Action For Children.
- Developed a cost impact analysis led by Rhondda Cynon Taf.
- Developed a draft outcome measurement framework for young people who have been part of the scheme.

4. Response to specific questions raised in the preparatory meeting

4.1 Please see below the questions asked and a short response to each question:

- a. **What are the Council’s current arrangements for preparing looked after young people for the time when they leave care?**

A statutory review is held after their 15th birthday in order to discuss their Pathway Plan. From this point onwards the Pathway Plan forms the Care Plan for the young person and is reviewed at each statutory review. The plan contains all the dimensions that need attention to prepare the young person for leaving care eg education, employment, training, independent living skills, financial information etc. On their 16th birthday the case is transferred to the 16+ Team. This is in order for the young person to get to know their leaving care worker whilst still in care and to avoid changes in workers when they move out of care.

b. When does the planning for leaving care start?

For young people who are in long term stable placements the planning starts on their 15th birthday. For any young person who enters care after their 16th birthday their pathway plan is discussed at their second review (young people are not eligible for a leaving care service until they have been in care for a period of more than 13 weeks in total).

**c. When was the “When I am Ready” scheme introduced in Gwynedd?
How many young people does this affect?**

The scheme was introduced in Gwynedd in April 2013 as part of the pioneer programme. We are currently part of a monitoring group reporting to the government on its implementation. At the start of the year there were 18 young people who would turn 18 years old during the year. 10 of these young people were eligible for the scheme. 7 young people have chosen to become part of the scheme. For 2014-15 there are 13 young people who will be eligible for the scheme, although it is not yet known if all of these young people will choose to participate in it.

d. What is the service’s assessment of the success of the scheme and any costs associated with it?

The scheme offers young people a positive choice and we would not want to see young people leaving care until they feel ready to do so. Although it was previously possible to convert foster placements into supported lodgings when young people turned 18, there were a number of limitations to this eg foster carers were liable for income tax on the payment they received, rent was regarded as income for benefit purposes. The scheme now permits foster *placements* to be converted into fostering *arrangements* and income received by foster carers is not liable for tax purposes or benefit assessment.

Feedback from young people is positive as it provides them with security and they don’t feel under pressure to move out of the placement. Although it was possible to convert to supported lodgings placements previously, the take up was relatively low (3 in 2012-13). It is predicted, based

on this year's experience, that the take up of this scheme will be higher than under previous supported lodgings arrangements.

The cost of the scheme for 2013-14 is £47,000.

e. What is the likelihood of the pilot scheme becoming mainstream and what would be the consequences of doing so?

The scheme has been included in the Social Services and Wellbeing Bill and it is expected that the Government will issue regulations during 2014-15. The monitoring group will be providing a final report on the scheme's implementation in the 3 pilot areas in June 2014.

There are a number of consequences in relation to the implementation of the scheme, some of which are listed below:

- It is difficult to predict how many young people will want to become part of the scheme, and therefore what the scheme will cost.
- The cost of the scheme will vary according to the young person's individual circumstances. Some young people are eligible for benefits, or are in paid employment, and therefore contribute to their living costs, resulting in a decreased contribution from the service.
- If young people remain in their foster placement beyond their 18th birthday this will have an impact on the availability of foster placements and therefore on the service's recruitment strategy.
- Where there are other children in the placement the young person will need to undertake a DBS check.

5. The Committee's comments on the above information would be welcome and any comments received can be included in feedback to the monitoring group.

Scrutiny Investigation Report

From Hospital to Home

Investigation Members

Councillor Peter Read (Chairman)
Councillor Elin Walker Jones
Councillor Eryl Jones-Williams
Councillor Linda A. W. Jones
Councillor Ann Williams
Councillor Huw Edwards

Officers

Darren Griffiths and Janet Roberts (Lead Officers)
Dafydd R. Bulman (Support Officer)
Bethan Adams (Member Support and Scrutiny Officer)
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The Report

1. Executive Summary
2. Background
- 3 Purpose of the Investigation
4. Methodology and main activity of the Scrutiny Investigation
5. Findings in accordance with the Scrutiny Investigation Brief
6. Reporting back to the Services Scrutiny Committee

Appendices

Appendix 1 - Background Documents

Appendix 2 - Betsi Cadwaladr University Health Board Concerns – Ysbyty Gwynedd

Appendix 3 - Engagement Session with Users/Patients

Appendix 4 - Evidence Sessions

1. Executive Summary

Investigation Background

Concern regarding arrangements for discharging and transferring from hospital is the reason behind this scrutiny investigation. Members of the Services Scrutiny Committee had concerns regarding the suitability and effectiveness of these arrangements in Gwynedd. Their concerns were based on the experience expressed by some of their electors when they were discharged from hospital without the care support and the appropriate community and social networks in place to enable them to return home or to live in the community in some cases.

Investigation Brief

The aim of the investigation was to consider the following matters:

- The suitability and effectiveness of discharge arrangements in terms of ensuring the best outcomes for older patients, by identifying and highlighting good practice and fields in need of improvement.
- The suitability and effectiveness of collaboration arrangements between the Local Health Board and the Council in terms of assessing, planning and providing integrated and appropriate care for older patients who are discharged from hospital.
- The role of Third Sector organisations in terms of supporting older patients to return home or to live in the community.
- Identify examples of good practice from other areas and highlight the ones that could be adopted and put into practice in Gwynedd / North Wales.
- Draw up a series of improvement recommendations to be submitted to the Local Health Board, Gwynedd Council and Third Sector organisations in order to respond to the investigation's main findings and outcomes.

Recommendations

The Cabinet Member for matters relating to Care is asked to :

- Check whether or not the Discharge Protocol by Betsi Cadwaladr University Health Board (BCUHB) has been reviewed and is consistent with the operational arrangements of Gwynedd Council and partners in the community.
- Ask the Adults, Health and Well-being Service to collaborate with the Hywel Dda Health Board to agree on a hospital discharge protocol and on practical arrangements for its implementation.
- Review collaboration and communication arrangements between those teams that facilitate hospital discharges and transfers and those agencies offering support in the community in order to identify opportunities to improve the service for patients and look at good practice in other areas.
- Review the 7 day discharge and transfer service that has been temporarily offered at Ysbyty Gwynedd and consider any relevant matters when developing a similar service within the Intermediate Care Project in the same field.
- Report back to the Scrutiny Committee on the progress of the Intermediate Care Project which is equivalent to an expenditure of £1.3 million.
- Press for improvements to the Transfer Lounge making it a comfortable and purpose-built room that includes changing facilities and moving the disabled toilets closer to the Lounge for convenience.
- Ask BCUHB for an update on their schemes to implement 'More than Words'.
- Develop ways to compile data in terms of older patients' satisfaction on the discharge and transfer service in order to ensure that they have a voice in the process of developing the service further and improving the provision.

2. Investigation Background

- 2.1 The aim of any health and care service is to offer the right care, in the right place, at the right time. When the process of transferring a patient home or to another care placement is held back, it is evidently a subject of concern for the patient and their family but it is also a sign that the arrangements themselves do not work properly for the benefit of the patient or the organisation offering them.
- 2.2 Therefore, the discharging process is an essential part of care management in any health and social care organisation. Ensuring that there are proactive systems to support individuals, families and carers when arranging to discharge or transfer a patient to another placement, either to hospital or organisations within our communities, is essential and crucial.
- 2.3 The person who is transferred is not the only one who benefits when those arrangements work but also the family, carers and those organisations who offer care. The cost of a bed is high and demand is great and delaying a transfer is an additional financial cost on health organisations and is a poor use of scarce resources. This may also mean that another patient's care is delayed. In the same manner, support after a transfer is also important in order to avoid further admissions to hospital or an unnecessary dependency on services.
- 2.4 Each health organisation should have a policy or formal arrangements in place to plan the way patients are discharged from hospital. The main aim of these arrangements is to reduce the period of time that patients must spend at the hospital, to reduce the possibility that patients will return to hospital in an unplanned manner and to improve the way support services are coordinated and delivered to patients when they have returned home or to live in the community.
- 2.5 These arrangements are not the sole responsibility of a single body such as health, but a joint responsibility between health and social care and their partners in the community. These bodies' understanding of their responsibilities and the way they communicate and collaborate for the benefit of the patient is crucial to the success of any arrangements.
- 2.6 Concern regarding these arrangements is the reason behind this scrutiny investigation. Members of the Services Scrutiny Committee had concerns regarding

the suitability and effectiveness of these arrangements in Gwynedd. Their concerns were based on the experience expressed by some of their electors when they were discharged from hospital without the care support and the appropriate community and social networks in place to enable them to return home or to live in the community in some cases.

3. Purpose of the Investigation

3.1 Therefore, it was agreed that the purpose of this investigation was to consider how suitable and effective the arrangements of Betsi Cadwaladr University Health Board and its partners are to discharge older patients from hospital and to support them to return home or to live in the community.

3.2 In order to achieve this, the investigation addressed the following matters:

- The suitability and effectiveness of discharge arrangements in terms of ensuring the best outcomes for older patients, by identifying and highlighting good practice and fields in need of improvement.
- The suitability and effectiveness of collaboration arrangements between the Local Health Board and the Council in terms of assessing, planning and providing integrated and appropriate care for older patients who are discharged from hospital.
- The role of Third Sector organisations in terms of supporting older patients to return home or to live in the community.
- Identify examples of good practice from other areas and highlight the ones that could be adopted and put into practice in Gwynedd / North Wales.
- Draw up a series of improvement recommendations to be submitted to the Local Health Board, Gwynedd Council and Third Sector organisations in order to respond to the investigation's main findings and outcomes.

3.3 The abovementioned purpose was relatively broad, however in practical terms the main focus of the investigation was the discharge patients from Ysbyty Gwynedd as the majority of Gwynedd residents currently go there to receive treatment.

However, when undertaking that work some other matters became evident and reference is made to them in this Report.

4. Methodology and main activity of the Scrutiny Investigation

4.1 An attempt was made to consult extensively with the main partners in this field to gather and collect information about the arrangements and the behaviour including:

- i. Senior Site Manager (Betsi Cadwaladr University Health Board)
- ii. Senior Business Manager (Social Services)
- iii. Service Manager (Gwynedd Social Services)
- iv. Hospital Discharge Multi-disciplinary Team (Ysbyty Gwynedd)
- v. Ysbyty Gwynedd Social Workers Team and Arfon Area Manager (Gwynedd Social Services)
- vi. Mantell Gwynedd Health and Social Care Facilitator
- vii. Sample of 14 Service Users and Patients in four sessions across Gwynedd (Appendix 3)

4.2 During the investigation, officers from Third Sector organisations were invited to meet the Scrutiny Committee to discuss their contribution to the arrangements and the community support that is now available in Gwynedd. Unfortunately, they could not be present and the timetable for completing the investigation did not allow for rearranging the meeting. This was a disappointment to members of the Investigation.

4.3 Three sessions were arranged to discuss the discharge arrangements, namely:

- i. A presentation and a question and answer session on the arrangements and collaboration between the Betsi Cadwaladr University Health Board and the Gwynedd Council Adults, Health and Well-being Service.
- ii. Meeting with Ysbyty Gwynedd and Gwynedd Council operational teams to discuss the implementation of the transfer arrangements with an opportunity to see specific facilities including the Transfer

Lounge. The new pilot arrangements were also outlined during this meeting.

- iii. A presentation by Mantell Gwynedd's Health and Social Care Facilitator on the services available by the Third Sector to support individuals once they have been discharged and are back in the community.

See Appendix 4 for notes on these meetings.

4.4 To support the investigation, good practice in other hospitals and recognised good practice guidelines were examined (Appendix 1).

4.5 Four sessions were arranged across Gwynedd either at the Council for Older People or the Forums for Older People to discuss older people's own experiences of being discharged from hospital (Appendix 3).

4.6 In order to identify any consistent trends, consideration was given to the complaints list for the Health Board and the Adults, Health and Well-being Service which was also based on discharge arrangements.

5. Findings in accordance with the Scrutiny Investigation Brief

5.1 Discharge Policy and Arrangements

Findings

The Betsi Cadwaladr University Health Board has a detailed policy, namely the Discharge Protocol, which according to the information in the document is to be reviewed in March 2014. It is a detailed policy based on the current arrangements and reflects recognised good practices. Social Services in north Wales' local authorities have also committed to this policy.

Some patients in South Meirionnydd use health services by the Hywel Dda Health Board and this mainly at Ysbyty Bronglais, Aberystwyth. When discussing discharge arrangements with officers from the Board in question, it became apparent that the Board currently has no agreed policy in place.

Source of Evidence

- BCUHB Discharge Protocol
- Research into good practice – Appendix 4
- Discussion with officers from the Hywel Dda Health Board

Recommendations to the Cabinet Member for Care

- Check whether or not the Discharge Protocol by Betsi Cadwaladr University Health Board (BCUHB) has been reviewed and is consistent with the operational arrangements of Gwynedd Council and partners in the community
- Ask the Adults, Health and Well-being Service to collaborate with the Hywel Dda Health Board to agree on a hospital discharge protocol and on practical arrangements for its implementation.

5.2 Collaboration and Communication

Findings

The proof of any protocol or procedure is in its implementation. When speaking with older people at the forums, it became very apparent that they had very little criticism of the hospital discharge arrangements.

Research on good practice clearly shows the importance of clear communication when attempting to ensure a discharge procedure or smooth transfer from one care location to another or back home. Including the patient and their family in every discussion is paramount but the communication between workers from different agencies is as important in order to ensure collaboration and integrated working in the patient's interests.

It became apparent in the evidence sessions that there was close collaboration between multi-disciplinary officers from Ysbyty Gwynedd, including social workers and community care and health workers.

Nevertheless, examples were seen where the communication and collaboration did not work as well. In one case, the lack of communication between the Discharge Team and Social Services regarding a multi-disciplinary meeting had led to postponing the meeting as the Social Workers Team had not been informed in good time of the need to attend. The family submitted a complaint about this.

Good practice suggests that joint-locating the Discharge Team and the Social Workers Team increases collaboration for the benefit of the patient and ensures the best service for the individual. The Wiston Hospital in the Wirral has successfully adopted this procedure and in other hospitals in England, the same manager manages both teams again in order to improve communication and collaboration for the benefit of the patient.

Again, when speaking with older people about their experiences, some concern was expressed about the time one had to wait for medication before being discharged. Some had been waiting for over 4 hours. One said, “9 out of 10 times time they know you are being discharged the day before, why can’t they get everything done before hand?”

In another case, arrangements were made for a district nurse to visit patients after they had undergone orthopaedic surgery in the Hospital. Nevertheless, they had to make alternative arrangements to see the nurse at the local surgery as the message had not been communicated to the district nurse.

Concern was also expressed about the awareness of staff and residents of the various projects or support services available within our communities. These could be a means to make discharge and transfer take place more smoothly and offer very practical support to keep people in their communities and avoid unnecessary admissions to hospital or any other care organisation. It is known that the Red Cross have an arrangement in some areas to take patients home and ensure that they have their essential groceries waiting for them.

Source of Evidence

- Evidence from Complaints
- Evidence session
- Research into good practice (Appendix 1 and 4)
- Evidence from the Mantell Gwynedd Health and Social Care Facilitator
- sector
- Engagement session with Patients/users (Appendix 3)

Recommendations to the Cabinet Member for Care

- Review collaboration and communication arrangements between those teams that facilitate hospital discharges and transfers and those agencies offering support in the community in order to identify opportunities to improve the service for patients and look at good practice in other areas.

5.3 7 Days a Week Discharges

Findings

One suggestion of good practice in this field is to ensure hospital discharge arrangements over 7 days a week, rather than a procedure that is based on five day practice. Such arrangements enable a patient to go home immediately when they are ready rather than having to wait over the weekend in some cases to arrange care packages. In complex cases that require very careful planning, it is a much more effective method of working. In order to successfully implement an arrangement of this kind, all agencies are required to

collaborate and agree to offer their services 7 days a week also.

Research shows that 7 day discharges are an effective way of securing a balance with hospital beds and gives users the flexibility to be discharged on time, including during weekends. Good practice highlights that it is important for individuals to go home as soon as possible as remaining in hospital increases the risk of infection, loss of independence and inappropriate use of resources.

A 7 day service was trialled at Ysbyty Gwynedd over a five month period, however; the service ended in May 2014. The multi-disciplinary team included Social Workers, an Occupational Therapist, a Physiotherapist and Discharge Coordinator who worked over the weekend to offer the service.

The temporary service was not comprehensive as new care packages or changes to care packages were not available over the weekend. Similarly, equipment from 3rd Sector organisations was not available to enable weekend discharges. Nevertheless, workers were able to plan ahead and ensure that a patient was released early on the Monday under the new procedure. However, this pilot demonstrated the potential of operating such an arrangement for patients and their families and what needed to be considered should such an arrangement be implemented. The staff certainly saw its advantages.

Offering a service such as the one outlined above has been included within Gwynedd's grant for the Intermediate Care Grant which equates to spending £1.3 million in revenue on integrated services. An outline of the Project has been developed during this Scrutiny Investigation.

The proposal, which includes multi agency partners, is eager to fund, develop and test new service models that secure sustainability for the future and better outcomes for older people. Amongst the benefits noted in the bid are:

- Transformation Team
- Improving Communication
- Weekend Capacity
- Improved discharge arrangements and discharge support
- Access to providing equipment and adaptations in a timely manner

Scrutinising the Intermediate Care Project Board's work programme will be key to the Scrutiny Committee in order to secure the best possible benefits in this field for older people.

On a more practical matter, members of the Scrutiny Committee were invited to Ysbyty Gwynedd to meet the staff in question and to visit the Transfer Lounge, which is a crucial part of the provision.

Source of Evidence

- Research into good practice (Appendix 1 and 4)

- Evidence session (Appendix 4)

Recommendations to the Cabinet Member for Care

- Review the discharge and transfer service that has been temporarily offered at Ysbyty Gwynedd and consider any relevant matter when developing a similar service within the Intermediate Care Project in the same field.
- Review the discharge and transfer service that has been temporarily offered at Ysbyty Gwynedd and consider any relevant matter when developing a similar service within the Intermediate Care Project in the same field.
- Press for improvements to the Transfer Lounge making it a comfortable and purpose-built room that includes changing facilities and moving the disabled toilets closer to the Lounge for convenience.

5.4 More than Words

Findings

Reference has already been made to the need to ensure clear communication with users and patients and in this context in order for them to understand what is happening and for them to be part of the discharge and transfer process.

Securing bilingual services for bilingual people has been included within the Welsh Government's directives on respect and dignity for patients.

The aim of the Welsh Government's 'More than Words' is to strengthen Welsh language services among the health and social care frontline. Although the availability of Welsh language services was not within this Scrutiny Investigation's terms of reference, concern was expressed that if Welsh language services were available in some cases and a desire for more clarity regarding BCUHB's ability to provide such services in a period of time where the patient has to travel further to receive services.

Additionally, four vulnerable groups have been identified where offering Welsh language / bilingual services is a matter of clinical priority, namely older people, children and young people, people with learning disabilities and people with mental health difficulties due to the nature of their needs. Research shows that even those who are fluent in both languages often feel more comfortable speaking Welsh with a nurse or social worker, particularly in an unfamiliar setting or in an emergency.

Recommendations to the Cabinet Member for Care

- Ask BCUHB for an update on their schemes to implement 'More than Words'

5.5 Gathering patient opinion

Findings

It was quite a difficult task to gather the opinions of older patients on Ysbyty Gwynedd's discharge and transfer arrangements.

When questioned at sessions, it is fair to note that the majority of older people praised the hospital discharge and transfer service. However, it also became apparent that older people were reluctant to find fault in any arrangement made for them. Those people who were willing to voice their complaints were few and far between.

However, feedback must be gathered from those customers who use the service and observations must be collected, be it praise or criticism, in order to improve any service.

Source of Evidence

- Evidence session (Appendix 4)
- Engagement session (Appendix 3)

Recommendations to the Cabinet Member for Care

- Develop ways to compile data in terms of older patients' satisfaction on the discharge and transfer service in order to ensure that they have a voice in the process of developing the best service for them.

6. Reporting back to the Services Scrutiny Committee

- 6.1 The report is submitted for consideration by the Cabinet Member for Care. The investigation members are eager for the Scrutiny Committee to receive a report back by the Cabinet Member on his response to the recommendations in due course.

APPENDIX 1

Background Documents

AGE UK (2014) Factsheets 37 – Hospital discharge arrangements. London

BETSI CADWALADR UNIVERSITY HEALTH BOARD 2012, Discharge Protocol.
Bangor

CARERS UK (2012) Coming out of hospital.

CHRISTIE NHS FOUNDATION TRUST (2011) Discharge and Transfer Policy.

DEPARTMENT OF HEALTH (2010) Ready to Go? Planning the discharge and the transfer of patients from hospital and intermediate care, London

DEPARTMENT OF HEALTH (2003) Discharge from Hospital: pathway, Process and practice. London

HALTON AND ST HELENS (2009) Admission & Discharge Policy, Newton Community Hospital

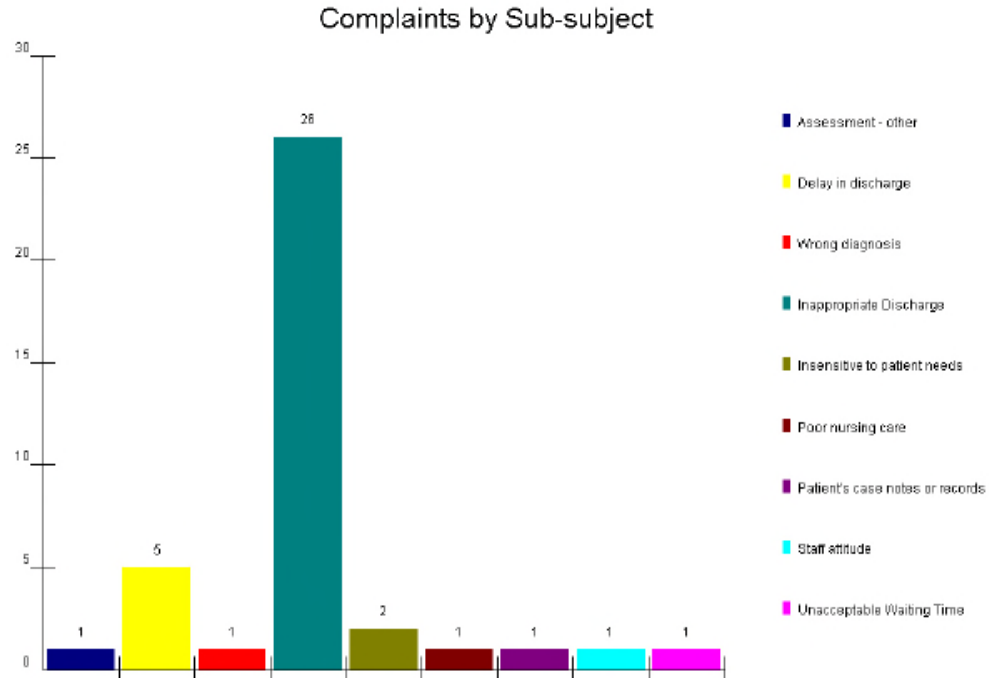
NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST (2012) Hospital Discharge Policy.

NHS (2004) Achieving Timely “simple” discharge from Hospital. London

ST HELENS COUNCIL (2012) Enhanced Integrated Hospital Discharge Team and Community Care Project.

01st April 2013 – 31st March 2014

There have been a total of 39 concerns recorded for the time period.



Concerns by Type	
Formal	18
On The Spot	19
OTS upgraded to Formal Complaint	2
Totals:	39

Concerns by Subject	Access, Appointment, Admission, Transfer, Discharge
Delay in discharge	7
Inappropriate Discharge	32
Totals:	39

APPENDIX 2

Concerns by Sub-subject and Unit

	Ysbyty Gwynedd - Acute	Ysbyty Cefni Hospital	Ysbyty Penrhos Stanley	YG Mental Health - Hergest Unit, Ysbyty Gwynedd	GP Out of Hours Service	Total
Assessment - other	0	0	0	0	1	1
Delay in discharge	5	0	0	0	0	5
Wrong diagnosis	1	0	0	0	0	1
Inappropriate Discharge	23	1	1	1	0	26
Insensitive to patient needs	2	0	0	0	0	2
Poor nursing care	1	0	0	0	0	1
Patient's case notes or records	1	0	0	0	0	1
Staff attitude	1	0	0	0	0	1
Unacceptable Waiting Time	1	0	0	0	0	1
Totals:	35	1	1	1	1	39

APPENDIX 3

A presentation was given in the Area Forum meetings of Age Cymru and the Gwynedd Older People's Council giving individuals who had been in hospital an opportunity to come to us at the end of the session.

Two questions were asked:

- 1. What was your experience of being discharged from hospital?*
- 2. How can we help to improve your experience of the process of being discharged from hospital next time?*

They had highlighted that it was very important to discuss positive and negative opinions in order to identify improvements but also to look at good practice.

This was the response within these sessions:

Session	Number at the Session	Response to the Investigation
Gwynedd Older People Forum	25	5
AGE Forum Arfon	14	2
AGE Forum Dwyfor	20	2
AGE Forum Meirionnydd	21	5
Total	80	14

APPENDIX 4 – Evidence session

Services Scrutiny Committee

Scrutiny Investigation Group – Care (From Hospital to Home), 6 February, 2014

Present

Councillors: Peter Read (Chairman), Huw Edwards, Eryl Jones-Williams and Ann Williams.

Investigating Officers: - Darren Griffiths (Strategic Planning Manager), Meilys Heulfryn Smith (Senior Business Manager – Social Services), Bethan Adams and Lowri Haf Evans (Member Support and Scrutiny Officers).

Others invited:- Eleri Evans (Senior Clinical Site Manager, Betsi Cadwaladr University Health Board), Glenda Lloyd Evans (Service Manager, Gwynedd Council), Ellen George (Area Manager, Arfon 18+ Team, Adult Services, Gwynedd Council) and Bridgitte Williams (Gwynedd and Anglesey Social Workers Team, Ysbyty Gwynedd).

1. APOLOGIES

Apologies were received from Councillors Elin Walker Jones and Linda A. W. Jones.

2. NOTES ON THE MEETING OF 22 JANUARY 2014

The notes of the previous meeting of the Scrutiny Investigation Group were accepted as a true record.

3. PRESENTATIONS AND A QUESTION AND ANSWER SESSION

Eleri Evans, Glenda Lloyd Evans, Ellen George and Bridgitte Williams were welcomed and thanked for agreeing to meet members of the Scrutiny Investigation.

Everyone introduced themselves.

The context and purpose of the Investigation was set out by the Strategic Planning Manager.

The following provided presentations and members were given an opportunity to ask questions:-

(i) Ellen George, Area Manager, Arfon 18 + Team, Adults Services, Gwynedd Council

The following main points were made:

- That the team was responsible for individuals over eighteen years old, including individuals with disabilities and those suffering from dementia;
- That her team worked in the community with individuals known to the Council;

- That the team included Occupational Therapists, Social Workers and Enablement Workers.
- That the Enablement Workers were responsible for returning individuals to the community and providing assistance for Carers of the individuals.
- That the team operated a demand management procedure.

In response to a question by a member regarding what she wished to change in the current system, she noted that there was collaboration / communication happening between the Council and Betsi Cadwaladr University Health Board (BCUHB) at lower levels of the managerial hierarchy but there was a need to strengthen the relationship. She added that there was pressure on BCUHB to release beds and on the Council not to take individuals into the Social Services system unless there was a real need.

A member expressed his concern that individuals were discharged from hospital when no prior warning had been given to carers of the individuals of the time when they would be returning home. In response, Ellen George noted that the team arranged a time for assessing the service needed for individuals who were unable to do everything for themselves. She added that they worked under time restrictions and attempted to satisfy the needs of individuals.

Glenda Lloyd Evans added that families or neighbours ensured that individuals arrived home to a warm house and that there was food in the house but with the most vulnerable individuals it was anticipated that a conversation would be held in the hospital to discuss the situation. She noted that the Red Cross also provided support for individuals in the Arfon area but there was a real need for the provision throughout Gwynedd.

In response to an enquiry regarding who was responsible for deciding which individuals would be sent to the Llew Unit in Penygroes, which was part of the Enablement Scheme, Ellen George noted that there was room for up to six persons in the Unit and the decision on who was eligible for the provision was made by a Social Worker and the Manager of the Home. She added that the aim of the Enablement Scheme was to make arrangements to enable individuals to return home or as a result of an assessment, for them to receive a placement in a home. She noted that the aim was care in the community.

(ii) Glenda Lloyd Evans, Service Manager, Gwynedd Council

She noted that the focus was to try to get people home but intermediate care provision was available for individuals. She reported that there were three beds in the residential home of Cerrig yr Afon in Felinheli for the provision and there was spot purchase of beds in private residential homes when there was a demand for the

provision in Dwyfor and Meirionnydd. A member noted that he was glad of the use made of beds in private residential/nursing homes.

The speaker reported that there was an Extra Care Scheme in the Meirionnydd area and BCUHB intended to extend the provision to Arfon and Dwyfor in due course. She noted that there was collaboration between Gwynedd Council and BCUHB to improve the provision to enable individuals to live at home.

In response to a question from a member regarding what she would wish to change in the current system, she noted that a regional statement of intent had been prepared following the Welsh Government's wish to introduce a complex needs service. She emphasised that it would be crucial for the proposed County Forum to be effective by prioritising clearly and setting the agenda.

In response to an observation by a member, she explained that £50 million of one-off funding had been given by the Welsh Government for providing an intermediate care service across Wales with an allocation per region. Work was underway to plan how best to use the funding.

(iii) Eleri Evans, Senior Clinical Site Manager, Betsi Cadwaladr University Health Board

She noted that she and her team were responsible for hospital admissions, beds and discharging patients from hospital and providing assistance to staff of the Accidents and Emergency Unit and providing assistance on the wards if there were staffing issues.

She noted that collaboration between her team and the Ysbyty Gwynedd Social Services Team had improved.

She noted that patients were not discharged from hospital until it was safe to do so. Glenda Lloyd Evans added that there was increasing pressure on beds and on staff in hospitals to discharge patients as soon as possible but if the Social Services team disagreed with the medical opinion or if arrangements were not in place for patients to be discharged safely, then they questioned the decision. She added that nurses on the wards also questioned some decisions.

In response to a question from a member regarding what she would wish to change in the current system, she noted that Ysbyty Glan Clwyd would be losing 60 beds and this would add to the increasing pressure on beds and she was concerned that there was no back-up plan.

A member noted that the root of the problem was the lack of beds in hospitals and it was a matter for the principal officers of Gwynedd Council to highlight to BCUHB officers that the arrangements were not working and that this was unacceptable. She

added that problems arose because some individuals were unwilling to ask for assistance or that they were unaware of the Enablement Scheme.

In response to the observation, Glenda Lloyd Evans noted that a Social Worker funded from the Intermediate Care Fund was working in Ysbyty Gwynedd for four hours on Saturdays and Sundays. She added that it was proposed to have one Social Worker to serve Dwyfor and Meirionnydd in the same way over weekends.

(iii) Bridgitte Williams, Gwynedd and Anglesey Social Workers Team Leader Ysbyty Gwynedd

The following main points were made:

- A joint team between Gwynedd Council and Anglesey Council had been established for three years;
- The team dealt with new cases as well as open cases in the community where a specific Social Worker had not been allocated;
- The team included one Team Leader's post, 2½ Social Workers' posts, one temporary Social Worker's post and two Care Assessors' posts;
- The permission of the patient was required prior to receiving the referral;
- The team assessed the needs of patients when they were ready to leave the hospital and they decided whether patients needed statutory support or support from the Third Sector;
- There was a close relationship between the team and the Red Cross and Carers Outreach;
- They collaborated closely with Eleri Evans's team;
- That a recent development had been the establishment of an Assessment, Discharge and Transfer Team;
- That it was proposed to integrate the discharge team and the Social Services team as one team and BCUHB was looking for a location;

In response to a question by a member regarding what she would wish to change in the current system, she noted that there was a need to build on the collaboration which was already happening.

A member enquired how important the Welsh language was in terms of discharging patients from hospital. In response she noted that everyone within the team was bilingual.

In response to an observation regarding the lack of provision in community hospitals, Glenda Lloyd Evans noted that following the closure of Uned Meirion, the Council was

working with BCUHB to commission a bed in a private home in the Dwyfor area which specialised in dementia.

Glenda Lloyd Evans noted that a meeting had been held with Dr Bill Whitehead, BCUHB Community Clinical Director, regarding the role of community hospitals and the possibility for individuals to stay for a period in a nursing home prior to returning home. Eleri Evans added that such a scheme operated successfully in Conwy.

Regarding the lack of a Welsh language provision to assess individuals for dementia, Ellen George noted that there were difficulties when individuals were only comfortable in communicating through the medium of the Welsh language.

The Senior Business Manager – Social Services reported that work was in the pipeline to assess whether the Council's contracts complied with the strategic framework 'More Than Words'. She noted that if the language expectations in the contracts were insufficiently robust and did not comply then an action plan would be established to respond to the shortcomings.

Eleri Evans explained the main considerations when discharging patients from hospital:

- A nurse ensured that someone was available to fetch the patient;
- Ensure that it was possible for the patient to return home safely;
- Was a referral to Social Services needed?
- Ensure that tablets had been ordered;
- If there was a problem regarding transport home then the Welsh Ambulance Service NHS Trust had to be contacted;

Regarding problems which arose with transport home it was noted that problems arose when no transport had been booked from the Welsh Ambulance NHS Trust sufficiently early.

In response to an observation regarding problems with receiving tablets in a timely manner prior to the patient returning home, Eleri Evans noted that the situation was improving and that the Pharmacists visited the wards in the morning and at midday every day to arrange tablets.

Everyone was thanked for their contributions and those invited were asked to convey the gratitude of the members to their staff for the work which was being done.

The meeting commenced at 2.05pm and concluded at 3.40pm.

Services Scrutiny Committee

NOTES of the Scrutiny Investigation Group – Care (From Hospital to Home), 25 March 2014

Present

Councillors: Peter Read (Chairman), Huw Edwards, Linda A. W. Jones and Ann Williams.

Investigating Officers: - Janet Roberts (Senior Delivery and Support Manager), Bethan Adams and Lowri Haf Evans (Member Support and Scrutiny Officers).

Others invited:- Eleri Evans (Senior Clinical Site Manager, Betsi Cadwaladr University Health Board), Ceri Pritchard (Occupational Therapist, Betsi Cadwaladr University Health Board), Yvonne Moules Roberts (Social Worker, Gwynedd and Anglesey Social Workers Team, Ysbyty Gwynedd), Stuart Whittle (Qualified Learning Disability Nurse) and Sarah Williams (Discharge Coordinator, Betsi Cadwaladr University Health Board).

1. WELCOME

Eleri Evans, Ceri Pritchard, Yvonne Moules Roberts, Stuart Whittle and Sarah Williams were welcomed and thanked for agreeing to meet members of the Scrutiny Investigation.

Everyone introduced themselves.

2. APOLOGIES

Apologies were received from Councillors Elin Walker Jones and Eryl Jones-Williams.

3. NOTES ON THE MEETING OF 6 FEBRUARY 2014

The notes of the previous meeting of the Scrutiny Investigation Group were accepted as a true record.

4. PRESENTATION ON THE ASSESSMENT, DISCHARGE AND TRANSFER TEAM

A brief presentation was given by Sarah Williams on the Assessment, Discharge and Transfer Team at Ysbyty Gwynedd.

It was noted that the team which included the Discharge Coordinators, Social Workers, Gogarth, Aran and Beuno ward Nurses along with Occupational Therapists had been established in October 2013.

She noted that she led the team, with three members of staff and one social worker working additional hours on weekends from 10am to 2pm.

She added that more staff were needed in the long term in order for the team to succeed.

Eleri Evans noted that the additional funding received to enable the service provision on the weekends would cease at the end of March 2014.

It was explained that the staff would go around patients who had been designated on the Clinical Vulnerability Scale with a vulnerability scale of between 4 and 6 in order to seek to discharge the patients safely within five days.

In response to a question by the Senior Delivery and Support Manager in relation to receiving the clients' observations, Eleri Evans noted that the Gwynedd and Anglesey Social Workers Team Leader contacted patients as part of assessing the work of the Assessment, Discharge and Transfer Team.

It was emphasised that a 'What Matters Conversation' was held with the patient and their family soon after the patient was admitted to hospital. In response to an observation by a member, it was noted that the discharge options included intermediate care, nearby hospitals, community hospital, residential home or home.

In response to a question by the Senior Delivery and Support Manager in relation to the 'What Matters Conversation', Sarah Williams noted that this was a general chat with the patient.

In response to an observation by a member relating to comparing the obstacles involved with discharging patients to the homes of Cartrefi Cymunedol Gwynedd as opposed to private homes that required adaptations, Sarah Williams noted that there was no difference in terms of providing home care or providing commodes. She added that should adaptations to the home be required, such as handrails, that the individual would be referred for intermediate care or to an Occupational Therapist.

In response to a member's question regarding the availability of profiling beds for the patients' homes, Ceri Pritchard noted that the referral was made to the District Nurse where it was decided whether or not this provision was needed, but that it was not possible to refer to the District Nurse on weekends and that a bed would be hired from a company.

Yvonne Moules Roberts noted that private agencies were able to commence care services from anew on the weekends for individuals; however the Social Worker could only prepare documentation for the individuals.

Before the meeting, members had visited the Transfer Lounge for individuals who were leaving the hospital. A member noted that the lounge resembled a ward and that a comfortable and purpose made room was required along with changing facilities.

5. QUESTION AND ANSWER SESSION

Those invited to the meeting were given an opportunity to make observations and for the members to ask questions.

Stuart Whittle noted that he was a Qualified Learning Disabilities Nurse. He had undertaken a six month study of admissions arrangements, length of stay and discharge arrangements in September 2012. He added that his presence as a Qualified Learning Disability Nurse facilitated the process. He noted that the arrangements for the discharge of individuals with learning disabilities were not very problematic as there were already care arrangements in place in most cases.

In response to a member's observation regarding individuals with learning disabilities who required twenty four hour care, Sarah Williams noted that it would be possible to discuss with the ward nurses whether there was a need for someone to stay with the patient. It was added that the arrangements had improved compared with 18 months ago.

In response to a further observation by a member that the standard visiting hours of two hours a day in relation to patients with learning disabilities or dementia were insufficient, Sarah Williams noted that the ward staff were willing to discuss a patient's specific needs and to reach an understanding on visiting arrangements. Eleri Evans added that the specified visiting hours ensured that the patients could rest and should there be any special circumstances that they could talk to the charge nurse on the ward.

It was noted that there were Qualified Learning Disabilities Nurses present at Wrexham Hospital, Glan Clwyd Hospital and Ysbyty Gwynedd. It was added that Stuart's presence alleviated the concerns of patients with learning disabilities and made them feel more comfortable.

Sarah Williams emphasised that more support was needed in the community to enable patients to return home as soon as possible in the interest of the individual along with the need to free up beds.

Stuart Whittle noted that there was a lack of provision in the community for young people who needed nursing care and that this was causing bed-blocking.

Ceri Pritchard noted that the Care and Repair company held weekly sessions at Ysbyty Glan Clwyd to answer individuals' questions and it would be beneficial for this to take place at Ysbyty Gwynedd.

In response to a member's observations, Sarah Williams noted that should a patient insist on returning home that the rapid response team would be called in. It was added that if a patient had the mental capacity they could not be prevented from going home. It was noted that there were a high number of cases where a patient had

been admitted back to hospital within a few hours of going home contrary to medical opinion.

A member referred to a scheme at Chesterfield Royal where patients were discharged with a food parcel. The staff were of the opinion that this was a good idea. Yvonne Moules Roberts noted that the Red Cross had offered this provision in the past and they had a 'Home from Hospital Scheme' which provided patients with support in returning home in the Arfon area.

Sarah Williams noted that when individuals were prepared to return home they were provided with a list for shopping and care services etc.

It was noted that a pharmacy provision was now available throughout the week and this was a significant improvement. Reference was made to the Ambulance Service at weekends, it was noted that the provision was good on a Saturday however there were problems on Sundays.

In terms of ambulance provision Eleri Evans noted that it should be ensured that sufficient notice was provided to the services and if no transport was available by the service they would contact the Red Cross to provide transport in the Arfon Area.

In response to a question from a member regarding what he would wish to change about the existing procedure, Stuart Whittle noted that he had been asking to establish a means to identify individuals' needs in a data base, and this would benefit hospitals and GPs.

A member noted that care workers had a digital device which contained information such as the location of keys, details of the GP and details of any disability. The member added there should be a link to this information for hospital use.

Yvonne Moules Roberts reported that the Social Workers Team at the Hospital included a Team Leader, 2 ½ Social Worker posts, 1 temporary Social Worker and two Care Assessors' posts. She noted that the Betsi Cadwaladr University Health Board had funded an additional temporary Social Worker post for working on the weekends from 10am to 2pm. It was noted that the post holder was to finish soon and they had asked the team to volunteer to work on the weekends. It was unlikely that any volunteers would step forward therefore it was assumed that a rota system would be developed in future. It was added that unlike the other staff at the hospital, the Social Workers did not receive enhanced pay for working weekends.

In response to a question from a member regarding what she wished to change about the existing procedure, Sarah Williams noted that it would be beneficial if everyone worked seven days a week, being able to commence new packages on the weekends,

longer working hours on the weekends and the need for more beds in residential homes.

Yvonne Moules Roberts noted that a re-enablement unit in south Gwynedd could assist to enable individuals to be discharged sooner.

Ceri Pritchard noted that a seven day working week would be beneficial but that it would have a harmful effect on staff. She added that they needed more support in the community as the nurses often had to use their own discretion to identify that an individual needed support when they were discharged from hospital.

In response to a question from a member regarding the number of people with learning disabilities who had been referred to Stuart Whittle, he noted that 22 individuals had been referred to him in January and that they would send the information for the year to the member.

Stuart Whittle noted that staff recognised in the current economic climate that it was not possible to have additional staffing resources. He added that everyone was under pressure at work but that he was in regular contact with community workers and that the collaboration was successful.

Everyone was thanked for their contribution.

The meeting commenced at 3.00pm and concluded at 4.15pm.

Services Scrutiny Committee

NOTES of the Scrutiny Investigation Group – Care (From Hospital to Home), 10 April 2014

Present

Councillors: Peter Read (Chairman), Huw Edwards, Eryl Jones-Williams and Ann Williams.

Officers of the Investigation:- Janet Roberts (Senior Delivery and Support Manager), Dafydd Bulman (Corporate Policy and Commissioning Manager), Bethan Adams and Lowri Haf Evans (Member Support and Scrutiny Officers).

Others invited:- Sioned Larsen (Health and Social Care Facilitator, Mantell Gwynedd).

1. WELCOME

Sioned Larsen was welcomed and thanked for agreeing to meet the members of the Scrutiny Investigation.

The members expressed their disappointment that there were no representatives from the Red Cross or the North Wales Advocacy Service present. A member noted that the organisations should be contacted to ask for a written report regarding their provision. The member added that they should note in the correspondence to Red Cross, the members' concerns that the service was not available throughout Gwynedd.

2. APOLOGIES

Apologies for absence were received from Councillors Elin Walker Jones and Linda A. W. Jones.

3. QUESTION AND ANSWER SESSION

Sioned Larsen explained that Mantell Gwynedd was an umbrella body for third sector organisations.

She noted that Red Cross offered a service for people returning from hospital, where individuals were supported for up to six weeks after coming home from hospital, and shopping and collecting prescriptions were a part of their provision.

In response to a question from a member, she noted that Crossroads North Wales offered respite care across the age range. She added that Betsi Cadwaladr University Health Board had commissioned Crossroads to undertake a pilot project of short-term respite care for carers.

A member referred to the Ffrindia' scheme and noted that individuals thought the service was valuable. The member noted that the Ffrindia' scheme was funded by the Big Lottery Fund and that Mantell Gwynedd, Age Cymru Gwynedd a Môn and the Carers' Outreach Service worked in partnership.

With regard to the advocacy service, she noted that a number of companies such as the North Wales Advocacy Service and Age Cymru provided support for individuals to express themselves.

In response to a member's observation in relation to support for individuals after the provision under the Enablement Scheme had ended, she noted that the Ffrindia' scheme was an option and that Age Cymru Gwynedd a Môn had Age Well Centres in Bala, Cricieth, Dolgellau and Nefyn.

She added that there were gaps in the provision in some areas in Gwynedd and that there were difficulties recruiting in the south of the County.

In response to a member's question with regard to how individuals came to know about the services that were available, she noted that individuals were referred

through the Advice and Assessment Centre, with 300 out of 900 individuals being referred to third sector organisations.

She added that some Social Workers were not aware of which individuals were suitable to be referred.

A member enquired in relation to the Ffrindia' Scheme whether the same volunteer was allowed to remain with the individual if he/she developed dementia, and she noted that this depended on the individual's needs.

She noted that the aim of such schemes was to enable individuals to be independent. A member referred to an individual who had developed confidence after using the Ffrindia' Scheme.

A member noted the need to communicate information to individuals about the services that were available. In response, she noted that the services were marketed continuously and that there was close collaboration between the third sector organisations, Social Workers and nurses in community hospitals. She added that perhaps individuals did not take notice of the services available until they needed support.

She noted that the Citizens' Advice Bureau used Mantell Gwynedd's mobile unit to go out to the communities to advise the individuals about the services that were available.

She noted that Llinos Parry had been appointed recently and that she would be working over Gwynedd, Conwy and Anglesey raising awareness amongst Social Workers of the services and training available.

Sioned Larsen was thanked for her contribution.

4. NEXT STEPS

A discussion ensued and the members noted what they had learned to date as follows:

- There was support available but it was not consistent over the whole of Gwynedd;
- Support from third sector organisations depended on funding from the Big Lottery Fund and not mainstream funding;
- A number of schemes existed which varied slightly;
- It was difficult to market services and individuals only looked for information when they needed it;

- A single point of contact was important;
- A list of the services available and in which areas was needed;
- Collaboration was extremely important;
- Social Workers at Ysbyty Gwynedd needed to be able to start new care packages on weekends;
- Arrangements were needed in place to notify the family or home carer when an individual was returning home later than expected.

In relation to gathering users' opinions, the Senior Delivery and Support Manager suggested that members could try to find one story each from the individuals who had been through the process of being discharged from hospital.

A member noted that in his role as Carers' Champion, he had witnessed examples where individuals had been discharged from hospital without there being an enablement plan or a care package in place.

It was reported that Age Cymru Gwynedd a Môn were holding area forums and that examples could be obtained from the individuals who attended. It was added that examples could also be obtained at the next meeting of the Older People Council.

RESOLVED to aim to hold the next meeting of the Investigation in mid-May after the Older People Council meeting.

The meeting commenced at 2.00pm and concluded at 3.15pm.