

MEETING	Services Scrutiny Committee
DATE	28 JANUARY 2016
TITLE	GWYNEDD COUNCIL 2015-16 PERFORMANCE OVERVIEW (QUARTER 2) - CARE
PURPOSE	To respond to questions raised by members after the overview Report was submitted.
AUTHOR	Head of Adults, Health and Well-being Department

Purpose of the Report

1. After the Performance Overview Report was submitted, a series of questions were raised by members specifically involving the work of the Adults, Health and Well-being Department. Many of the questions raised related specifically to the procurement and contracting arrangements and a presentation on these aspects will be programmed for one of the next meetings of the Committee or the Preparatory Meeting. The purpose of this report is to respond to the other issues raised by the members.

CARE CHALLENGE

2. Though acknowledging the project's potential which has been identified in the Strategic Plan, Members share the concerns of the Cabinet Member that there is a risk of not having a real impact on residents by transforming services with our partners.
3. The purpose of this project is to try to ensure that the people of Gwynedd truly understand the challenge which faces us to motivate and support communities to contribute by taking action. The success of this project will be crucial for the preventative agenda, and will ensure that we as a Council (and our partners) will respond proactively to change. At the end of the project, the aim is that the people of Gwynedd will have an understanding of the field that will lead us naturally to contribute and support the most vulnerable people within our communities.
4. By April 2016, the aim was to:
 - Create the 'story' for different audiences
 - Develop an events programme for key stakeholders
 - Develop resources to improve the public's awareness
 - Develop and begin implementing a communications strategy by using various media
 - Identify the strengths of communities, promote viability and encourage community action
 - Work with communities and key partners to implement plans that promote well-being
5. The main milestones for the project are:
 - Developing the 'Story' and the programme of events / engagement.
 - Develop resources for raising the awareness of the public and users, release statements to Newyddion Gwynedd and local papers.

- Hold a series of consultation sessions with communities and user forums in order to identify strengths, resources, informal opportunities and gaps within communities.
 - Develop and implement a well-being promotion scheme which responds to the gaps within communities and which trigger community action
6. It is considered that the progress against milestones 1 and 2 is very good with much preparation and development work undertaken to achieve milestone 3. A project plan and work programme are in place and we have mapped stakeholders and developed a communication/awareness raising programme for every group of stakeholders. Action has begun including arranging a series of events to include stakeholders, seeking their opinion and ideas and raising awareness about the requirements of the Act. Press releases have been issued, along with an article on Rhaeadr. Further press releases will be issued shortly, including to local papers as well as an article in Newyddion Gwynedd in March 2016.
 7. The Care Challenge Core Group and the Project Board meet every month.
 8. Three Member training sessions have been held in order to raise their awareness of the Act, an information booklet has been developed for them and several articles have appeared on Rhaeadr.
 9. In terms of staff - two conferences were held in November and December. A report is available which summarises the observations from the discussion groups and an action plan in order to respond to and implement some of these matters. In addition, a monthly staff bulletin is published to update staff on key issues and a quarterly newsletter to update them on any developments. It is intended to establish an 'Act Implementation Group' which would be a consultative group with front-line staff which will ensure that the necessary arrangements are in place to implement the Act which will also give staff an opportunity to feed into the planning and service commissioning arrangements.
 10. It is believed that the Project has succeeded to raise the awareness of staff and Members of the requirements of the Act and its implications to Gwynedd. It was very important to emphasise that no additional funding was available as part of the Act, therefore the transition had to happen within the existing financial resources, which were also reducing.
 11. The next step will be to raise the public's awareness and work with communities to identify strengths, opportunities and gaps. The aim of this work is to develop preventative services in order to reduce the over-dependency on social services and ensure the ability to be supporting vulnerable people in society. Work to map-out preventative services has begun and that work will continue for some months. The Team visited Merched y Wawr, Caernarfon in January to give a presentation on the Care Challenge. The session was a success, and we received very positive and constructive feedback. This session will assist us to plan visits to other groups. Over the next few weeks, further experimental visits will be conducted with other groups and with Town and Community councils. Having assessed the feedback, we can consider what will be the best way of presenting the message to a wider audience.
 12. It is acknowledged that it is difficult to measure what has been achieved to date in terms of the impact on residents with numeric certainty; however, staff and Members have certainly appreciated being included in the work and feel that they have a better understanding of the Act and its implications to Gwynedd.

13. The progress to date on the work with communities and well-being is not as good. This is mainly due to three reasons:-

- A delay in appointing a Well-being Manager.
- A delay with national materials - Code of Conduct and the Act's communication materials.
- Budgetary restrictions.

14. It can be reported that moves have been made recently on the first two matters and this, together with the programme to meet groups and local communities, should lead to picking-up the momentum of the work over the next six months.

Gwynedd Care Career Pathways

15. Members were eager to know what the latest situation is in terms of developing Career Pathways for care workers.

16. For Social Workers, the Council is in partnership with Bangor University to provide an MA course in Social Work. We are committed to providing a specific number of work placements in social work teams over a year. A vast number of the MA students secure social work posts in Gwynedd after qualifying.

Learning Framework and Continuous Professional Education

New Workers - Social Workers are a group of staff who register with the Care Council	Year 1 - First Year in Practice Programme - a programme of workshops and support meetings. Year 2-3 Endorsement programme which becomes mandatory for new workers on 01/04/16
Experienced Workers 3 years +	<ul style="list-style-type: none"> • Practitioners Programme • Approved Mental Health Practitioner qualification for experienced workers • Practice Learning qualification for experienced workers
Senior Practitioners	Senior Practitioners Programme or TMDP course (Team Manager Development Programme) Management Qualification
Team Leaders/Area Managers	TMDP programme (Team Manager Development Programme) Management Qualification for care managers
Middle Managers	The Middle Managers Programme will begin in October 2016 Accredited Management course for managers in the care field
Heads and Directors	Strategic Leading Programme 'SSIA' (Social Services Improvement Agency) Development Programme

Social Care Workforce (Domiciliary Care, Residential, Learning Disabilities Support Workers)

	Minimum Qualifications and Career Development Programmes
New Workers	7-day Induction Course including first aid, safeguarding, health and safety, working in the person-centred approach and enabling, communication, data protection, food safety and dementia.
Care Workers	<ul style="list-style-type: none"> • Level 2 Qualification in Health and Care (National Requirement) Development Programmes • Level 2 Award and Certificate in Learning Disabilities • Level 2 Award in Dementia • Level 2 Award in End of Life Care
Senior Care Assistant / Supervisors	<ul style="list-style-type: none"> • Level 3 Qualification in Health and Care • Advanced Practitioners Award level 5 to prepare them for the role of manager
Assistant Managers / deputy area managers	<ul style="list-style-type: none"> • Level 5 qualifications in Management • Level 3 Award in Dementia Awareness
Managers	<ul style="list-style-type: none"> • Level 5 qualification in Management • Level 3 Award in Dementia Awareness
Area managers	<ul style="list-style-type: none"> • Level 5 qualification in Management

The National Situation

17. A consultation was published recently on developments for the Domiciliary Care workforce. The proposals will influence our care workforce in Gwynedd in 2016/17 therefore it is considered that we should take advantage of the opportunity to voice our opinions on the recommendations. The consultation period lasts from 19/01/16 to 04/04/16. The Consultation Document regarding the domiciliary care workforce can be seen by following this link:-

<http://gov.wales/consultations/healthsocialcare/workforce/?lang=en>

18. The following statement is made regarding career pathways in the consultation documentation:-

'To raise the professional standing of domiciliary care workers, we have announced that domiciliary care workers will be registered with the workforce regulator – the Care Council for Wales three-year development programme for domiciliary care workers will start in April 2016 with the register opening in April 2018. All domiciliary care workers will be required to be registered by April 2020. More information can be found on the Care Council for Wales website.

Most professions have defined career pathways. Social workers, for example, have a continuing professional education and learning framework. The framework aims to equip social workers with the advanced knowledge, skills and qualifications they need as they progress from newly qualified to experienced practitioners and, for some, as they take on more senior practice roles.

We have a number of ideas about increasing the attractiveness of domiciliary care as a career including ideas about and developing a career pathway. These are:

j. As part of the registration process, require all domiciliary care workers to achieve a qualification such as a Level 2 or Level 3 Diploma in Health and Social Care and require domiciliary care workers to demonstrate they have taken part in ongoing training and development.

k. Develop a 'career pathway' for domiciliary care workers. This would be co-ordinated with the career pathway for health care support workers. The career pathway would support the development of domiciliary care workers throughout their careers.

l. Introduce diversity and specialisms into the role of domiciliary care work through providing training and development to care workers to enable them to specialise in working with, for example, people with dementia, to take on appropriate health tasks or support roles for adults with drug and alcohol dependency.

Dual Registration Homes

19. Members will be aware that nursing care homes across the country are facing difficulties in trying to identify and appoint qualified nurses. Unfortunately, the problem in North Wales has recently got worse and this is likely to exist for a while yet as insufficient nurses have been trained over the years to meet the current demand. Having discussed this with a manager within the health field, it is assumed that there is an element of not anticipating the need as a result of several issues:-

- doctors delegating more duties to other professions
- the number of nursing staff who have retired.

20. One of the main issues that nursing home providers currently have, be they public sector or private sector providers, it to ensure that they have a sufficient number of nurses to run the provision safely and in accordance with the expected care standards.

21. We can report that a piece of work has been commissioned jointly by the Health Board and the Council to look at the options in terms of alternative models that may be considered to try and respond to this problem. As Committee members have highlighted in the past, the Council has a number of internal residential homes and the aim of the work commissioned by the Department is to undertake initial research into the options open to the Council in terms of bed use in these homes, and possibly in private residential care homes, in order to strengthen provision at a local level and in areas where the population density is lower.

22. It does not appear to us that there is any evident legal barrier to provide nursing care in homes run by the Council. Having said that, we are not aware either of any local authority Council that has ventured into the clinical field.

23 Evidently, we cannot presume the results of this research, but if there are practical options that we can consider to contribute to more robust care and health arrangements at a local level, then the Council will need to ensure that these homes have a clinical overview. Since the Council has no structure of a clinical nature already, it would be necessary to ensure that these arrangements are totally appropriate and meet with the requirements of the inspectorate.

24. The challenge of recruiting nurses is likely to continue, at least in the short and medium term for internal provision, as things are for the private sector. However, perhaps it may be possible to look at a model of joint working with the Health Board to strengthen the capacity of the workforce and clinical supervision.

25. The research findings will be considered by the Council and the Health Board and are then likely to be fed into discussions with the Government. It is anticipated that a further report summarising the findings will be prepared for the Scrutiny Committee as part of the process of setting a direction to shape future provision.