

# GWYNEDD COUNCIL CABINET



## Report for a meeting of Gwynedd Council Cabinet

**Date of meeting:** 03.07.18  
**Cabinet Member:** Councillor Gareth Roberts  
**Contact Officer:** Mari Wynne Jones and Rhion Glyn  
**Contact Telephone Number:** 01286 679268  
**Title of Item:** A Place to Call Home: Impact and Analysis

### 1 THE DECISION SOUGHT

- 1.1 Approve further steps in response to the follow-up survey carried out by the Older People's Commissioner since the original A Place to Call Home report.

### 2 THE REASON FOR THE NEED FOR A DECISION

- 2.1 A request was received from the Older People's Commissioner for her final report (Appendix 1 - A Place to Call Home: Impact and Analysis), and the individual analysis (Appendix 2 - Follow-up Survey to the Review of Care Homes: Observations on Gwynedd Council's Response), to be discussed at Cabinet level.

### 3 INTRODUCTION

- 3.1 In 2014, the Older People's Commissioner presented the findings of her review of Care Homes. The substantial need for change and ensuring that older people's quality of life was central to the care system we work within, was made explicitly clear. In the original report, the changes needed to ensure improvements in the care homes that older people wish to see, and which they are entitled to expect, were described.
- 3.2 All public bodies considered in her review welcomed and appreciated these findings, and the Older People's Commissioner asked for assurance that they would take the necessary steps to ensure future improvements.
- 3.3 In response to the National Review, Gwynedd, like all other public bodies in Wales under consideration in her review, began to draw-up a work programme. The work programme agreed upon in May 2015, and the Commissioner's original report, has undoubtedly influenced the

Department's day-to-day work and the decisions made in terms of developing, commissioning, providing and monitoring care services.

- 3.4 As an authority, we greatly appreciate the contribution and influence of the Older People's Commissioner over recent years in improving the care system in Wales; and I am also eager to thank her personally for her time and the constructive feedback that has been shared with us here in Gwynedd.
- 3.5 In January 2017, a request was received from the Older People's Commissioner for information that evidenced that what had been agreed as a work programme back in May 2015 had been acted upon and had been embedded as a part of the day-to-day service provision and commissioning. Evidence was sought on four 'Required Actions' (Appendix 3) in particular.
- 3.6 Appendix 2 (Follow-up Survey of the Review of Care Homes: Observations on the Response from Gwynedd Council) notes the Commissioner's observations for each of the 'Required Actions', and whether or not she believes that the authority has made an acceptable level of progress. The analysis highlights that one of the Required Actions is 'Adequate', two have been noted as 'Partly Adequate' and one as 'Inadequate'.
- 3.7 In general, the Commissioner was of the opinion that the evidence shared with her in response to her request in January 2017 (Appendix 3) complied with the format requirements, however, insufficient details had been provided in a number of fields to enable her to pass judgement. It was also noted, specifically that more evidence was needed regarding the outcomes for older people and the need for any encouraging lessons learnt to be shared and disseminated more widely. Therefore, although she acknowledges the arrangements put in place in terms of the Annual Quality Report, it should be noted that the Commissioner would have wished to see specific information regarding how activity is being monitored for progress and how it is being reviewed within corporate management structures. Acknowledgement was also received for the purposeful and encouraging steps being taken by means of Ffordd Gwynedd in respect of the culture change and the development of attitudes that are more person centred.
- 3.8 In light of the information and evidence shared with the Older People's Commissioner (Appendix 3), I believe that her analysis (Appendix 2), is thorough, correct and fair. Having said this, I do feel that 'Insufficient' for Required Action 3.3 is quite harsh and that a judgement of 'Partly Sufficient' would have possibly been fairer. Although no reference was made to the original work programme in response 3.3, I believe that we have referred to a number of exciting and successful projects that testify that progress is being made in this field, e.g. 'Hen Blant Bach', the Perthyn Project and the Speak Up Project, to name but a few.
- 3.9 In light of discussions with officers who have been involved in the work of gathering information and providing evidence, and whilst I understand the obvious need for consistency in responses from public bodies across

Wales, I believe that it is fair for me to say that they felt that the format in terms of the word limit etc. did not allow them to present all the information that they would have wished.

- 3.10 Since the latest observations were received from the Older People's Commissioner at the beginning of the year (Appendix 1 and 2), the Department's officers have striven to collect further information and evidence in response to the Commissioner's detailed observations.
- 3.11 Although there is obvious room for improvement and for providing evidence in the future, it was encouraging to see specific attention being given to Gwynedd projects (DementiaGo and the Perthyn Project) when sharing good practice in the national report (Appendix 1 - A Place to Call Home: Impact and Analysis).

#### **4 THE REASONING AND JUSTIFICATION FOR RECOMMENDING THE DECISION**

- 4.1 It is proposed that the Cabinet considers approving the following further steps in response to the follow-up survey carried out by the Older People's Commissioner following the original A Place to Call Home report.
  1. Present further and detailed information that provides more evidence to the Commissioner, which responds to the observations against the four Required Actions.
  2. Ensure that future quality monitoring arrangements address any elements we believe to be weak and in need of strengthening.
  3. Develop our Ffordd Gwynedd performance measures further in terms of ensuring that we have qualitative and thematic data for each Residential Home in the future.
  4. Continue with the comprehensive work programme that is in progress to develop and adapt the County's in-house Residential Homes in order to respond to the more intensive needs of our residents, and Dementia expertise in particular.
- 4.2 I believe that implementing the further steps in question would ensure that we provide a fuller illustration to the Commissioner of the good work that has been going on since the original findings were shared in 2014.
- 4.3 I also believe that these steps would help us learn continuously, share good practice and develop our services to the future.
- 4.4 I would also like to take this opportunity to inform the Cabinet about another report that I will be presenting soon. The report will be requesting a permanent financial investment to fund and increase care hours in our Care Homes. The basis and background of this request will be the need to meet the more intensive needs of the residents of our Residential Homes, as well as ensuring that we have the necessary capacity to further develop our Dementia expertise across the County. Evidence has already been shared with the Commissioner of the work that has

happened in Llys Cadfan specifically and the intention to develop other Homes across the County.

- 4.5 This proposal has been highlighted in the Council Plan and I trust that the Cabinet's approval of the forthcoming report will respond to the recent recommendations of Care Inspectorate Wales in terms of the staffing levels of our residential homes, but will also equip us to ensure continuous improvement in terms of offering dementia care closer to home.

## **5 NEXT STEPS AND TIMETABLE**

- 5.1 The work of gathering further information and evidence has now been completed and is ready to be sent to the Commissioner.  
It is anticipated that the additional information in question will be sent to the Older People's Commissioner by the end of July.

- 5.2 It is anticipated that work will proceed over the next 12 months to develop performance measures for Care Homes and to consider how we will adapt and influence our current quality monitoring arrangements. We will monitor progress in this respect through the performance monitoring procedure.

## **6 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION**

### **Chief Finance Officer:**

*I understand that the author does foresee any additional expenditure arising from this work, and this report does not commit the Cabinet to any specific expenditure, since the Adult, Health and Wellbeing Department's current budgets will meet any additional pressure. Having said that, I note the Adult, Health and Wellbeing Department will be in a strong position for improving the services in accordance with the Commissioner's findings through the use of additional resources from bids approved by the Council for 2018/19, and the Government's integrated care fund grant this year.*

### **Monitoring Officer:**

*No comment from a propriety perspective.*