

COMMITTEE	Care Scrutiny Committee
DATE OF MEETING	16/02/2023
ITEM	Inspection of Cyngor Gwynedd's Adults Services by Care Inspectorate Wales (CIW) - September 2022
HEAD OF DEPARTMENT	Adults, Health and Well-being Department
CABINET MEMBER	Councillor Dilwyn Morgan
AUTHOR	Aled Davies
PURPOSE	To update the committee on the Care Inspectorate's findings and the department's programme of work to respond to them.

Introduction

1. In August 2022, Cyngor Gwynedd was informed that the Care Inspectorate Wales (CIW) would be carrying out an inspection of the adults services within the Council's Adults, Health and Well-being Department. In accordance with the usual arrangements, a 4-week notice period was given before the inspection was carried out during the week of 19 - 23 September 2022. Due to the additional bank holiday granted on Monday 19th, it was agreed with CIW for the inspection to begin on Friday 16 September.
2. CIW inspections are carried out in the context of the Social Services and Well-being (Wales) Act 2014. The inspection focused on the effectiveness of the Council's services and arrangements in terms of exercising its social services' duties and functions in accordance with legislation, on behalf of Welsh Ministers. The last time that the CIW carried out an inspection of the adults services was as a part of the social work quality inspection carried out on the children and adults service in Cyngor Gwynedd in January 2021.
3. AGC surveys are carried out on 4 themes and ask the following questions with a particular focus on whether people and carers are able to access appropriate and timely care and support and also on safeguarding adults.
 - i. **People - voice and control**
How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them?
 - ii. **Prevention**
To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring that the best possible outcomes for people are achieved?
 - iii. **Well-being**
To what extent is the local authority ensuring that people are protected and safeguarded from abuse and neglect and any other types of harm?

iv. **Partnerships**

To what extent is the local authority able to assure themselves effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

4. CIW officers will elaborate somewhat on the scope and approach of the inspection at the meeting including the importance of the information collected from stakeholders and partners, people in contact with the services and staff.
5. It should be noted that this inspection was an inspection of adults services that included older people, learning disabilities and mental health services, with a focus on the quality of Social Work provided in these areas by the Council. The inspection was not a part of the programme of inspections carried out on specific services, e.g., individual residential home or domiciliary care service.
6. The arrangements for every inspection are completed jointly between the Council and the CIW in accordance with the specific guidance provided by the CIW. This includes providing basic information about the Services and about specific cases to the CIW beforehand so that they can prepare in advance and place focus on the key matters during the inspection week. The arrangements also include facilitating meetings with staff, supported individuals and carers and attending groups or meetings with the Council's key partners.

Summary of findings

7. In the context of the inspection's four themes, it is genuinely pleasing to note that the CIW identified many strengths and examples of good work. They stated that our workforce is an asset and committed to assist people to achieve what matters. One of the strengths noted in the inspection in January 2021 was how well the practitioners know the people with whom they work, and the communities in which they work. The findings of the recent inspection note that this continues to be true.
8. Despite the recent difficult period, the CIW state that progress has been made in many fields since the last inspection, despite the additional pressures and challenges as a result of the COVID-19 pandemic. They said that this has led to developing the practice and securing better outcomes for people.
9. Other than noting the strengths, there is no doubt that the strongest theme in the CIW's findings is that the Council is experiencing a challenging period in terms of providing social care. They note that a lot of the pressure currently being experienced by Gwynedd adults services reflect the national context of post-pandemic recovery, high levels of demand and the increasing complexity of people's needs.
10. They are concerned that the challenges as a result of the lack of domiciliary care services are having a broad impact on the provision of care and support. The other findings suggest that there is room for improvement with the preventative agenda, strengthening the direct payment arrangements, the need for consistency with mental capacity assessment work and supporting unpaid carers. Reference was also made to the need to strengthen collaboration arrangements with the Health Board.

11. Overall, the Department believes that the majority of the inspection findings are issues that the Department was aware of and had work programmes to try to respond to them already in place. Following this report, we will update these work programmes. We will expand on this orally at the committee meeting.

The next steps

12. Following the inspection, the CIW is preparing and presenting its report. The draft report was received in October and after the Council had an opportunity to present comments on factual matters and matters of accuracy, the final report was received in November. The report can be read in full on the CIW website by [following this link](#).
13. Subsequently, the CIW expect Cyngor Gwynedd to consider the fields identified and take the appropriate actions to address the fields that need strengthening and improving. The CIW will monitor progress through its ongoing performance review activity with the local authority.
14. Following the discussions of the Cabinet Member and Head of Department with the Chair and Vice-chair of the Care Scrutiny Committee, it was considered beneficial to invite the CIW to present the findings of their report to the Scrutiny Committee and then to scrutinise the Department's response. It is believed that this will give members an opportunity to obtain the CIW's views on Gwynedd's adults services from the source and provide a firm foundation to the work programme which responds to the findings.
15. At the meeting of the Committee, Huw ap Tegwyn (Inspection Manager) and Myfanwy Moran (Senior Manager) will present the findings of the CIW's report and respond to members' questions on its contents. This will be an opportunity to raise members' awareness of the content of the CIW's report and to understand the elements of praise and concern they have, including the fields that need to be strengthened and improved.
16. Mari Wynne Jones, Senior Manager within the Adults Service and Aled Davies, Head of the Adults, Health and Well-being Department will present a work programme, which will respond to the findings on behalf of all the department's services. This will be an opportunity for members to scrutinise its content and to be satisfied that they are taking the required steps to strengthen any weaknesses and overcome any concerns.
17. Through their regular contact meetings with the Council, the CIW will monitor progress in terms of delivering the work programme.

Appendices

Work Programme of Gwynedd's Adults, Health and Well-being Department in response to the Inspection Report of Gwynedd's Adults Services by Care Inspectorate Wales (CIW) - September 2022