

CARE AND HEALTH WORKERS AND CARERS INVESTIGATION

Services Scrutiny Investigation
DRAFT BRIEF – 17 November 2016

A	<p><u>What is the matter being considered?</u></p> <p>Members of the Scrutiny Committee are fully aware of the importance of working together between Gwynedd Council and the Health Board.</p> <p>Since the start of this Council in May 2012 to the present, Members have held three investigations (From the Hospital to the Home Part 1 and Part 2 and Ysbyty Alltwen) investigating activities in this area of work and have made numerous recommendations for improvement.</p> <p>This will be the final Scrutiny Investigation to be held in the period of the current Council. During the previous investigations, numerous references have been made to the shortage of carers and care and Health workers to be available at the right location at the right time.</p> <p>In addition the Adults and Health Cabinet Member has prioritised work in the 2016-17 Strategic Plan (Project G7) to respond to the current difficulties in terms of the provision of care and health Services within the field of older people in particular.</p> <p>The Project aims to undertake a detailed assessment of the current provision and implementing short term measures where possible and to plan to put in place robust sustainable arrangements for the mid and long term.</p> <p>Members of the Committee are of the opinion that it would be worthwhile holding an investigation to consider the work undertaken by the Adult, Health and Wellbeing Department to assess the situation, which plans have been implemented during the year and what are the arrangements for the future.</p> <p>This in the context of one of the cornerstones of the Social Services and Wellbeing Act 2014 which is that people receive the care and support that they need to live fulfilling lives.</p>
B	<p><u>The Investigation's Aim</u></p> <p>The main question to address is</p> <p>'How sustainable is the provision in terms of workforce and carers (including unpaid carers) in Gwynedd today and in the future?'</p> <p>It is intended to do this by asking the following questions::</p> <ul style="list-style-type: none">- Is there evidence that the Service is aware of the current needs and has identified the deficiencies or lack of Service?- Is there evidence that Gwynedd Council, the Health Board and their partners have worked together in order to accomplish short term solutions to address any deficiencies?- Is there evidence that Gwynedd Council, the Health Board and their partners

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	<p>have worked together in order to jointly plan the provision of sustainable services in the future?</p> <ul style="list-style-type: none">- Is it possible to show that these arrangements have made a difference to Users?- How is it intended to measure improvement or deterioration in the future?
C	<p><u>Background</u></p> <p>Consider relevant elements of the following in order to become familiar with the context:</p> <ul style="list-style-type: none">- Social Care and Wellbeing Act 2014- Gwynedd's Older People's Commissioning Plan 2011-16- Help Older People to Live Independently: Are Councils doing enough? (Wales Audit Office Report October 2015) <p>Details of the current situation in Gwynedd</p> <ul style="list-style-type: none">- Current Provision and Plans happening across the County- Publications and raising awareness- Engagement and promotional campaigns- Details of suitable courses offered by the Council, Colleges, Private Sector and Third Sector to potential professional and voluntary carers.- Relevant Measures
CH	<p><u>Good Practice and Lessons to be Learnt</u></p> <ul style="list-style-type: none">- Consider examples of similar plans in other areas- Social Services Complaints Report- Report of the Vulnerable Adults Safety Panel
D	<p><u>Collect Evidence</u></p> <ul style="list-style-type: none">- Leaders of Gwynedd Council and the Health Board<ul style="list-style-type: none">o Adults and Health Cabinet Membero Adults, Health and Wellbeing Head of Serviceo Gwynedd Council Corporate Directoro Health Board Western Area Regional Director- Operational Officers<ul style="list-style-type: none">o Social Workerso Occupational Therapistso Enablement Officerso Senior Operational Managerso Brokerage Serviceo Community Nurseso Multi Disciplinary Teams Arfon, Dwyfor, Meirionnyddo Ysbyty Alltwn Ffordd Gwynedd Team

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	<ul style="list-style-type: none"> - Care Homes - Residential Homes - Dementia Care Homes - Private Home Care - Third Sector <ul style="list-style-type: none"> o Care & Repair o Carers Outreach - Family Practitioners – one each from Arfon, Dwyfor a Meirionnydd - Trainers <ul style="list-style-type: none"> Gwynedd Council Health Board Llandrillo-Menai Group Bangor University Private Companies - Service Users and Carers (This will need to be considered carefully due to matters of confidentiality and data protection. It may be addressed by considering information received by officers from service users and carers). 		
DD	<u>Analysis</u> <ul style="list-style-type: none"> - Consider the evidence received from those interviewed - Consider research information and background information - Consider performance information 		
E	<u>Create Report</u> <ul style="list-style-type: none"> - Note main observations supported by evidence - Make recommendations for any short term improvements - Make recommendations for longer term improvements - Discuss and agree draft report with leaders of the work within Gwynedd Council and the Health Board - Present draft final report to the Scrutiny Committee for comments and agreement - Publish final report 		
F	<u>Action Plan</u> <ul style="list-style-type: none"> - Encourage Gwynedd Council and the Health Board to produce a joint action plan in response to the recommendations - Invite the leaders of the work in both Gwynedd Council and the Health Board to discuss the Action Plan with the Scrutineers. 		
FF	<u>Track Progress</u> <ul style="list-style-type: none"> - A joint update by Gwynedd Council and the Health Board to enable the scrutineers to assess progress. 		
G	<u>TIMETABLE</u>		
	What	Lead	Date
1	Background Documents	Adults and Health	November –

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	<ul style="list-style-type: none">- Background and context- Aim and purpose of the work- Measures- Agree Brief	Cabinet Member, Adults, Health and Wellbeing Head of Service	December 2016
2	Interviews <ul style="list-style-type: none">- List of Interviewees- Questions- Hold Interviews- Minute-	Investigation Members Lead Officer	December 2016 – January 2017
4	Good Practice from Other Areas	Investigation Members and Lead Officer	February-March 2017
5	Analysis	Investigation Members and Lead Officer	February-March 2017
6	Final Report	Cabinet Member Investigation Members Head of Service Lead Officer	March 2017