

SOCIAL & HEALTH CARE OVERVIEW SCRUTINY COMMITTEE

Date of Meeting	Thursday 4 October 2018
Report Subject	Progress for Providers
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer for Social Services
Type of Report	Strategic

EXECUTIVE SUMMARY

This report provides the Health and Social Care Overview Scrutiny Committee with an update on 'Progress for Providers – Creating a Place Called Home ... Delivering What Matters' including recent success at the Social Care Wales Accolades 2018.

The report also provides an opportunity to raise awareness of the project and its outcomes.

RECOMMENDATIONS

1	Members to recognise the impact of 'Progress for Providers – Creating a Place Called Home Delivering What Matters'
2	Members consider actions and initiatives underway to further develop the programme.

REPORT DETAILS

1.00	EXPLAINING PROGRESS FOR PROVIDERS
1.01	In Flintshire we have 26 Nursing and Residential Care Homes which support over 800 older people to live well. The majority of these homes are owned and managed by local business men and women who face significant challenges to ensure their businesses and the care sector are successful
1.02	One of the recent key changes in the care sector has been the introduction of the Social Services and Well-being (Wales) Act 2014 which required the sector to move away from commissioning task based services and instead move towards ensuring providers support people to achieve their own personal outcomes and to promote well-being.
1.03	Flintshire County Council appreciated that we had important assets to draw on when facing these challenges. We are proud of the positive relationship we have with our providers and their willingness to engage in creating and developing new approaches and solutions to address these new ways of working.
1.04	The importance of resident's lived experience has also been apparent for some time and Flintshire recognised the importance of enabling people to make choices about the things that matter most to them giving them more control over the services that support them to live their lives.
1.05	This ethos was also reflected in the Older People's Commissioner for Wales Report of 2014 'A Place to Call Home? – A Review into the Quality of Life and Care of Older People Living in Care Homes in Wales' (Appendix 1).
1.06	To take the concept forward Flintshire engaged with Helen Sanderson Associates and a leadership steering group was formed. An open invitation was extended to all residential care homes in Flintshire and 16 of the 26 committed to be part of the programme.
1.07	These homes have embraced on a journey alongside the Council's own in-house provider services, social work teams, OTs, management teams and many more to implement person centred practice including 'One Page Profile', 'Good Days and Bad Days', 'Working/not working' and more.
1.08	In order to recognised the milestones the care homes were making in achieving on their journey of implementing person centred care practices, Flintshire developed its own 'Progress for Providers' a self-assessment toolkit. The toolkit clearly sets out Flintshire's expectation around the delivery of individualised care and it supports Responsible Individuals and Managers and leaders within homes by providing a range of person centred tools which help staff teams change the way they support people and how they engage with family and friends. The 'Progress for Providers' toolkit also helps providers promote greater choice and control for those who receive care which allows providers to really focus on what matters most to each person.
1.09	To show the progression, Flintshire introduced 3 levels of accreditation which are validated by the Flintshire Contract and Commissioning Team in

	partnership with the Care Home Managers. The Bronze, Silver and Gold accreditation help manager check their own progress of time and demonstrate publicly that they are making continued progress along the road to truly person centred care.
1.10	In September 2018 the project was publicly recognised, winning the Social Care Wales Accolades Awards for 'Excellent outcomes for people of all ages by investing in the learning and development of staff'. The project was also a finalist in the Association for Public Service Excellence (APSE) Awards - 'Celebrating outstanding achievement and innovation within UK local government service delivery', also held in September 2018.
1.11	Demonstrating the true partnership approach to this programme, the Social Care Wales Accolades Award was collected by Sue Hale, Care Inspectorate Wales; Sandra Stacey, Manager Llys Gwenffrwd Residential Care Home; Ceri Cartwright, Contract Monitoring Officer FCC; Tracey McLintock, Contract Monitoring Officer FCC; Craig MacLeod, Senior Manager Children and Workforce FCC, Cllr Christine Jones, Cabinet Member for Social Services and Emma Hill, Manager Phoenix House Residential Home (Appendix 1 - pictured left to right).
1.11	Progress to Date
1.12	Currently 14 Residential Care Homes in Flintshire have achieved Bronze accreditation. Flintshire's Contract Monitoring Officers will soon be carrying out a short review of these homes that have achieved the Bronze standard to ensure that person centred practice is sustained and embedded, and homes will then be invited to work towards Silver accreditation.
1.13	Work is underway developing guidance and paperwork for Silver and the Contract and Commissioning Team are also developing Progress for Providers for Domiciliary Care by creating a secondment opportunity for an individual with a domiciliary care background to come and work with the team to develop and pilot the programme in this sector.
1.14	Work is also underway to adapt the programme for Nursing Care providers initially working with those who have dual service delivery (Residential and Nursing Care). This work commenced recently and several Flintshire Nursing Homes have already been using some of the person centred tools with their residents.

2.00	RESOURCE IMPLICATIONS
2.01	Continued development through the Commissioning and Contract Monitoring team with one individual to be seconded to the team on a short term basis to adapt the programme for Domiciliary Care.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	During the initial design and implementation phase, consultation events and activities were held with all stakeholders.
3.02	With the development of the programme into Domiciliary Care and Nursing Care further consultation and collaboration work is being undertaken with representatives from both sectors to ensure the tools and guidance is fit for purpose.

4.00	RISK MANAGEMENT
4.01	None

5.00	APPENDICES
5.01	Appendix 1 – Award photograph
5.02	Appendix 2 – Older People’s Commissioner for Wales Report ‘A Place to Call Homes? - A Review into the Quality of Life and Care of Older People Living in Care Homes in Wales’

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. Contact Officer: Jane Davies, Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	(1) Social Care Wales - A Welsh Government created national body created to leave and support service improvement in Wales by building a confident workforce in social care.
7.02	(2) Social Care Wales Accolades - The Accolades are the biennial awards that recognise, celebrate and share excellent practice by organisations, groups or teams in social work, social care across Wales.
7.03	(3) Older People’s Commissioner for Wales - The Older People’s Commissioner for Wales is an independent voice and champion for older people across Wales, standing up and speaking out on their behalf. The current Commissioner is Heléna Herklots CBE.