

## SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 2 <sup>nd</sup> March, 2023
<b>Report Subject</b>	Flintshire Provider Services – Regulatory Issues, Service Effectiveness and Development
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report describes the role of the Responsible Individual, the requirements of this role and how in house regulated services have performed over the last 12 months.

The Responsible Individual is a statutory requirement for all organisations in Wales who deliver care services. In Flintshire Mark Holt is the Responsible Individual and as well as visiting all services a minimum of four times per year, must collate evidence to measure services against the Regulation and Inspection of Social Care (Wales) Act (2016).

The services covered under this report are:

- Older People’s residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti.
- Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plar Yr Ywen.
- Older People’s Community Support – Holywell, Deeside and Mold localities.
- Short-term respite for people with a learning disability – Hafod and Woodlee.
- Supported Living – 17 houses across Flintshire.
- Childrens services - Tŷ Nyth, Park Avenue and the small Group Homes

The methodology for collecting evidence includes, file audits, health and safety visits, record keeping, safeguarding, team meetings and consultation with service users and families. It also uses inspections from Care Inspectorate Wales, we have received six inspections since August 2022 and Councillor rota visits.

In summary the Responsible Individual reported a high level of confidence in all areas of the service and there has been significant improvement in supported living, short-term respite care as well as investment in the newly expanded Marleyfield House.

## RECOMMENDATIONS

1	That members accept the report and note the requirements of the role of Responsible individual.
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## REPORT DETAILS

1.00	EXPLAINING THE FINDINGS OF THE RESPONSIBLE INDIVIDUAL
1.01	The role of the Responsible Individual is a statutory requirement of any organisation in Wales who provide care services that are registered with Care Inspectorate Wales. This role carries a legal responsibility for the Council.
1.02	The role is required to ensure that the statutory guidance, as set out in the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA), is adhered to and that the services being delivered are to a sufficient standard and meet regulatory requirements.
1.03	<p>There are a total of 84 regulations that cover all aspects of care provision. The Responsible Individual has the responsibility to evidence good practice and report if a service falls short or there are potential risks identified.</p> <p>In addition Flintshire Councillors complete annual rota visits that consider the environment that people reside in as well as the experiences of people who use our services.</p>
1.04	<p>Within Flintshire Council there are registered services in a number of different areas these are Older People's provider services, Learning Disability services and for the first time for many years the newly established in house children's provision. Each service area has to provide its own statement of purpose and we are inspected and monitored on an annual basis by Care Inspectorate Wales.</p> <p>The current services are as follows:</p> <ul style="list-style-type: none"> <li>• Older People's residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti.</li> <li>• Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plar Yr Ywen.</li> <li>• Older People's Community Support – Holywell, Deeside and Mold localities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Short-term respite for people with a learning disability – Hafod and Woodlee.</li> <li>• Supported Living – 17 houses across Flintshire.</li> <li>• Childrens Services - Tŷ Nyth, Park Avenue and the small Group Homes</li> </ul> <p>Currently the service’s employ in excess of 500 staff on a variety of full and part time contracts.</p>
1.05	<p>A number of methods are used to collect evidence to complete the overall findings of each of the services. Time is spent in each service looking at the operational running, the record keeping, the reporting and that paperwork is up to regulatory standards. Meeting are held with service users, staff, families and managers every six months so that they can give their views on what is working well and what we could improve.</p> <p>The Responsible Individual is also required to submit an annual report for each service to Care Inspectorate Wales in May of each year. It is important to point out that the work of the Responsible Individual is in addition to an annual inspection process as set out and completed by Care Inspectorate Wales.</p>
1.06	<p>The following is a summary of the findings within each of the service area from the Responsible Individual, Care Inspectorate Wales and the Councillor Rota visits.</p> <p><b>Residential care</b> – the Responsible Individual can report a high level of confidence in residential care homes in Flintshire. All three homes demonstrate a high level of knowledge, skill and training of their staff teams. Systems are in place and are designed to benefit the individual resident. Training is up to date and whilst some staff raised concerns about some training still being online, the majority of the workforce had adapted to the change.</p> <p>The evidence shows that staff are well supported, and this was backed by staff comments, all of whom stated that they felt that they could raise concerns with their manager or senior managers within the organisation. Paperwork was at a high standard and documentation was person centred and relevant to the individual.</p> <p>Care Inspectorate Wales have also acknowledged in their recent reports that the quality of paperwork is high and the care homes show a high level of empathy and understanding to the individuals within our care.</p> <p>Rota visits to the homes also identified that the homes felt warm and the staff’s caring nature was commented on. These visits also identified that the buildings themselves were well maintained and in the case of Marleyfield House the extension was described as stunning. It was particularly noted that this investment has allowed residents to have en-suite rooms; that are spacious; with a balcony and this has transformed the way people perceive residential care.</p>

	<p>Resident and family feedback is positive, one resident suggesting she gets better treatment than the King, whilst another said “its not my home, but its as close as you will ever get.”</p> <p>In terms of areas identified that we need to address or be aware of. Recruitment and retention of staff remains, as it was last year, the greatest risk. The number of applicants and the HR delays have led to shortages across the service and this puts additional strain on existing staff.</p>
1.07	<p><b>Extra care housing</b></p> <p>The Responsible Individual reported a high level of confidence in Extra Care schemes in Flintshire. The reports for the last 12 months show positive outcomes for individuals, with a strong focus on people maintaining their independence. They have also reported that activities have increased as we have moved out of the pandemic.</p> <p>Staff across all four schemes showed a high level of satisfaction working in extra care. A number of staff said they were proud to be part of Flintshire and felt their working environment was excellent. Tenants shared the view about the scheme’s, one person stated that living in extra care had helped with their confidence and they were now able to do things for themselves again.</p> <p>Extra care has also successfully supported eight people who were living in residential care to becoming more independent within their own extra care apartment.</p> <p>Care Inspectorate Wales reported that the service showed a high level of quality and had built a positive culture to improve peoples lived experience.</p> <p>Flintshire now has four extra care schemes, with Plas Yr Ywen in Holywell opening in March 2021. Plas Yr Ywen has settled really quickly and with the new style bistro dining this is a popular scheme for those living there and already has a growing waiting list.</p> <p>Two areas that the service needs to consider in terms of potential risk and / or improvement.</p> <p>Meals – the general feedback for food is good, however there have been complaints raised my tenants and families at both Llys Jasmine and Llys Raddington. Whilst this is the responsibility of the registered landlord, we work closely with them to ensure that quality improves. There has been an improvement in the food, however this remains under constant review.</p> <p>Fees – The service charge for tenants in all four schemes has recently increased significantly by an average of £80 per week. There has only been one formal complaint that was addressed to Wales and West Housing, however in conversation with tenants they were concerned about the increase and the cost of living.</p>

1.08	<p><b>Community support and supported living.</b>  The Responsible Individual reported a high level of confidence in Community support and supported living in Flintshire. This is an area that has seen a significant improvement in the last 12 months.</p> <p>Both these service areas deliver care into people’s own home, the significant difference being that supported living is 24 hour support for people with a learning disability and Community Support is 7am – 11pm predominantly for older people.</p> <p>The services have seen improvements in staff training and knowledge, recording and reacting to health changes, person centred outcomes and collaborative working with other agencies. All of these areas were recognised in the recent five-day Care Inspectorate Wales inspection and despite this being a rigorous experience for managers and staff it did highlight the exceptional quality of a very difficult service to deliver.</p> <p>Community support has maintained its reablement delivery whilst increasing its own capacity which has been invaluable as the service continues to respond to the challenges of increasing demand via hospital discharge.</p> <p>The feedback from relatives and people who use the service has been excellent, one person reflected “the staff treat me with such care, nothing is too much trouble” and a family member stated “our son has complex needs, yet the staff are so skilled in understanding what he needs and how to look after him.”</p> <p>The biggest area of risk for homecare and supported living is like residential care, recruitment. Over the last six months we have had only 6 people apply for a role in Homecare. This is at the same time as we are trying to expand and grow our share of the market and increasing pressures from record levels of hospital discharges. This is not a situation that can continue as it is not sustainable in the mid to long term.</p>
1.09	<p><b>Short term care – Hafod and Woodlee</b>  Both Hafod and Woodlee short term houses have reopened after the pandemic, which has been welcomed by people who use the service and their families.</p> <p>The recent Care Inspectorate Wales reports were extremely positive and this view has been shared by the Responsible Individual and recent rota visits. Whilst closed the service has been proactive in ensuring that processes, paperworks, training, risk assessments etc. are in place and that staff understand their role completely.</p> <p>This hard work has paid off in terms of the quality within the service which is exceptional. The staff have developed a positive working ethos and they have described how happy and well supported they feel. Staff were also content that they could raise concerns as there was a professional and supportive approach taken by Managers.</p> <p>Activities in the community have restarted, however they have been slow since the pandemic and whilst this is understandable there is a need for</p>

	this to improve so that the service can offer an even better experience during their stay.
1.10	<p><b>Children's services</b></p> <p>We now have the additional element of children's services and are currently going through the process of completing all registrations with Care Inspectorate Wales. Once complete this will offer much needed support to 10 young people and will include emergency support, therapeutic interventions and residential care.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><i><b>Revenue:</b> there are no implications for the approved revenue budget for this service for either the current financial year or for future financial years.</i></p> <p><i><b>Capital:</b> there are no implications for the approved capital programme for either the current financial year, however there are future challenges in all care settings due to the increased cost of living. Higher food, utilities, fuel etc.</i></p> <p><i><b>Human Resources:</b> As described, recruitment and retention remains a challenge</i></p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Not required

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<p>As part of the RISCA regulations there is a statutory duty for the Responsible Individual to engage with the people who use our services.</p> <p>Regulation 76 states:</p> <p>The responsible individual must put suitable arrangements in place for obtaining the views of</p> <ul style="list-style-type: none"> <li>a) The individuals who are receiving care and support,</li> <li>b) Any representatives of those individuals,</li> <li>c) Service commissioners,</li> <li>d) Staff employed at the service.</li> </ul>

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Snapshot of services

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Mark Holt – Responsible Individual  <b>Telephone:</b> 01352 701383  <b>E-mail:</b> <a href="mailto:Mark.holt@flintshire.gov.uk">Mark.holt@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Responsible Individual</b> – the specific role that ensures that provider services meet the statutory requirements as set out in the Regulation and Inspection of Social Care (Wales) Act (2016).</p> <p><b>RISCA</b> – this is the abbreviation for the Regulation and Inspection of Social Care (Wales) Act (2016). These are the statutory requirements for all provider services who operate in Wales.</p> <p><b>Care Inspectorate Wales</b> – is an independent National body who inspects and monitors care services throughout Wales.</p>