

## Social and Health Care Overview and Scrutiny Committee

<b>Date of Meeting</b>	29 February 2024
<b>Report Subject</b>	RISCA Responsible Individual Annual Report
<b>Cabinet Member</b>	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 one inspection from Care Inspectorate Wales since April 2023 and this followed six inspections in 2022.

In summary the Responsible Individual reported a high level of confidence in all areas of the service. The standard of care is high throughout and staff are trained to a high standard. There are a number of areas that do need to be considered as we move forward in relation to risks for the provider service's as outlined:

- Reducing staff numbers in homecare
- Ageing workforce across all services
- Need to move to a digital based recording system

## RECOMMENDATIONS

1	That the report be noted
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## REPORT DETAILS

<b>1.00</b>	<b>Explaining the findings of the Responsible Individual</b>
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 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 regularly 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> </ul>

	<ul style="list-style-type: none"> <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> <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, Y Dderwen and two 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 have now been awarded either Gold or Silver awards from Progress for Providers which is an accredited quality assurance programme that measures service standards in the care sector.</p> <p>The three care homes, as of the end of December, employed a total of 161 care staff with 9 vacancies. Since April 13 staff have left the service and 12 have been recruited. There has been an increase in the use of agency and a reduction in this is one of the key actions for 2024.</p> <p>People who live in residential care speak very highly of their own experience and the following are some of the quotes from the recent engagement carried out:</p> <p>“The staff are wonderful, they treat me like family.”  “Nothing is too much bother for anyone, I only have to ask.”  “I like the fact that the home is having more activities and entertainers, I did miss those in covid.”  “As a family we are so grateful that Mum is safe. When we visit she looks so well and is always smiling and telling us what’s going on.”</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 report of Llys Gwenffrwd that the quality of paperwork is high and that the home understands and reacts positively to each residents needs and wants.</p> <p>Marleyfield House has continued to go from strength to strength, now employing 80 local people and operating at close to capacity it is a hugely popular home. The 16 discharge to recover and assess beds have been challenging throughout the year due to the ongoing pressure on the acute hospitals, however we have still managed to support 147 people from hospital.</p> <p>The new Croes Atti Newydd development is well underway and plans are being developed to ensure successful recruitment. In addition existing residents, families and staff are being kept updated on progress as the new build takes shape.</p> <p>All care homes in North Wales received an inspection from the infection control team as part of a Welsh Government initiative to ensure ongoing hygiene standards remained high. Llys Gwenffrwd was identified as the top performing care home across the whole of North Wales and was described as a shining example to all care homes on how to safely protect staff and residents.</p> <p>There are two areas of development that need to be considered in the next 12 months:</p> <ul style="list-style-type: none"> <li>• Reduction in the use of agency which will be supported through recruiting to vacant posts and reduction in sickness levels</li> <li>• Explore the feasibility of moving to a digital recording system</li> </ul>
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.</p> <p>Extra care housing had a difficult period in 2022 following the pandemic as the scheme’s struggled to recover. Applications were reduced and some tenants find it difficult to engage again with activities. However, 2023 has seen a positive upturn, activities have returned and participation has increased and applications are close to pre-pandemic levels with all four schemes now operating a waiting list.</p>

	<p>Staff levels across the four schemes are good, extra care employs 96 staff with only 2 vacancies. 15 staff have left the service and 16 have been recruited. Staff sickness is lower than in other parts of the service. Whilst the numbers are positive extra care does need to improve it's retention rate as the number of staff leaving the service is higher than we would like.</p> <p>Tenants and families continue to be positive about the schemes, stating the following:          "I love my apartment and the restaurant"          "It feels like a five star hotel, I am so lucky to be here."          "I have made so many friends since moving in, it's the best thing I ever did."</p> <p>Plas Yr Ywen was officially opened by the First Minister Mark Drakeford in September. Llys Raddington celebrated it's fifth birthday and Llys Jasmine and Llys Eleanor continue to be a popular place to live.</p> <p>Two areas of feedback that we have received from tenants that need to be considered in the following year are:</p> <p>Meals – the food at Llys Jasmine and Llys Raddington was raised 12 months ago and there has been some improvements, however tenants still raise concerns that the meal quality can be inconsistent. Work is ongoing with Wales and West to improve this.</p> <p>Service charges remain high and a number of tenants have spoken about rising costs generally.</p>
1.08	<p><b>Community support and supported living.</b></p> <p>The Responsible Individual reported a high level of confidence in the service being delivered through Community support (domiciliary or homecare) and supported living in Flintshire. However, there are concerns for the service in relation to staff recruitment.</p> <p>Supported living has recruited 7 new staff and 8 have left in the last 12 months and is currently running with 8 vacancies. Whilst this is fairly static we have had an increase in agency use due to higher levels of staff sickness.</p> <p>Community support or homecare is the area for greatest concern. Since March 2023 16 staff have left the service and only 2 people have been recruited. The service now has only 76 care staff and is running with 24 staff vacancies. Exit interviews have highlighted a number of areas for leaving:</p> <ul style="list-style-type: none"> <li>• Petrol costs and costs of maintaining their own vehicle.</li> <li>• Difficult role particularly in the Winter in certain more rural areas</li> <li>• The complexity of the role and the people we support</li> </ul>

	<ul style="list-style-type: none"> <li>• Pay and potential earnings being higher in other less challenging sectors.</li> </ul> <p>In addition to this the average age of our workforce in Community Support is above the Welsh average. Our workforce has an average of just over 50 compared to 45 as the Welsh average. The impact of losing staff is felt by remaining staff who are often asked to work longer hours and hospital discharges that can be delayed as there is no new capacity within the service.</p> <p>It is important to also identify that the service has still been able to support more than 300 hospital discharges since March and continues to deliver high quality outcomes for people in our community.</p>
1.09	<p><b>Short term care – Hafod and Woodlee</b></p> <p>Both Hafod and Woodlee short term care houses for adults with a learning disability have developed well. Both houses are fully staffed and the services understand the needs of the service users who visit on a regular basis. With a newly appointed manager in place the services have been able to deliver positive activities, whilst keeping people safe. There are also plans to develop the service further, offering day support to allow more people to access the service.</p> <p>An engagement event is planned for February in which families and people who use the service will be asked how we can expand the service beyond the current 60 people who use it to help support an additional 30 people who are on a waiting list.</p> <p>Both properties have had significant improvements to the building’s, both internally and externally and this has further enhanced the experience for the individuals when they visit.</p>
1.10	<p>Children’s services – We now have four children’s residential care homes that have been established and registered by Care Inspectorate Wales. Tŷ Nyth offers short term interventions to support Children to return home to their family environment and avoid the possibility of remaining in the care sector.</p> <p>Y Dderwen is a four bed residential care home for children who require a more permanent solution to their accommodation based needs.</p> <p>Two small group homes offer a single placement for a young person to develop and move towards independent living.</p> <p>All four homes have had an extremely busy 12 months, not only getting registered but also recruitment, training, developing systems and moving to becoming operationally live and supporting young people. Whilst there is work to be done on recruitment, all four homes have supported a range</p>

	<p>of young people in their homes and the service has already started to see positive outcomes.</p> <p>The service does need to become fully staffed, there are currently 8 vacancies and again the service is too reliant on agency staff. In addition the service needs to build the staff experience and this will come over time.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><b>Revenue:</b> <i>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><b>Capital:</b> <i>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><b>Human Resources:</b> <i>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>
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5.01	None
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<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	None
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<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
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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>
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<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
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	<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>
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