

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Friday 17 th January 2025
Report Subject	In House Regulated Services Report
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	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 twelve 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, Plas 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.

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 three inspection from Care Inspectorate Wales since January 2024

and this compares to just one inspection in 2023. The three inspections were Croes Atti, Hafod and Woodlee.

In summary the Responsible Individual reported a high level of confidence in all areas of the service. The standard of care is good throughout the service and there are examples in which the care and support achieves an excellent standard. Staff training and knowledge is high and services clearly understand their roles and responsibilities in delivering positive outcomes, safeguarding and enhancing people's health and wellbeing.

Recruitment into the sector remains challenging, however there have been improvements in some areas of care, however Homecare is still finding it difficult to recruit new staff into the service.

The care sector has been operating under extreme pressure for a number of years, the pandemic, pressure from secondary care, an ageing population, recruitment challenges have all contributed to a difficult environment. Despite this, the services continues to deliver the highest level of care and at the same time create and innovate to offer excellence every day. Some examples of this:

- Chair based tennis at Marleyfield – over forty residents regularly attending this groundbreaking session with a level 3 qualified Lawn Tennis Association coach.
- Marleyfield choir – staff have worked with a music therapy group to share their experiences of covid, in turn this work has been turned into a song and the staff have recorded this and it is now available as a CD.
- Croes Atti day centre working with Transport for Wales on an innovative art project that will be unveiled at Flint station in December.
- Positive consultation events being held at the existing Croes Atti for residents, families and staff to illustrate the new Tŷ Croes Atti development.
- Llys Gwenffrwd have been rated as the highest level of infection control in any care home in North Wales following an inspection from BCUHB.
- Llys Gwenffrwd have worked successfully with a number of local schools to develop a letter writing session.
- Llys Eleanor in conjunction with HFT have developed a drama workshop for tenants and adults with a learning disability.
- Llys Raddington staff were commended by paramedics for their responses to a tenant who suffered a sudden cardiac arrest and the staff's actions saved the person's life.
- In supported living, a new mobile phone app has been developed that improves communication and outcomes for individuals
- Homecare continue to deliver the service to some of the most hard to reach individuals in Flintshire, no matter what the weather. In the recent snow, a manager walked two miles through the snow to make it to an 89 year old whose property had been cut off due to the roads being impassable.

Above is just a snapshot of some of the incredible work that has been highlighted in the last 12 months. In addition the regular inspections focus on the high level of care, support and recording we offer. As a result of this all three of our Care

Inspectorate Wales inspections returned excellent feedback on each of the four themed headings; Care and support, Wellbeing, Leadership and Governance.

Whilst all of this showcases the positive elements of the services there are some areas that the service and the wider council need to consider moving forward:

- There needs to be an improvement in recording 7 day reviews for individuals new to any service. This is a risk in relation to not fully meeting the regulations.
- Staff recruitment in homecare remains very challenging and we are seeing limited applications for posts in domiciliary care.

RECOMMENDATIONS

1	That Committee review the assessment of the Responsible Individual who identifies a high level of confidence in all areas of the service.
2	Committee note that the standard of care is good throughout the service and there are examples in which the care and support achieves an excellent standard.

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	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.
1.04	This report covers in house services relating to older people and adults with a learning disability that are registered and regulated with Care Inspectorate Wales.

	<p>The current services are as follows:</p> <ul style="list-style-type: none"> • Older People’s residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti. • Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plas 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. <p>Currently the services employ in excess of 450 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. Meetings 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 and Care Inspectorate Wales:</p> <p>Residential care – the Responsible Individual can report a high level of confidence in residential care homes in Flintshire. Two of the three homes have been awarded Gold standard from Progress for Providers which is an accredited quality assurance programme that measures service standards in the care sector. The third home is currently Silver, and should achieve Gold in the New Year.</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> <ul style="list-style-type: none"> • “The staff are so knowledgeable, I worry, but they always put my mind at rest.” • “I like it here, I didn’t think I would when I moved in, but its ok.” • “I would like to get out a bit more, but the home does so much and that helps.” • “If all care homes were like the one my mum is at then the world would be a better place.”

I also felt it was appropriate to share the following that I received from a family member following the passing of her father.

“My Dad, was a resident at Marleyfield, initially there for respite and moved in when he was no longer able to care for himself at home. I confess I shed a few tears when a place was found for him as I knew he would be cared for kindly, compassionately and professionally. Since I was living 300 miles away this was a huge relief and I could always count on the team to give me a timely call with an update.

Whilst Dad did lose much of his independence on moving in (not easy particularly for men) he thrived in the friendly supportive atmosphere the staff go out of their way to create at Marleyfield. And I mean everybody: whether they’re laundry or cleaning staff, carers or management. Dad reached his 100th birthday last June and Lyn, Activities Asst created a celebration enjoyed by all the residents.

Dad was generally in good health though his mobility had been deteriorating for several years and after a couple of falls before Christmas he suffered a brain bleed. Christmas time in hospital is never easy, especially for palliative care. When the Marleyfield team were able to take him back, he returned and received the very best care in his final days, the Care team were kindness in action.”

This example clearly illustrates the way in which staff go above and beyond and the positive impact this has on residents and their families.

As well as the positive direct care work that goes on, the three homes deliver high quality assessments, reviews, personal plans, medication and record keeping. All of these meet the regulations, but in addition as pointed out by the recent Care Inspectorate Wales inspection of Croes Atti; “the staff don’t just record information for the sake of doing it, they build a picture of the individual and use the reporting tools to improve the quality of care and support that people receive.”

All of the services have worked hard to ensure that people are communicated to via their preferred language or communication aid. There has been an increase in the use of Welsh language as well as staff working hard with a resident whose first language is French.

Reablement remains an important part of the service we offer and between the three homes we have supported more than 150 people out of hospital as part of the Discharge to Recover and Assess (D2RA) model. The majority of these have been at Marleyfield House that continues to offer excellent support to the acute hospitals and is currently operating at full capacity.

1.07

Extra Care Housing

	<p>The Responsible Individual reported a high level of confidence in Extra Care schemes in Flintshire.</p> <p>Extra Care housing, like residential care delivers a high quality level of care and support and this is backed up by strong and detailed paperwork. The schemes remain popular and they are all full. However, it is worth noting that whilst all four schemes operate with a waiting list, the number of applications have reduced over the last four years. Part of this could be attributed to the pandemic and a reticence from some to move to shared living and some is because of rising costs and the overall cost of living increases.</p> <p>Staff levels across the four schemes are good and the staff report that the schemes are a really great place to work. Tenants and families also praised the schemes, stating the following:</p> <ul style="list-style-type: none"> • “I love having a coffee and a natter with my friends.” • “The staff are always here and nothing is too much trouble.” • “I had a problem with my invoice and the manager sorted it out straight away, no messing.” • “It helps the family knowing that Mum is safe and living in such a wonderful place.” <p>One area that has been noted as part of the inspections this year is that extra care is on occasions supporting people with extremely complex needs. Whilst the individual managers and teams are putting in place systems to manage these cases, it is apparent that this is happening as there are not enough appropriate beds available for people to move into specialist care provision when they require it.</p>
1.08	<p>Community Support and Supported Living</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>Community Support has recruited 6 new staff in the last 12 months, however this is considerably lower than the amount required to meet the increasing need within the community and to support effective hospital discharge.</p> <p>There are a number of reasons for this and these include:</p> <ul style="list-style-type: none"> • Petrol costs and costs of maintaining their own vehicle. • Difficult role particularly in the Winter in certain more rural areas • The complexity of the role and the people we support • More people applying for care jobs who don't drive

	<ul style="list-style-type: none"> • Pay and potential earnings being higher in other less challenging sectors. <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>Despite this, the service continues to offer incredible outcomes for individuals. One person recently reduced from double handed and four calls a day, to only needing one person twice a day as a result of the support from the team. Another person came home after a stay in hospital and had reduced mobility, staff spent time showing the person how to use internet shopping to get weekly groceries. In supported living staff have supported service users to improve their day opportunities and their leisure activities through sport and hobbies, holidays and trips.</p>
1.09	<p>Short Term Care – Hafod and Woodlee</p> <p>Both Hafod and Woodlee short term care houses for adults with a learning disability have received Care Inspectorate Wales inspections in the last 12 months. Both inspections were excellent and the report commented on how the service worked hard to develop positive outcomes for people during their short stays. The report also commented on the depth of knowledge the staff team had for each person who stays and how this is reflected in the individual experiences that each person enjoys.</p> <p>The feedback from people who use the service and their families is overwhelmingly positive and much of this centres on the role of the staff team. Both houses are fully staffed and there has been no change of staff in the last 12 months and this is testament to the hard work of the team in creating such a positive environment. The service has also increased the number of people it supports this year and now more than 65 people have used the service.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>Revenue: there are no implications for the approved revenue budget for this service for either the current financial year or for future financial years.</p> <p>Capital: 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.</p>

	Human Resources: As described, recruitment and retention remains a challenge in some areas.
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3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Not required

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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"> a) The individuals who are receiving care and support, b) Any representatives of those individuals, c) Service commissioners, d) Staff employed at the service.

5.00	APPENDICES
5.01	None

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

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

8.00	GLOSSARY OF TERMS
	<p>Responsible Individual – 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>RISCA – 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>Care Inspectorate Wales – is an independent National body who inspects and monitors care services throughout Wales.</p>