

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	20 th January 2022
Report Subject	In house Regulated Services Report
Cabinet Member	Deputy Leader (Partnerships) 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 12 months.

The Responsible Individual is a statutory requirement for all organisations who deliver care services in Wales. 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). (RISCA).

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.
- The Flintshire Homecare Service.
- Short-term Care services for people with a learning disability – Hafod and Woodlee.
- Supported Living services – 17 houses across Flintshire.

The methodology for collecting evidence to ensure the services meet the RISCA regulations, includes, site visits, file audits, health and safety visits, record keeping, safeguarding, team meetings and consultation with service users and families.

In summary the Responsible Individual reports a high level of confidence that Flintshire’s in house services are meeting the requirement of RISCA.

It should be noted that during the height of the Pandemic there was an easement from The Care Inspectorate Wales (CIW) in relation to the requirements of RISCA. The RI continued to monitor and support services throughout the pandemic, and has since begun again the regulatory visits .This report provides a brief summary of the finding for each service area, with the exception of the short term care services, as they have only recently reopened after a sustained period of closure due to the pandemic.

RECOMMENDATIONS

1	Members accept and note this report, and consider whether the annual CIW return, on the performance of the service and meeting regulation, should be an annual report to this committee.
2	Consideration should be given to re-establishing member rota visits, pandemic allowing, in 2022.

REPORT DETAILS

1.00	EXPLAINING THE IN HOUSE REGULATED SERVICES REPORT
1.01	The role of the Responsible Individual (RI) 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. With a resulting action plan for improvement.
1.04	<p>Within Flintshire Council there are registered services in a number of different areas these are Older People’s provider services and Learning Disability services. Each service area has to provide its own statement of purpose, for example, each of the care homes and each of the extra care establishment are inspected as a single entity.</p> <p>From next year 2022 the RI role will also incorporate the newly formed in-house Children’s services.</p> <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. • The Flintshire Home Care Service. • Short-term care 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. 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 report findings, along with a service specific action plan, are submitted to the Head of Service. The action plan is then implemented by the Manager of the service and progress is regularly reported to the Responsible Individual.</p> <p>The Responsible Individual is also required to submit an annual report to Care Inspectorate Wales, due to the Pandemic there has been some easement of the annual reporting, and there was no expectation last year.</p> <p>The first annual for CIW is due May 2022. It is important to point out that the work of the Responsible Individual is in addition to 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 areas;</p> <p>Residential care – the Responsible Individual reports a high level of confidence in residential care homes in Flintshire. The reports for the last 12 months show a high level of knowledge, skills and understanding of needs and outcomes throughout all three homes.</p> <p>The evidence also shows residential care has been the area hit the hardest by Covid-19 and the ongoing pandemic. The constant changes to guidelines, the isolation felt by residents, the challenge of hospital discharges, have left residential care managers and staff feeling exhausted. However, despite all of the challenges the homes have maintained a high level of quality throughout. Records have remained at a good standard and the homes of managed the additional requirements of weekly testing, appointments for visitors and increased risk assessments.</p> <p>Staff training has continued and this is now a mix of online and face to face training. Supervisions and appraisals have also continued throughout this period. The feedback received from residents was overwhelmingly positive and many people wanted to recognise the incredible job the staff team did during lockdowns when our residents were unable to see their families.</p>

	<p>In terms of areas identified to be address or be aware of. Recruitment and retention of staff has become challenging and problematic. The number of applications for care posts has dramatically reduced, resulting in number of direct care vacancies across the service. As a result of this existing staff are being pushed to the limit in terms of picking up additional shifts and this is a significant risk f staff burn out if this position persists for any length of time.</p> <p>The portfolio are working hard to address the recruitment and retention issues, with a detailed action plan in place to help address this.</p>
1.07	<p>Extra care housing –</p> <p>The Responsible Individual reports 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. All four Extra Care schemes have worked positively to reduce the risk of falls for their tenants.</p> <p>The four schemes continue to be popular with tenants and there is now a waiting list for all of the schemes. Like residential care, there have been significant pressures for extra care as a result of the pandemic. The biggest challenge being that the guidelines set out by Welsh Government did not include extra care and often decisions had to be made at a local level. On the whole the feedback received from families has been very positive, although a number of families suggested that rules were too rigid during and just after lockdown.</p> <p>The general service delivery within extra care has remained at a high standard. The schemes have maintained training levels, medication processes, infection control and daily logs. Good outcomes for people living there and good feedback on staff attitude.</p> <p>Two areas that need to be considered are the staffing as described in section 1.06. Recruitment is a challenge and extra care has not been immune to the pressure. Historically this has been the easiest of the care settings to recruit to, however even extra care has seen vacancies and poor response to job adverts.</p> <p>One area that received a number of queries through the consultation with tenants is the lack of structured activities. This has always been a key part of extra care and as a result of covid-19 these had to cease. Some activities have now restarted, however understandably there is less choice and reduced capacity which some tenants would like to see improving.</p> <p>Pandemic allowing this is an area for us to work on.</p>
1.08	<p>The Flintshire homecare service and supported living services.</p> <p>The Responsible Individual reports a good level of confidence in the homecare service and supported living in Flintshire. The reports for the last 12 months show that the dispersed staff team have felt supported and able to maintain their role.</p>

Both these service areas deliver care into people's own homes, the significant difference being that supported living is 24 hour support for people with a learning disability and the homecare services operates from 7am – 11pm for predominantly for older people.

The services have been able to maintain a consistent level of service throughout the last 12 months. They have adapted well to the changes that the pandemic has brought and they have responded positively to supporting vulnerable people in their own home. Supported Living has never had a service user who has tested positive for Covid-19 and this is testament to the hard work and diligence of the staff team.

The homecare service 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.

Both services have committed well trained staff and managers with a good reputation for supporting some of the most complex of cases. There positive report from social workers and other in relation to the work of the homecare service, they are often the safety net services and achieve fantastic outcomes for people .

Although record keeping in both areas is good, the services are reliant on paper based recording. This can be slow and cumbersome and there needs to be a drive and investment to moving the records onto a digital platform. This could include care plans, medication, one page profiles, rotas etc. It is recognised that such new technology needs capital investment to help the service modernise.

1.09

Short term care – Hafod and Woodlee

The Responsible Individual reports that due to the two short-term care houses being closed for a significant period of time throughout the pandemic it has not been possible to report at this point. An interim desk top inspection has taken place and site visits are planned for December 2021. Staff from short term care moved to supported living and other establishments across Flintshire .

The service has now reopened, but still at a reduced capacity of two people at any one time. The period of closure has allowed the service to review its existing paperwork and specifically the risk assessments for all of the service users that required updating as individuals needs have changed.

Staffing is in place and the team has a degree of stability which has helped during the period of reopening. The service has also made improvements to the building with improved wi-fi and connectivity which is an area that service users had raised in previous consultations.

One area that will need further improvements is how the service ensures they have all of the correct information on someone prior to their stay. The

	team have introduced pre visit checks, however there were still a small number of people arriving and not having completed the pre checks.
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2.00	RESOURCE IMPLICATIONS
2.01	Base budgets are established and there are no additional resource implications as a result of this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Not required

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	As part of the RISCA regulations there is a statutory duty for the Responsible Individual to engage with the people who use our services.

5.00	APPENDICES
5.01	None

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

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

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>