

### CYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

#### COMMITTEE SUMMONS

C.Hanagan Service Director of Democratic Services & Communication Rhondda Cynon Taf County Borough Council The Pavilions Cambrian Park Clydach Vale CF40 2XX

Meeting Contact: Jess Daniel - Democratic Services Officer (07385401877)

#### YOU ARE SUMMONED to a hybrid meeting of the COMMUNITY SERVICES SCRUTINY COMMITTEE to be held on MONDAY, 25TH SEPTEMBER, 2023 at 5.00 PM.

Non Committee Members and Members of the public may request the facility to address the Committee at their meetings on the business listed although facilitation of this request is at the discretion of the Chair. It is kindly asked that such notification is made to Democratic Services by Thursday, 21 September 2023 on the contact details listed above, including stipulating whether the address will be in Welsh or English.

Page No's

It is the intention to live stream this meeting, details of which can be accessed here

#### AGENDA

#### SCRUTINY RESEARCH

A scrutiny research facility is available within the Council Business Unit to support Members' scrutiny responsibilities and their roles as Elected Members. Such research strengthens Scrutiny Committee work programmes to ensure outcome-based topics are identified. For any scrutiny research requirements please contact scrutiny@rctcbc.gov.uk

#### 1. DECLARATION OF INTEREST

To receive disclosures of personal interest from Members in accordance with the Code of Conduct

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the

personal interest: and

2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

#### 2. MINUTES

To approve as an accurate record the minutes of the virtual meeting of the Community Services Scrutiny Committee held on the 10<sup>th</sup> July 2023.

5 - 8

#### 3. CONSULTATION LINKS

Information is provided in respect of relevant <u>consultations</u> for consideration by the Committee.

#### 4. DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2022/23

Pre-Scrutiny – For Members to scrutinise and make any recommendations to the report before presenting to Cabinet.

9 - 58

59 - 76

77 - 98

99 - 118

## 5. SOCIAL SERVICES REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT

To provide Members with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1st April 2022 and 31st March 2023.

#### 6. CHILDREN'S SERVICES STRATEGY

Scrutiny of Children's Services Strategy.

#### 7. PATHWAYS TO CARE DELAYS

Scrutinise arrangements to address pressures across the Health and Social Care system and the impact on hospital avoidance and discharges.

#### 8. CHAIR'S REVIEW AND CLOSE

To reflect on the meeting and actions to be taken forward.

#### 9. URGENT BUSINESS

To consider any items, which the Chairman, by reason of special circumstances, is of the opinion should be considered at the meeting as a matter of urgency.

#### Service Director of Democratic Services & Communication

#### Circulation:-

The Chair and Vice-Chair of the Community Services Scrutiny Committee (County Borough Councillor J Bonetto and County Borough Councillor R Davis respectively)

#### **County Borough Councillors:**

Councillor S Bradwick, Councillor A J Ellis, Councillor D Evans, Councillor A Fox, Councillor H Gronow, Councillor N H Morgan, Councillor G Jones, Councillor D Owen-Jones, Councillor D Parkin, Councillor A Roberts, Councillor G Stacey and Councillor T Williams

Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh

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#### RHONDDA CYNON TAF COUNCIL COMMUNITY SERVICES SCRUTINY COMMITTEE

Minutes of the Virtual meeting of the Community Services Scrutiny Committee held on Monday, 10 July 2023 at 5.00 pm

#### This meeting was recorded, details of which can be accessed here

#### County Borough Councillors – The following Community Services Scrutiny Committee Councillors were present:-

Councillor R Davis Councillor A Fox Councillor N H Morgan Councillor D Owen-Jones Councillor A Roberts Councillor T Williams

Officers in attendance:-

Ms L Davies, Director, Public Health, Protection and Community Services Ms C O'Neill, Strategic Arts & Culture Manager Dennis, Service Manager Community Development Mrs E Wilkins, Council Business Manager

#### County Borough Councillors in attendance:-

Councillor J Edwards

#### 1 APOLOGIES FOR ABSENCE

Apologies for absence were received from County Borough Councillors J. Bonetto, S. Bradwick and A. Ellis.

#### 2 DECLARATION OF INTEREST

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

#### 3 MINUTES 24.04.23

It was **RESOLVED** to approve the minutes of the 24<sup>th</sup> April 2023 as an accurate reflection of the meeting.

#### 4 CONSULTATION LINKS

Members acknowledged the information provided through the consultation links in respect of open consultations, Welsh Government consultations and those matters being consulted upon by the local authority.

#### 5 DRAFT WORK PROGRAMME 2023-24

The Council Business Manager presented the report which sought Members'

approval on the Committee's draft Work Programme for the 2023/24 Municipal Year, which identified a number of initial items from discussions with the Chair/Vice Chair and Officers.

Members were reminded that the draft Work Programme is a fluid document to allow for any emerging priorities throughout the Municipal year to be added to the programme and if needed, through the Chair, additional meetings of this committee could be scheduled to address any urgent and time critical items of business.

The Council Business Manager also highlighted to Members additional items for the work programme would be added as good practice to invite the relevant cabinet Members for this Committee to attend the January and March committee meetings respectively, to provide Members with an update on their portfolio and the opportunity for the Committee to act as a critical friend to ensure future robust decision making.

Members were also informed the work programme will be presented to next meeting of the overview and scrutiny committee in their overarching and coordinating role to ensure there is no duplication or cross over of work on each of the thematic scrutiny committees work programmes.

Following consideration by the Committee it was **RESOLVED** to:

- 1. Agree on issues for inclusion on the Community Services Scrutiny Committee's Work Programme for the 2023/24 Municipal Year (as set out in Appendix 1) with appropriate amendments as necessary; and,
- 2. Request that the Service Director Democratic Services & Communications notifies the appropriate Cabinet Member and responsible Officer, of the matters identified for pre-scrutiny in advance of Cabinet consideration.

#### 6 PUBLIC TOILET STRATEGY

The Director Public Health, Protection & Community Services introduced the Head of Arts, Libraries and Culture who advised Members the purpose of the report is to provide the Community Services Scrutiny Committee with an update on the review of the Rhondda Cynon Taf County Borough Council Local Toilets Strategy from 2019-2023 to 2023-2028 and for Members to scrutinise the strategy and determine any comments, observations or recommendations in respect of these proposals.

The Head of Arts, Libraries and Culture outlined the background for Members outlining the Local Authorities responsibility and the details of the initial strategy published in 2019. Members were reminded that the strategy aims to review the quality and quantity of local toilets throughout the county borough, and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the area at locations where the need for such facilities has been identified.

Members were provided with an update on the progress to date and provided details on two objectives that have been developed with supporting actions.

One Member asked whether residents would be able to access an app to locate

the nearest public toilets noting that it is an issue for residents travelling across the borough being unaware of where the nearest location would be. The Head of Arts, Libraries and Culture acknowledged that the mapping of toilet provision across the County Borough will be key in enabling the information to be up to date and available on the Council's website. Members were also informed that signage for public toilets will be in line with Welsh Government and national guidance to ensure accessible toilets are visible throughout the borough. The Service Manager Community Development provided Members with an update regarding the mapping process and that work is ongoing with Officers in the Council's Estate's department including detail of Adult Changing Spaces and accessible toilets. Members were informed that the ambition is to have the information contained in an app as a long-term goal however in the short term the information will be shared via the Council's website.

A Member asked about the detail in the report regarding the facilities that are available in private businesses across the borough and asked what incentives there would be for these businesses to allow public access, noting that this will be a big barrier if there are no incentives provided. The Head of Arts, Libraries and Culture informed Members that as part of the initial strategy private businesses were asked to allow use of their facilities but there was reluctance by the private sector. The Service Manager Community Development advised Members that this conversation will be revisited and discussed the availability of Community Grants available for not for profit organisations.

A Member raised the possibility of speaking with the Council's Town Centre department to discuss ways to encourage businesses to allow use of their facilities as a way of ensuring Town Centres are welcoming spaces encouraging residents to visit, noting that it is important to have facilities available to help town centres thrive. The Head of Arts, Libraries and Culture confirmed to Members that as part of the discussion regarding engaging with private businesses they will include the Town Centre team.

Another Member highlighted the detail in the report regarding night time provision of toilet facilities and whether there were plans to provide these facilities in Town Centre's. The Head of Arts, Libraries and Culture confirmed that as part of discussions with the Town Centre team the provision and opening hours of public toilets would be included.

Members questioned the security and monitoring provided for public toilets to prevent anti-social behaviour highlighting the issues that have been experienced in locations across the County Borough to date. The Head of Arts, Libraries and Culture confirmed that these concerns will be taken on board and discussed with the relevant departments when considering the night-time provisions. The Director Public Health, Protection & Community Services reiterated to Members the importance of reporting anti-social behaviour to ensure any patterns can be identified and gain greater understanding of the issues faced.

One Member questioned the resources available and whether they were sufficient enough to meet the need across the County Borough. The Director Public Health, Protection & Community Services informed Members of the previous consultation undertaken with a wide range of community groups to understand the need and the difficulty of meeting the needs of specific groups highlighting the detail in the report regarding the objectives in relation to Changing places and accessible toilets. Members were reminded that the Council has maintained the majority of the public toilet facilities whilst other neighbouring authorities have taken the decision to close a number of facilities. The Director Public Health, Protection & Community Services highlighted to Members the aim is to work to improve awareness of the locations of public toilets and the opening hours across the borough whilst working with community groups and other organisations to identify any ways this can be improved.

Another Member asked in relation to facilities that have been closed or had the opening hours restricted whether there had been any consideration into the knock-on effects on costs to the council from other departments, such as increases in environmental cleaning. The Service Manager Community Development outlined how Officers work with the Council's Estates and Maintenance department who confirm that we are at the limit with our financial capacity regarding cleaning capacity and maintenance schedule. The Service Manager Community Development confirmed to Members that there are no plans in the strategy to open new facilities other than where external grants can be secured to support the funding of such facilities in community venues.

One Member acknowledged the desired position to provide additional facilities and extend opening hours but highlighted the difficulty in doing so given the budget pressures being faced. The Director Public Health, Protection & Community Services confirmed the Council's agreement to maintain public toilets at the current levels but acknowledged the difficult financial decisions that are needing to be looked at. The Director Public Health, Protection & Community Services emphasised the strategy sets out what it is believed the policy should be around provision and accessible provision whilst being proportionate within constraints.

Members discussed their view that following detailed debate regarding the information set out in the report there is support for improving the provision but without additional financial impact to the Council. Members discussed the importance of exploring external funding options whilst also including the opportunity to work with private sector organisations to provide additional facilities.

Following lengthy consideration by the Committee it was **RESOLVED to** acknowledge the information provided in the report and for the comments to be fed back to Cabinet.

#### 7 CHAIR'S REVIEW AND CLOSE

The Vice Chair, in the Chair, thanked Members and Officers for their contributions in the meeting. The Vice Chair acknowledged the complexity of the topic discussed during the meeting but thanked Members for their engagement and in depth questioning and discussion.

#### 8 URGENT BUSINESS

None.

#### This meeting closed at 5.55 pm

Councillor R Davis Chair.





#### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL MUNICIPAL YEAR 2023/24

#### COMMUNITY SERVICES SCRUTINY COMMITTEE

Agenda Item No. 4

25<sup>TH</sup> SEPTEMBER 2023

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVIES

DRAFT DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2022/23

#### Author: Neil Elliott, Interim Director of Social Services.

#### 1. <u>PURPOSE OF THE REPORT</u>

1.1 The purpose of this report is to present the Community Services Scrutiny Committee with a draft copy of the Director of Social Services Annual Report for 2022/23 prior to it being subjected to a consultation with key partners and staff.

#### 2. <u>RECOMMENDATIONS</u>

It is recommended that Members:

2.1 Consider the draft Director of Social Services Annual Report (Appendix 1) and scrutinise its contents.

#### 3. REASONS FOR RECOMMENDATIONS

3.1 To meet the statutory requirements on the Director of Social Services and ensure the report is subject consultation.

#### 4. <u>BACKGROUND</u>

- 4.1 In accordance with Part 8 of the Code of Practice of the Social Services and Wellbeing (Wales) Act 2014, the Director of Social Services must prepare and publish an annual report about the exercise of the Local Authority's Social Services functions. This annual report must be published as soon as reasonably practicable after the end of a financial year and address the following requirements:
  - It must evaluate the performance of the local authority in relation to the delivery of its social services functions in respect of that year and include lessons learned.

- It should be presented in such a way as to set out how the Local Authority has achieved the six quality standards in relation to wellbeing outcomes as described in the *code of practice in relation to measuring social services performance,* issued under section 145 of the Act.
- It must include details of the extent to which the authority has acted in accordance with relevant requirements for assessing and meeting needs (Part 3 and 4 of the Social Services and Wellbeing (Wales) Act 2014)
- It must set out how the Local Authority has exercised relevant requirements contained in the code of practice so as to provide:
  - a) Assurances in terms of structural arrangements within the Local Authority that enable good governance and strong accountability.
  - b) Assurances in relation to effective partnership working via Partnership Boards.
  - c) Assurances in relation to safeguarding arrangements.
  - d) Information in relation to the performance of the handling and investigation of complaints and representations.
  - e) A response to any inspections undertaken in relation to social services functions.
- 4.2 Directors of Social Services are required to provide an update on Welsh language provision and their implementation of More than just words as part of the annual report.
- 4.3 It is important that the views of service users in relation to the way the Local Authority has discharged its social services functions are included in the annual report. People, including children, who have experience of using care and support services, the parents of children who have care and support needs, and carers in the local authority area must be engaged in the process of producing an annual report and the annual report must set out how the Local Authority has engaged with people in its production.
- 4.4 Annual reports are a way for local authorities to demonstrate accountability to citizens and should, therefore, be accessible to people, including service users. The Director of Social Services should, therefore, ensure that annual reports are not overly long and are written in a clear and concise way.
- 4.5 To ensure effective accountability, the annual report must be presented to the Council by the Director of Social Services, a copy of the published annual report sent to Welsh Ministers and copies made available on the local authority website.

#### 5. EQUALITY AND DIVERSITY IMPLICATIONS

5.1 There are no Equality and Diversity implications associated with this report.

#### 6. WELSH LANGUAGE IMPLICATIONS

6.1 There are no direct Welsh Language implications associated with this report.

#### 7. <u>CONSULTATION/INVOLVEMENT</u>

7.1 This draft report will be subjected to a consultation with key partners and staff the results of which will be considered in finalising this report.

#### 8. FINANCIAL IMPLICATION(S)

8.1 There are no financial implications associated with this report.

#### 9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

9.1 The Annual Director's report is required under Part 8 of The Social Services and Well-being (Wales) Act 2014.

#### 10. <u>LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE</u> WELLBEING OF FUTURE GENERATIONS ACT

10.1 The Annual Director's report publishes the delivery, performance and planned improvements of the Social Services function in the Council, providing the public with a summary of performance in meeting the corporate priorities for Social Services.

#### 11. <u>CONCLUSION</u>

11.1 The Director of Social Services Annual Report 2022/23 sets out how the Council's Social Services performed last year, highlighting the direction and priorities we have set for the year ahead.

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# RHONDDA CYNON TAF ANNUAL DIRECTOR OF SOCIAL SERVICES REPORT 2022/23

## Contents

Director of Social Services - Introduction	2
Children's Services Overview	
Our key achievements in 2022/23	3
How are people shaping our services?	5
Our developments and improvements	9
What are our priorities for 2023/34?	16
Adult Services Overview	
Our key achievements in 2022/23	17
How are people shaping our services?	19
Our developments and improvements	23
What are our priorities for 2023/34?	34
How do we work?	
Our workforce	35
Welsh Language	37
Our finances	37
Political and Corporate Leadership, Governance and Accountability	38
Our Partnerships	38
Promoting and improving the wellbeing of those we help – The six quality standards.	
<b>Quality Standard 1:</b> Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve.	39
<b>Quality Standard 2:</b> Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing.	40
<b>Quality Standard 3:</b> Taking steps to protect and safeguard people from abuse, neglect, or harm.	41
<b>Quality Standard 4:</b> Encouraging and supporting people to learn, develop and participate in society.	42
<b>Quality Standard 5:</b> Supporting people to safely develop and maintain healthy domestic, family, and personal relationships.	43
<b>Quality Standard 6:</b> Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.	44

### **Director of Social Services – Introduction**

It gives me great pleasure to publish this year's annual report. At the beginning of 2022/23, Paul Mee was the Director of Social Services, and I would like to thank him for his direction and leadership of social services before becoming the Council's Chief Executive in December 2022. I became Interim Director in December 2022.

Each year, the Statutory Director of Social Services is required under the Social Services and Well Being (Wales) Act 2014 to publish an annual report on how the local authority has exercised its social services functions and provides an opportunity to evaluate our performance and the action taken to further improve our services and support. This year, I have summarised my assessment of the key developments and challenges in Children's and Adult Services, emphasising the links to our Council Corporate Plan and providing examples of how our work has promoted and improved the wellbeing of those that we help. We also set out our service priorities for 2023/24.

In recent years, living and working through the pandemic, have been incredibly difficult and challenging for the residents of Rhondda Cynon Taf and our social services workforce. The impact of the pandemic continues to affect health and social care services and all our communities, compounded by the additional challenges caused by the cost-of-living crisis.

Our ability to keep delivering services has only been possible because of the dedication and immense efforts of our social services workforce, commissioned providers, foster carers and people who come forward to adopt children and our partner organisations. We are also fortunate to have strong corporate support from across the Council and support of colleagues from other departments and our Elected Members.

Finally, I would like to thank everyone who has ensured that the residents of Rhondda Cynon Taf have received the care and support they need, and I hope that this report shows the results of their hard and tireless work over the past year.

Neil Elliott Interim Director of Social Services

In Children's Services, we contribute to the Council's Corporate Plan **"Making a difference"** and specifically the wellbeing priority **"Ensuring PEOPLE are independent, healthy and successful"** by

## "Improving services for children and young people and ensuring the needs of children are considered in everything we do".

In this Section, we provide data and information to evidence key service achievements, developments, and challenges in Children's Services in 2022/23, together with our key service priorities for 2023/24, where further developments and change have been identified.

#### Our key achievements in 2022/23

This year has seen continued high demand, particularly at the front door and increasing complexity for Children's Services. This is expected to continue as we see the long-term impact of COVID-19 harm on children and their families. This reinforces the need to deliver against our strategic priorities that are intended to support us to manage demand and shift the balance of care. An overview of demand and related performance is set out below:

26,712 contacts for children received by statutory Social Services during the year (up from 24,385 2021/22)

98% of the contacts received, a decision was made by the end of the next working day (98% in 2021/22)

45% of the contacts received, advice or assistance was provided (up from 43% 2021/22)

407 children on the Child Protection Register on 31<sup>st</sup> March (up from 378 2021/22)

5,633 new assessments completed for children (up from 5,238 in 2021/22)

4,628 within statutory timescales (up from 4,567 in 2021/22)

1,904 children with a care and support plan (up from1902 in 2021/22)

1,264 families known to Resilient Families Service with increased resilience (up from 1065 in 2021/22)

Despite these pressures, teams across Children's Services have continued to deliver high quality safe services to vulnerable children and families, as evidenced by some of our key achievements set out below:

- In Spring 2023, Care Inspectorate Wales (CIW) identified many positive aspects of our work and practice following a <u>review of how we support children and families subject to</u> <u>the Public Law Outline pre-proceedings</u> as part of a national review.
- We have continued to take forward our Children Looked After Prevention Strategy resulting in an increase in the number of families remaining together and an associated reduction in the rate of children becoming looked after.
  - At the end of March 2023, we had 624 Children Looked After compared to 655 in 2022, and 717 in 2020, leading to a further reduction in the rate of Children Looked After.
  - Our new Magu Team staffing has been established to respond to the need to improve pre-birth services and seek to reduce the number of children under one becoming looked after. In the year, we have managed the first early permanence case in Wales

making it possible for an 8 week old baby to move straight to adopters without the disruption of an interim period with foster carers.

- Our new <u>Children Looked After Residential Transformation Strategy 2022-2027</u> was approved by Cabinet in February 2023. Developments underway, include:
  - o opening a second new home that offers therapeutic care for up to 3 young people.
  - o developing emergency accommodation for up to 3 young people.

This has resulted in an increase in use of our own children's care home accommodation rather than independent sector. The percentage of Children Looked After placed with relative carers remains consistent with that reported in 2021/22, at 34%.

- In terms of our Children Looked After, we have:
  - increased the number of Rhondda Cynon Taf Foster Carers to 286 from 281 in the previous year. There has also been an increase to 1329 users of the Council's Leisure 4 Life Foster Family Access scheme in the year.
  - worked well across Council departments on projects including Children's Looked After Team collaborate with Love Treorchy on Employment Programme
  - implemented the Basic Income Pilot alongside our care leavers.
  - extended our work under the Trauma Recovery Model and developed therapy provision alongside partners, guiding how we make sure traumatised young people can access the right therapy without delay.
  - involved staff in the update and re-set of Miskin services.
- We have implemented phase one our Children's Workforce strategy activities aimed at improving staff wellbeing and maximising the retention of staff, which has involved influencing national attraction work: <u>A week in the life of a social worker</u>

#### How are people shaping our Services?

We have continued to strengthen participation of children and young people to promote engagement and involvement specifically with Children Looked After and partner agencies to ensure co-production and that the voice of children and young people are heard in service development and delivery.

In 2022/23, we have developed a Children's Services Participation Strategy which incorporates different communication approaches when engaging with children and young people.

In line with the Participation Strategy, all looked after children and care leavers, aged 4-25 years old, have been given the chance to take part in our 'Get Involved' <u>survey</u>.

#### The Vision for the Participation Strategy:

The Participation Strategy outlines Rhondda Cynon Taf Council's Children's Services approach to supporting the rights of children, young people, parents, carers, and families in receipt of care and support, to have their voices heard and to actively participate in decisions about their life and help to shape future service developments.

We have asked children what is going well, what could be better for all care experienced children and young people and how would they like to get involved with Children's Services? In total, we received 66 responses from children aged between 4 - 25 years old. We shared survey feedback with staff and we developed an <u>infographic</u> which includes 'You Said' and 'We Will' statements which we shared with children and young people via the YEPS website, our foster/kinship carers and Voices from Care Cymru.

#### Get Involved Survey - What did children tell us was important?

- Make sure that all trusted adults explain who they are. Consider leaving child friendly information such as 'All about me' profiles or a child friendly letter to the young person before meeting them or with a change of Social Worker/ key member of staff.
- Access to information. To develop information in a range of formats that can be easily accessed and shared. Young people 16+ have told us they want easy access to information for benefits, housing, tenancy support and funding entitlements.
- Children and young people have told us how they want to get involved. They would like more in person meet up events, activities with nature, sports, arts and crafts and music and drama.
- To look at different ways to keep in touch with family. Young people have told us they would like more contact with their families.
- Mental Health and wellbeing support. Young people would like further support with their mental health and wellbeing activities.

Further examples of work undertaken in 2022/23 to engage and involve care experienced children and young people were presented to the <u>Corporate Parenting Board in January 2023</u> and includes the following case study below:

## Supporting care experienced children and young people – The Sky's the Limit Project

This project supports care experienced children to access drama, art, sporting activities, dance, gardening, choir, film making and digital sessions created, designed and delivered by children and young people to achieve a national reach. We are supporting mental health issues by preventing and empowering children's confidence through hobbies and activities that give positive experiences.

An example of one of the sessions:

- 9 young people attended the 'Sky's the Limit' Nature workshop for 8 to 13 year olds on Saturday 22/10/22. Activities included:
  - Paint and press on to tote bags and sewing supported by Growing Space
  - Pumpkin carving, games and a nature walk.
- Some direct and email feedback included:

*'I've never done sewing before and I really enjoyed the arts and crafts. I didn't realise I was good at sewing. I would definitely like to come again'* (aged 11).

'Just wanted to say thank you for the event today, the children had lots of fun and kept saying how lovely it was, also both are interested in build your strength and Halloween party. If you have more info with dates and where would be great' (Foster carer via email).



In addition, we have continued to increase opportunities for young people and families to have greater say, involvement and choice in their plans and the services they receive, for example, we have:

- embedded our <u>Advocacy Services offer</u> in line with the National Offer, providing support to 73 young people and families during the year, where the 'active offer' for advocacy had been made. Commenced a parent advocacy pilot from January 2023.
- 42 families referred to the Family Group Meeting Service and 24 Family Group Meetings provided, to provide a structured decision making and planning process for the wider family network.
- developed a new <u>Family Support Website</u> aimed at making it easier for families to navigate the support that is available.

- with the input of care experienced parents, signed up to the <u>Charter</u> for parents in care and leaving care.
- engaged with Parents to seek their views of what works to inform reunification work under the Children Looked After Prevention Strategy.
- involved young carers in appointments Panel and provided access to the Young Carers Card and promotional videos for the Young Carer Card are available in <u>English</u> and <u>Welsh</u>.
- care experienced young people have made some short clips to explain to Councillors and staff why local care is so important to them.

As in previous years, we have carried out an annual service user survey which asked a sample of children and young, who had a care and support plan on the day the sample was drawn, how they feel about the care and support they receive. This year 140 children completed the survey and overall responses to the survey were positive, as shown in the table below, with improvement or same results compared to last year in all but one of the thirteen service quality measures, although we recognise that performance is still below prepandemic levels in most of the measures.

Comments made by children and young people were generally complementary, reflecting some very positive experiences which were having a good impact on their lives. There was a variety of reasons for negative comments, including the other children living with them and neighbours.

#### Service quality measure

Of the 140 children and young people who responded to the survey:

90% live in a home where they are happy. (Compared to 85% in 2021/22 and 97% in 2019/20)

91% are happy with the people they live with (Compared to 89% in 2021/22 and 97% in 2019/20).

78% can do the things they like to do. (Compared to 75% in 2021/22 and 96% in 2019/20)

84% feel they belong in the area where they live. (Compared to 81% in 2021/22 and 92% in 2019/20)

90% are happy with their family, friends, and neighbours. (Compared to 91% in 2021/22 and 95% in 2019/20)

95% feel safe. (Compared to 91% in 2021/22 and 97% in 2019/20).

92% know who to speak to about their care and support. (Compared to 92% in 2021/22 and 95% in 2019/20)

88% have had the right information or advice when they needed it. (Compared to 84% in 2021/22 and 90% in 2019/20)

88% had their views about their care and support listened to. (Compared to 82% in 2021/22 and 92% in 2019/20)

97% have been able to use their everyday language. (Compared to 97% in 2021/22 and 98% in 2019/20)

94% was treated with respect. (Compared to 91% in 2021/22 and 97% in 2019/20)

92% are happy with the care and support they have had. (Compared to 91% in 2021/22 and 97% in 2019/20)

93% had advice, help and support that will prepare them for adulthood (16/17 year-olds only) (Compared to 80% in 2021/22 and 77% in 2019/20).

#### Children's Services compliments and complaints

The Social Services statutory compliments and complaints process provides the opportunity for service users and their families and carers to provide feedback. The following table summarises the number of complaints and compliments received this year and in the three previous years.

	2019/20	2020/21	2021/22	2022/23
Number of complaints received	59	29	47	70
Number of compliments received	59	92	116	75

As in previous years, the number of complaints for Children's Services in overall terms remain low although there has been an increase compared to last year. When, occasionally, we have not been able to meet people's expectations, we use the feedback to learn what we can do better and, where necessary, we make changes to do this.

#### Our developments and improvements

#### Excellent Practice leading to better outcomes

In Spring 2023, Care Inspectorate Wales (CIW) <u>reviewed how we support children and</u> <u>families subject to the Public Law Outline pre-proceedings</u> as part of a national review. The <u>review</u> identified many positive aspects of our work including:

- the framework that we have established and the supporting documentation that supports timely decision making.
- child focussed, thorough and timely care and support assessments.
- prevention of breakdown and maintenance of the family unification is at the forefront of practice.
- good quality, readily available legal advice.
- families subject to legal planning and pre-proceedings work are given extensive support and opportunities to make effective changes, before further legal action is taken, even where the legal threshold for intervention has been reached.
- children and families benefit from a good range of established provision, such as Resilient Families Service, the Information, Advice and Assistance Team and the Miskin service.
- timely safeguarding action is taken where there is a risk of harm, with swift entry to the Public Law Outline process where needed. Effective support from partners within the safeguarding process was evidenced by well attended strategy meetings and initial case conferences.

It was acknowledged that in common with other Local Authorities that there are challenges of increased demand and difficulties in recruitment and retention that are impacting our work. They identified that there is more work to be done to improve some of our communication by making sure that easy to understand supporting information is for available for parents and carers. It is also important that we continue to further promote advocacy for parents and carers.

#### Early intervention and prevention

We have continued to improve access to timely information, advice and assistance to facilitate improved access to, and engagement in, early intervention and prevention services for children, young people and families. A review and redesign of our Information, Advice and Assistance has commenced to ensure we can continue to provide a high quality service with changing needs and demand following the pandemic and will be completed in 2023/34.

We launched the new Rhondda Cynon Taf Families Website <u>www.rctfamilies.co.uk</u> in October 2022. It has been promoted to staff within the Council and our relevant partners, including schools, childcare providers and community partners and has received nearly

18,000 views so far with the Tips for Parents and Programmes and Courses being the most popular.

We want to make better use of our Children and Family Centres, so we are currently reviewing the capacity and ability to develop multi-use areas and evaluate building capacity to support the development of an access plan for community groups, during daytime, evenings and weekends going forward. As part of the Rhondda Cynon Taf Families Website and other social media opportunities, the promotion and profile of Children and Family Centres is being raised, showing the resources available and signposting to sources of advice and support in community settings.

#### Making best use of our Children and Family Centres

Utilising the Winter Hardship Fund, we held 3 open/information days in our Children's Centres in Aman, Penrhys and Rhydyfelin to promote access to the centres and better understand what the local communities would like to see in the future. Supported by local partners, community groups and schools we offered a range of interactive activities for children and young people ranging from 0-11 & 11+. There were several information stands for families on a range of topics (CAB, energy saving & Police) where they could seek advice and where to go for further support.

We provided free food and drinks and issued a family pack containing ingredients for 2 meals per family that attended. We also distributed some of the family packs to the wider community through locally identified families who needed some extra support.

In total across the 3 events, 160 adults and 250 children were supported with 91 volunteers involved in the delivery of the events.

We have continued to focus our services on early intervention and prevention to improve the life outcomes for children in Rhondda Cynon Taf and have been embedding a suite of 16+ Support Projects that are being offered to young people including the **Becoming Independent Project** 

#### Becoming Independent Project - Ysgol Nantgwyn

The aim of the Ysgol Nantgwyn "Becoming Independent Programme" was to engage and provide information, advice, guidance and support to young people who are leaving or transitioning from school into college, and to support those young people that potentially become homeless in the future based on Welsh government targets, specifically LGTBQI+, and generational family homelessness, in order to provide or enhance life skills and experiences that will support young people in their independence, whether at home with their family or in independent living accommodation in the future.

Our 16+ support team delivered programme to a total of 7 young people, age from 13 to 16. Feedback was positive and the young people asked if we could go back to do a sexual health/porn awareness session to the whole class. This is currently being arranged with support from a Sexual Health Nurse.

and the **Reducing Risk of Youth Homelessness** to provide targeted support to those children and young people who are at risk of youth homelessness. Children Looked After are

one of the Welsh Government's targeted groups to provide early intervention and prevention in the fight against youth homelessness. With links already formed prior to and over the pandemic with the 16+ Looked After Children's team we discussed activities that the young people may participate in to maintain the links and to support the young people with any advice and guidance they need regarding housing and homelessness.

#### **Reducing Risk of Youth Homelessness Project**

This project was set up to support Children Looked After aged 16+ with advice and guidance to prevent youth homelessness. These young people were allowed the opportunity to design, prepare and decorate the main wall inside the chill out room at the 16+ drop-in centre using a graffiti style of artistry, allowing any new children attending the centre to add to the art wall in the future or allow those that participated the option of taking their art with them when they progressed on.

The project was a success in that the young people attending the sessions all engaged in some part to complete the artwork with an extra session planned in to allow the provider time to display the art in the centre. As a follow up and to maintain the link, regular activities are to be planned to support the 16+ team as requested by the young people.



We have delivered sessions in youth clubs focusing on independent life-skills such as cookery, finance sessions and CV writing, and safety. Sessions have been held in colleges with a focus on wellbeing, sexual health, exam stress, bullying, drug awareness, trafficking and exploitation. The team have also offered support at drop-in sessions at the job centres in Porth, Llantrisant, Tonypandy, Treorchy and Pontypridd. In total we delivered 50 sessions in 2022/23 in schools, colleges and for home schooled children and 248 participants attended.

In 2022/23, we have appointed an additional Mental Health & Wellbeing Officer to increase capacity in YEPS to meet the increased demand. We are also revising existing Children and Communities Grant contracts with providers to understand areas that could be improved to encourage more to join the Approved Providers List. This supports the delivery of integrated support pathways supporting the emotional wellbeing and mental health of children, young people and families.

We have begun work to establish a Safe Spaces Scheme across the county borough and we will take this forward in 2023/24. We have also continued to provide <u>YEPS mobile hubs</u> which regularly visit areas across the County Borough, at evenings, after school and during school holidays, offering information, advice and guidance as well as a range of activities to

complement the existing Local Authority and voluntary organisations youth clubs. The services are aimed to provide support for young people aged between 11 and 25.

## Youth Engagement and Participation Service (YEPs) 'Around the World in a Day' Cultural event

Utilising funding available via the Winter Hardship Fund, YEPS organised an event for young people and their families as part of the RCT anti-Racism agenda in a bid to raise cultural awareness. Several cultural activities were offered, one of which was sampling different foods from around the world. The aims of the event were to:

- identify young people to form an RCT wide Ethnic Minority forum group.
- raise awareness of Ethnic Minority cultures and experiences within RCT through workshops and activities
- educate people on the impact of racism on individuals as well as the wider community.
- create a platform for young people and staff to have a safe space to share their experiences, gain support, give feedback, and share best practices to become anti racist

In total, 118 children attended the event, with each receiving a warm drink and snack.

We have continued to provide support to families as early as possible to increase resilience and prevent the need for statutory services. In 2022/23, we engaged with 1264 families who increased their resilience after completing work with our Resilient Families Service.

#### **Resilient Families Service**

The family consisted of mother, father and 2 children under 5 and expecting their third child imminently. A referral was made by the families Health Visitor for support to address the families housing situation as well as parental mental health and wellbeing. Also, additional support was requested in relation to the family being able to meet challenges which may impact upon the children's wellbeing.

Family plan goals were identified to source carpets and other required items for their new home and to improve the father's emotional wellbeing, exploring his thoughts and feelings and share any worries. Following the intervention, the family's resilience improved from a score of 59 to a score of 39 and feedback from the family and professionals was positive:

*"Thanks we are now cleaning more and working together better"* Father.

"You have motivated us. Thanks for all the stuff you got us. Its been great to speak to you. I feel better as I have cleared the room upstairs. Me working on that 1 day a week has improved my wellbeing" Mother.

"... Thank you for all your support" Health Visitor

"... I can't believe how much work you have carried out with this family!" RFS Midwife

".. The family have been fantastic to work with and I will miss them. I have got to know the family really well with 12 visits to their home. They have taken on board every single piece of information shared" RFS Intervention worker.

#### Children Looked After

We have continued to provide support for families so that only those children for whom there is no safe alternative become looked after. As part of this support we have continued to deliver our <u>Children Looked After (CLA) Prevention Strategy 2022/25</u>, resulting in reduction in the rate of children becoming looked after. As a result, we have reduced the number of children who are looked after and moved from previously being the Council with the second highest rate of Children Looked After in Wales to being in 4<sup>th</sup> position in July 2022 to 6th position in May 2023 from where we strive to see further progress. Despite a downward trend of children on the Child Protection Register (CPR), the number of children has increased from 378 in 2021/22 to 407 in 2022/23. This is lower than pre-pandemic levels, but we will continue to focus our support to reduce the number of children on the CPR.

A key aspect of the Children Looked After Prevention Strategy 2022/25 is providing better pre-birth support our most vulnerable families including those who are themselves care or social care experienced or have had another child already removed from their care. The new MAGU Team is aimed at delivering an integrated health and social care pathway for pregnant women and their families across early intervention and edge of care services, that focuses on building skills and resilience and thereby reducing risk. Integrated health and social care services will be available to women from 12 weeks of pregnancy through to the child's first birthday. This will improve pre-birth services and seek to reduce the number of children under one and children of parents who themselves are care leavers becoming looked after. The team is now fully staffed and has started to take on new cases.

Another key aspect of the CLA Prevention Strategy is improving support for kinship carers and special guardians. Following a pilot in 2021/22, we commissioned <u>Kinship Cymru</u> to offer a <u>Kinship Connected</u> service to improve outcomes for special guardians and other kinship carers in the county borough. Kinship Connected helps kinship carers develop long-term supportive networks which result in a more stable and supportive environment in which the children in their care can thrive. The support includes one to one support, peer support, advice, support to access grants and free online workshops to ensure that the kinship carers have the help that they need to support the children that they look after.

#### **Kinship Connected Project**

"I have received everything, and the iPad is really good. Thank you so much for everything you have done for me and the children – it has really made a difference. I am most grateful, thank you" A special guardian for two grandsons aged 12 and 14.

"It was absolutely wonderful, the children and I enjoyed every minute of being away, I was given a loan of a mobility scooter and was able to go out on my own at times and have some time to enjoy." Elderly grandmother caring for four grandchildren, two under the age of 15 who have behavioural issues.

"The Kinship project worker is always there if I need her to chat to, she always gives me a call to catch up and see if there's anything she can do. Having the support has made a difference for my family as it has given me tools to help manage my grandson's outbursts." Step-grandmother aged 54.

"I will always access the (peer) group as well as I feel I have made friends when before was so lonely now I am not so much" Grandmother aged 46

"I cannot recommend the support offered by Kinship Cymru enough, and really hope the service continues and hope that we can continue working alongside each other in the future with different families. It was also positive that I could also contact the project worker with any queries too, and she would always get back to me." Social Worker RCTCBC

Through our work around early intervention and prevention, we have also established a Therapy Panel alongside partners, which coordinates access to therapy and enhances trauma informed and therapeutic approaches within children's services to make sure traumatised young people and their carers can access the right therapeutic support and guidance without delay.

For those children that cannot remain with their families, we want to make sure that they can be looked after closer to home. We are continuing to work with providers to develop placement sufficiency close to home, making sure that the Council provides the accommodation and support that our looked after children need. This year a <u>Residential Children's Services Strategy</u> and action plan for the next 5 year has been agreed by Cabinet in <u>February 2023</u>. The central purpose of the Strategy is to develop Council owned and run residential care at pace. This will lead to better outcomes for young people and is in line with the Government's intention to legislate to remove profit from care. This work has begun, and we have applied to register Willowford House as a children's home to accommodate 3 young people and have re-registered Ystrad Fechan as a children's home to accommodate up to 3 children and young people.

Whilst registration is pending, it has been necessary to place a small number of young people in an Operating Without Registration setting where the unacceptable alternative would be to provide no accommodation and care for the young person concerned. This is due to increased demand, increasing complexity of need and scarcity of registered children's homes.

We are also working with <u>Foster Wales</u> to increase the <u>recruitment of foster carers</u> in Rhondda Cynon Taf, in particular, those who are able to support children with more complex needs. Enquiries are increasing and 13 new foster carers have been approved to date against a target of 19 but more work is needed to improve ongoing recruitment of foster carers.

We are also developing a revised Housing Options model for care-leavers to whom the Council owes a corporate parenting duty in order that they can leave care placements in a safe, planned way which avoids homelessness wherever possible. Two dedicated Housing Solutions Officers have been appointed and a referral pathway document has been drafted.

#### Young Carers

In 2022/23, the Young Carers Support service contract was retendered and awarded to <u>Action</u> <u>For Children</u> (AFC). AFC provide regular monthly support groups for young carers, as well as specific events through the year to allow young carers to experience new things and have a break from their caring role. As part of the new contract, AFC will offer support to Sibling Carers. We also continue to promote the opportunities available to Young Carers as part of

our quarterly <u>Carers newsletter</u> including access to our Young Carers card. The <u>Young Carers</u> <u>Annual Report 2022/23</u> provides more information about how we support these children.

#### Young Carers Support in numbers.

129 Young Carers accessing support.
110 Young Carer referrals.
133 Young Carer assessments.
65 Young Carer Cards issued.
70 Young Carer Groups held, 439 attendees.
31 Young Carer events held, 421 attendees.
114 Sibling Carers and 28 Sibling Carer events, 465 attendees.

#### Early Years

We have been delivering the Early Years Transformation agenda to ensure early years services are universally available and specialist services are targeted by need and not geographical location.

We made a full contribution to ensure the second stage of the <u>evaluation</u> of the Early Years Transformation Programme, which focused on the systems and processes which underpin the model, was completed on time. We are now beginning to see progress in overcoming organisational and cultural barriers inherent in truly integrated deliver models, attributable to the strong leadership and management from Community Wellbeing and Resilience Families Service working alongside the Health Board to deliver the first model of its kind in Wales. The evaluation commented on the integration journey so far:

"Our own recent research in England has highlighted that making big change happen in this space is typically a three-to-five year endeavor, as integration involves relationships between multiple systems with many moving parts. Given the scale of ambition of the Resilient Families Service, we think the progress made already in early intervention integration puts RCT ahead of many local areas." <u>Beyond Boundaries</u> (2022).

The recommendations from this evaluation are being used to improve both structural and technical aspects of the pilot.

We are also working with Health to produce an Early Years Vulnerability Profile that will enable us to plan services based on need. Central to the development of the profile is the sharing of health data with the Council. The technical side of the data transfer and testing is complete however, full information sharing protocols are yet to be agreed. We continue to pilot the new integrated Early Years delivery model in Rhondda Cynon Taf on behalf of the region which is being externally evaluated. The data continues to be reviewed and reported on a regular basis to Senior Managers in the Council and Cwm Taf Morgannwg University Health Board.

## Why is the Early Years Transformation agenda important? What does the data tell us?

In the period between 1st April 2022 and 31st March 2023, 10,657 children were supported through the Resilience & Wellbeing Health Programme in RCT. A total of 1557 children received a 20-month Schedule of Growing Skills (SOGS) assessment in this period.

An example of the impact that the Early Years transformation agenda is having on families is demonstrated by our speech and language referrals. Of the 488 referrals that we received from health visitors following an age 20 month Schedule of Growing Skills assessment, 67% were from non-Flying Start geographical areas, and 33% from Flying Start geographical areas, demonstrating the importance of identifying children according to need rather than according to geographical location.

### What are our priorities for 2023/24?

- We will implement the Children Looked After Prevention Strategy Targeting evidence based services towards family support to ensure that only those children for whom there is no safe alternative become looked after.
- We will deliver the Residential Transformation Strategy Making sure that the Council provides the accommodation and support that our looked after children need.
- We will deliver the Participation strategy which outlines Rhondda Cynon Taf Children's Services approach to supporting the rights of children, young people, parents, carers, and families in receipt of care and support, to have their voices heard and to actively participate in decisions about their life and help to shape future service developments.
- We will ensure that Rhondda Cynon Taf Children's Services' workforce is motivated, engaged and valued; staff have the capacity, skills, competence and confidence to meet the needs of children and families.

In Adult Services, we contribute to the Council's Corporate Plan "**Making a difference**" and specifically the wellbeing priority "**Ensuring PEOPLE are independent, healthy and successful**" by:

"Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life".

## "Integrating health and social care and providing support for those with mental health problems and complex needs".

In this Section, we provide data and information to evidence key service achievements, developments, and challenges in Adult Services in 2022/23, together with our key service priorities for 2023/24, where further developments and change have been identified.

#### Our key achievements in 2022/23

Adult Services has faced continued high demand for care and support during 2022/23. While this levelled off towards the end of the year, volume and complexity of casework remains higher than pre pandemic levels and combined with challenges in staff recruitment and retention have continued to put pressures on the health and social market, in particular the availability of care provision. Supporting our care providers and addressing our recruitment and retention issues remain a key priority for the coming year. An overview of demand and related performance is set out below:

14,013 contacts for adults received by statutory Social Services during the year (up from 11,923 in 2021/22)

Of which, 11,444 were new contacts received (new for 2022/23 no trend data available)

76% of the new contacts received, advice or assistance was provided (new for 2022/23 no trend data available)

8,315 new assessments completed for adults during the year (down from 8,452 2021/22)

Of which, 1490 (18%) had a care and support plan outcome, (up from 1284 (15%) in 2021/22)

4,260 adults with a care and support plan on 31st March 2023 (up from 4,117 in 2021/22)

2,890 reviews completed in the year (down from 3438 in 2021/22)

Of which, 40% were completed on time (up from 32% in 2021/22)

1,087 reablement packages completed during the year (down from 1,290 in 2021/22)

Of which, 62% returned to self-caring following intervention (down from 67% in 2021/22)

79.3% of adults supported in the community during the year (up from 78% in 2021/22)

2,027 services for adults started during the year (up from 1,780 in 2021/22). Of which,

- 505 were residential care placements
- 1,235 were domiciliary care packages
- 287 were for respite support

Despite this context, good progress has been made on delivering service improvements to help us meet the current and future challenges, as evidenced by some of our key achievements set out below:

- Following a huge effort by our Teams to tackle waiting lists in 2022/23, that had increased following the pandemic, we have reduced the following assessment waiting lists during the year:
  - Care and Support: from 339 in April 2022 to 186 in March 2023.
  - ACE (Occupational Therapy) from 735 in April 2022 to 201 in March 2023.
  - o DoLS from 414 in April 2022 to 255 in March 2023.
- In addition, we have reduced the number of people waiting a home care package from 82 in April 2022 to 40 in March 2023. Despite this improving trend, home care capacity still needs to increase to meet demand and therefore we launched a new project with <u>Community Catalyst</u> to support people and local partners to develop small enterprises and ventures that can provide real choice and increase the number and range of homecare and support options for local people.
- We have continued to work closely with Health to introduce a new hospital discharge approach since January 2023 called "Discharge to Recover then Assess" to improve the flow of patients through hospitals, supporting people to be discharged from hospital as soon as they are well enough. The introduction of this new approach along with continued investment in our award winning Stay Well@Home Service and new investment to increase the capacity of our Hospital Social Work Team has positively avoided an inpatient admission or supported the safe discharge of, on average, 48 people per week.
- Through our Lifeline Service we have continued to support 3777 people, so they can continue to live safely and independently at home. As part of our Lifeline+ Services, our Mobile Responder Service attended 6,972 visits and avoided 5,737 conveyances to hospital. The target of a response within 1 hour is consistently met for over 90% of visits.
- In <u>February 2023</u>, Cabinet agreed a projected £60m capital investment in four new stateof-the-art care accommodation in Treorchy, Ferndale, Mountain Ash and Church Village to modernise our residential care accommodation and meet people's changing needs, as well as retaining five Council care homes. We have also:
  - opened Elm Road in Llanhari creating new bespoke accommodation for autistic adults in November 2022.
  - developed proposals for redevelopment of the former Bronllwyn Care Home in Gelli to provide new specialist accommodation with care to support people with learning disabilities in adulthood and older age – construction planned for Summer 2023, following planning consent in April 2023.
  - commissioned the development of bespoke supported living for people with complex mental health needs at Abergoki in Treorchy - due to open in Spring 2023.
- We have continued to take forward our "My Day My Way" learning disability transformation programme, co-producing a new operating and service offer for day services opportunities, which was presented to Scrutiny in March 2023. As part of this work, we have developed Ty Draw to provide new community daytime support for adults with learning disabilities and Café 50 to offer supported employment opportunities.

#### How are people shaping our services?

Individual service areas have well-established processes for collecting feedback as part of their quality assurance processes. Below are some examples of service related engagement and service user involvement undertaken in 2022/23 and how these have shaped our services:

- residents in the Council's care homes are encouraged to provide comments and suggestions through resident meetings and comments/suggestion boxes to inform service improvement. Some examples of how this feedback has shaped services include:
  - o menus being updated based on changes requested by residents.
  - o types of entertainment and activities offered including trips to the seaside.
  - being involved in choosing the colour schemes of some of our residential care homes following redecoration.
- introduced 'Magic Moments' in Older People Day Services to capture examples of service user and staff experience in our day centres. This has resulted in both staff and service users gaining a sense of value and purpose, capturing how we have worked together to help achieve service users' personal goals and outcomes.

#### Magic Moments' at Cwmni Dda Day Centre

Cwmni Dda has been supporting a man who had experienced life changing events. His wife had died and following this, he decided to move in with his daughter. The change in his living circumstances combined with a progression in his dementia meant a change to his social activities, which centred around going out to pubs and live music events which he enjoyed attending with his wife. The remaining family did not have the capacity to provide this level of support and he could not attend independently.

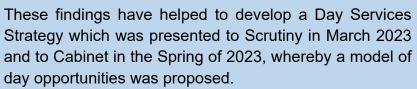
Initially when attending Cwmni Dda, he found it difficult to settle. Filling in his life history with the team, he told them that he was a musician and had travelled nationwide with a band that were very successful.

As a result, staff were able to access a guitar for the 'music corner'. The man picked it up but struggled to play at first, however, staff encouraged him to persevere and over a series of visits, he managed to tune the guitar and started to play recognisable tunes. Staff observed that he was starting to move to the rhythm and tapping his feet and it was evident that he was quite a showman! They have continued to encourage him, and he has now progressed to taking requests for specific tunes.

This has been a very positive outcome, enabling the man to pursue an activity that appears to have given him a new sense of purpose. It has also enabled him to settle in at Cwmni Dda. From a health perspective, encouraging him to use hands, has enabled him to retain dexterity and the ability to co-ordinate his movements. so encouraging activity can help to retain skills for longer.

• Co-production has continued to be a central part of Learning Disability Transformation Programme during the year, and it has significantly shaped how things are done. Council Officers have been involving people in their work, by listening to and acting upon a wider range of views and opinions when developing learning disability services.

Between June to November 2022 the Learning Disability Transformation Programme developed a co-produced model for gathering and analysing engagement data called <u>My Day, My Way.</u> A multi-stakeholder 'task and finish' was established- to draw out key themes from the data gathered and to produce a report, using <u>video</u> and other accessible methods to communicate the findings.







"By using methods such as face-to-face interaction, roadshows, video storytelling and online meetings, as well as eye gaze technology for those with complex communication needs, we have been able to actively involve as many individuals as possible during the development of the Daytime Services Strategy"- Council Officer.

"Coproduction should be used all the time, I felt valued during the project" – A person with a learning disability.

In addition, the "RCT Transformers" citizen panel, made up of people with a learning disability, carers, parents, and others has continued. By working in equal partnership with those who draw on our services, has ensured that all voices that may not necessarily be part another interest group, can be heard. RCT Transformers has been involved in the "My Day, My Way" Transformation Programme and is currently supporting the development of our supported living retender process as part of the "My Home, My Way" programme.

 led the engagement with people living with dementia to co-produce a job description, personal specification and care pathway for a new Dementia Connector role. This role is required to meet the All-Wales dementia pathway standards, but to ensure the role reflected local needs, its responsibilities and function originated from the experience and perspective of local people. Starting with an engagement event to explore peoples experience the outcome was further tested in a face-to-face survey with a wider cohort of people. A pilot across the region to introduce the connector role is in progress.

• used Neighbourhood Network meetings to better understand local need and to identify where additional support is required locally.

#### Dementia Café Pilot Project – Gilfach Goch

Through a Dementia Listens Campaign and conversations with a range of local partners and residents at Taf Ely Neighbourhood Network meetings to better understand local need and to identify where additional support is required locally, it was identified that there is a lack of provision for those with dementia and their cares.

Feedback included:

"There's isn't anywhere for us to signpost people to locally if they have dementia."

*"There is no support for people with dementia in this area, when my mum needed help there was nothing."* 

"There needs to be more help support and opportunities for carers and more things for families who care for someone with dementia to do."

"Something informal could work, there are dementia cafes in other areas, perhaps this could be replicated."

Following this feedback, we consulted with the NHS Memory Team, Age Connect and the Alzheimer's Society and a pilot project was initiated to give local people with dementia and their carers somewhere safe to go, where they will be able to access a range of information, opportunities, advice, and support helping people with dementia and their families to better maintain health, wellbeing, social connections.

The project increased local capacity to meet identified need and gaps in dementia provision in Gilfach Goch. A community café now acts as a hub for information and advice, helping people access appropriate local support and more opportunities.

7 people with dementia and 5 carers are attending the group and benefitting so far. They were referred to the group via local partnership working with the relevant groups and agencies.

Feedback has been positive:

"It's wonderful to have a group like this on the doorstep."

*"It is great to have somewhere locally to come to get support as a Carer and heart-warming to see the delight on my partners face when playing games and making friends with others."* 

- In addition, we engaged with:
  - service users, carers and staff and providers to contribute to the revised specification for advocacy service and the revised specification for the direct payments advisory service.
  - carers to understand expectations for alternative forms of respite which alongside further engagement will inform the development of a new carers respite service specification for tender later in 2023.

As in previous years, we carried out an annual service user survey which asked a sample of adults aged 18 and over, who had a care and support plan on the day the sample was drawn, how they feel about the care and support that they receive. This year 465 people responded to our survey. Overall, performance compared to last year is mixed with half of the service quality measures improving or remaining the same compared to last year and half showing a reduction in performance, with the majority still below pre-pandemic levels. We note that there is work to do when communicating with service users. We will focus on this during our review of the Information, Advice and Assistance Service in 2023/24 to ensure that service users have the information that they need.

#### Service quality measure

Of the 465 adults who responded to the survey:

92% live in a home that supports their wellbeing. (Compared to 92% in 21/22 and 92% in 19/20)

65% feel a part of their community. (Compared to 63% in 21/22 and 77% in 19/20)

93% are happy with their family, friends, and neighbours. (Compared to 94% in 21/22 and 96% in 19/20)

91% feel safe. (Compared to 91% in 21/22 and 95% in 19/20)

78% know who to speak to about their care and support. (Compared to 87% in 21/22 and 87% in 19/20)

86% had the right information or advice when they needed it. (Compared to 88% in 21/22 and 88% in 19/20)

96% have been able to use their everyday language. (Compared to 98% in 2021/22 and 99% in 2019/20)

96% was treated with dignity and respect. (Compared to 98% in 2021/22 and 99% in 2019/20)

96% are happy with the care and support they have had. (Compared to 94% in 21/22 and 97% in 19/20)

60% chose to live in a residential care home. (Compared to 64% in 2021/22 and 57% in 2019/20).

25 carers completed a carers questionnaire in 2023. 44% of carers agreed with the statement 'I can do the things that are important to me' and 52% said they could sometimes do the things that are important to them. 58% said that they felt part of their community and 21% said they sometimes felt part of their community. Comments received indicate that carers can feel isolated and unable to access the things that they would like to. We will continue to offer support for carers including a review of our respite provision.

#### Adult Services compliments and complaints

The Social Services statutory compliments and complaints process provides opportunity for service users and their families to provide feedback. The following table summarises the number of complaints and compliments received this and in the three previous years.

	2019/20	2020/21	2021/22	2022/23
Number of complaints received	54	25	63	57
Number of compliments received	93	91	66	70

As in previous years, the number of complaints for Adult Services in overall terms remain comparatively low in contrast to the number of people that access services. When,

occasionally, we have not been able to meet people's expectations, we use the feedback to learn what we can do better and, where necessary, we make changes to do this.

#### Our developments and improvements?

#### Developing new accommodation options

We have continued taking forward the Council's review on the future shape of residential care for older people to ensure we create the right model of service delivery to respond to increasing demand and changing needs in the long term. In <u>February 2023</u>, following extensive consultation with existing care home residents and their families, staff and the wider public, Cabinet agreed proposals to modernise local residential care services including a major £60 million capital investment in four state-of-the-art care accommodation in Treorchy, Ferndale, Mountain Ash and Church Village, modernising residential care services and meet people's changing need in the long term while retaining five Council care homes.

Construction started on new extra care housing at Danymynydd in Porth in Spring 2022 but stopped due to the main contractor entering administration in Winter 2022. We are working with Linc Cymru, our extra care housing development partner to recommence work on site in Summer 2023 following retender of a new contractor. Extra care housing offers older people with a care and support need the opportunity to live independently in their community. and prevent or delay the need for a move to a care home.

#### Case Study – Extra Care

Mum and daughter, who has a learning disability and is unable to live independently have always lived with together. They were living in a first floor flat - Mum's mobility had deteriorated and was struggling to use the stairs so trips out were very limited. Mum and daughter wanted to continue living together and to be able to take their cat with them.

They were supported to move to a flat in our extra care scheme at Maesyffynon and the general outcome is that it has given both 'a new lease of life'. Maesyffynon has supported them to continue living together, enabling them to remain living in the community safely. They have the reassurance that someone is around during the day and night especially if either were feeling unwell or fell and therefore could reduce future dependency on services.

Both now have opportunities to socialise with other residents which is having a positive impact on their overall wellbeing. They have nutritious regular meals in the on-site restaurant. As the extra care flat is on one level, the risk of falling on the stairs has been removed. Extra care may prevent future admission to a more specialist placement in the event that mum is no longer able to support her daughter. Maesyffynon will offer a home for life without the worry of having to move.

Working with <u>Trivallis</u>, we opened a <u>supported accommodation scheme</u> in Llanhari following a refurbishment of Elm Road accommodation. This scheme provides a safe and high quality environment for adults with learning disabilities and autism. Assessments have been completed and individuals have started to move into their new modern accommodation. A similar supported living scheme in Treorchy is under construction in partnership with <u>Cynon</u> <u>Taf Housing Association</u> and is due to be completed in Spring 2023.

In July 2022, Cabinet approved development of a new specialist care accommodation for people with a learning disability in adulthood and older age, to be built on the <u>former Bronllwyn</u> <u>Care Home in Gelli. Construction of the new care accommodation is due to commence in</u> <u>Summer 2023.</u>

#### Support to remain independent.

We have continued to invest in reablement services to prevent escalation of need increasing or enable recovery and independence. In 2022/23. we completed 1,087 packages of reablement, with 62% of people returning to self-caring following intervention.

In 2022/23, we completed our ACE (Occupational Therapy) Team remodelling and following a huge effort by the Team we have reduced the ACE waiting from 735 in April 2022 to 201 in March 2023 that had developed during the pandemic.

As a result, demand for Disabled Facilities Grants (DFGs) have increased with 687 referrals received in 2022/23 compared to 461 referrals in 2019/20, up by 49%. DFGs are a non-repayable grant available to finance the cost of adaptations to properties to be able to aid vulnerable or disabled persons to live independently in their home. Examples, include provision of appropriate toilet and bathing facilities and alterations to improve access to and within the property, e.g. ramps, rails, stair lifts etc. The number of DFGs completed increased to 336 in 2022/23 from 211 in 2021/22.

Customer feedback, once a DFG and housing adaptation has been completed, includes:

- 96% of individuals agree that they feel more confident and independent.
- 93% agree that their quality of life has improved and 98% were overall satisfied.

In addition, we have commissioned Cwm Taf Care and Repair to provide minor repairs up to the value of £500 via their in-house Handyperson Service and deliver minor adaptions via the Council's "ENABLE" programme. The type of work completed would cover:

- Undertaking minor home repairs which make them safe and comfortable.
- Preventing health problems caused by poor housing and heating.
- Preventing accidents, slips, trips and falls from hazardous housing.
- Undertaking adaptations to housing to minimise the necessity for residential care, hospital admission and facilitate speedier hospital discharge.

In 2022/23, our commissioned Handyperson Service supported 383 vulnerable people to receive repairs and adaptations to their home and 971 minor adaptations were delivered through our ENABLE programme.

Mrs C had an outside toilet that was not working and due to her medical condition, she had difficulty using the stairs to access the toilet in her upstairs bathroom. Mrs C asked for an assessment for a downstairs toilet in order for her to make it to the toilet on time.

Mrs C had the outside toilet repaired, although due to safety, Mrs C was advised not to use the facility during the winter months or when alone as it is an outbuilding. During our assessment, a stairlift was recommended, so that Mrs C was able to access her existing indoor facilities safely. During the assessment it was also identified that Mrs C was unable to access the shower cubicle due to a very high step in place, this had caused her to have

a previous fall and didn't use it. It was also recommended that the shower cubicle be removed and replaced with a level access shower.

Mrs C was delighted with the outcome of her assessment and is now able to access her essential facilities safely and independently.

Our approach to Information, Advice and Assistance has remained largely unchanged since the introduction of the Social Services and Wellbeing Wales Act and a review and redesign of our service was needed to ensure we can continue to provide a high quality service with changing needs and demand following the pandemic. During 2022/23, a series of engagement events with key stakeholders, including staff and external agencies, was completed and the findings used as the cornerstone for the redesign of new offer.

A new working model was developed during a series of workshops, and this will be presented to key stakeholders in 2023/24 to ensure it accurately reflects their views. Once implemented, it is envisaged the new offer will allow us to:

- support people more effectively to find solutions within their networks and communities.
- work more cohesively and intensively with people during a crisis whilst adopting an enabling approach.
- provide seamless transition to further assessments of care and support needs.

Following the implementation of the Social Service and Wellbeing (Wales) Act 2014, social work services for adults were restructured in 2017, which included changes to social work services for people with a learning disability. We created a new Care & Support Service, who worked with a wide range of individuals with long term care and support needs, including older people with mental health problems, people with a physical or sensory disability and people living with learning disabilities, who had less complex needs, along with a dedicated Complex Learning Disability Team.

Following the restructure, we continued to seek the views of those affected by these changes through a range of consultation and engagement methods. This included people with a learning disability, their parents and carers, RCT staff and partner organisations. Through these conversations, we recognised that people wanted a specific social work service for people with a learning disability. As a consequence, in 2022/23, we entered into a remodelling exercise which resulted in the creation of two new specialist learning disability teams and seven long term locality based Adult Teams. Through working effectively with all our staff through a process of change we succeeded in completing this remodelling in April 2023. Whilst, still in its infancy, feedback from those who use our services are positive and we will be reviewing the impact throughout 2023/24.

During the year, following another huge effort from our Social Work Teams we have reduced our Care and Support waiting list from 735 to 339 in April 2022 to 186 in March 2023 that had developed during the pandemic.

We have continued to maximise use of technology in 2022/23 and develop digital projects to enhance people's independence and assist with care and support delivery, alongside work to an Adult Services Digital Strategy and work plan, which will be finalised next year.

In January 2023, we commenced a pilot '<u>Just checking</u>' project across our Supported Living Services to explore opportunities available for adults with a learning disability to live more independently and safely within their supported living homes. Whilst, still in its infancy, the project is progressing well, and we will be reviewing the impact in 2023/24.

During 2022/23 more than 1,200 new installations of technology equipment to enable independent living were completed. Of these, around 350 installations were for a bespoke Telecare package linked to a care and support plan, aimed at meeting people's care and support needs in innovative and enabling ways by using technology and remote monitoring.

The remainder of the installations were for one of our Lifeline packages, in order for people to live safely and independently at home, allowing people to connect remotely to our Lifeline Monitoring Centre in urgent situations, for example if they fall at home. At the end of March 2023, there were 3,777 live Lifeline connections.

Building on the existing Lifeline Service, we have expanded our enhanced Lifeline+ Services, and continued to provide the offer of additional support of a 24/7, 365 days a year mobile responder service. As part of our responder service offer, we will provide assistance in an attempt to avoid conveyances to hospital. During 2022/23 the Responders attended 6,972 visits and avoided 5,737 conveyances to hospital. The target of a response within 1 hour is consistently met for over 90% of visits.

#### <u>Carers</u>

We have continued to support unpaid carers to balance their caring roles and maintain quality of life. In 2022/23, 300 carer assessments for adults were undertaken during the year, compared to 485 in 2021/22. The role of unpaid carers intensified during the pandemic, which led to an increase in people requesting support from Adult Services during. Numbers have now dropped due to less demand.

During the year, we have involved unpaid carers and other relevant stakeholders to coproduce a new outcomes-based Carer Short Break Service, which replaces our existing Sitting Service. The new offer aspires to enhance our current respite options for unpaid carers by increasing choice and control for individuals through the use of direct payments, and by encouraging more creative, innovative ideas for Carer Short Breaks. Implementation and further development of the offer will continue into 2023/24 to increase the availability and variety of options.

#### The Carers Support Project

The Carers Support Project (CSP) has continued to offer high quality services in the form of information and carer short breaks and have successfully linked in with more than 40 third sector organisations to support their delivery:

- Total number of unpaid carers subscribed to CSP 2706
- Unpaid carers receiving specialist counselling support 150
- Number of CSP carer short break events 107, with 1976 attendees

We have started to develop workstreams that align more closely with the Welsh Government Strategy for Unpaid Carers, ensuring that moving forward we can deliver on

the new National Priorities. In readiness, we have started a consultation process with unpaid carers, which so far has focussed on the type of support they feel benefits them in their caring role, checking what we are doing well, how we can improve and the barriers they face. Our evaluation of the work offered by CSP has also shifted to include outcomes more closely reflecting desired Welsh Government outcomes.

A pilot with Young Adult Carers started towards the end of the year, delivering bespoke targeted support which focusses on person centred planning and individual outcomes. Development has also started in relation to a transition programme for Young Carers moving into Young Adult Carer support.

In 2022/23, Rhondda Cynon Taf achieved Carer Confident Employment status and is now a Carer Confident Council, introducing a new Carer's Leave Policy and setting up a Working Carers Support Group. The Support Group offers employees (44 current employees) information, advice and support through regular events.

#### Direct Payments

We have continued to promote direct payments as a way of empowering people to be more independent and manage their individual care needs. The number of adults using direct payments to meet their needs have increased to 423 in 2022/23 from 412 in 2021/22.

Following engagement with service users and staff, we reviewed our direct payment policy, public information and staff guidance to simplify the process and make it more accessible for people to understand. The Policy was launched in January 2023 and a programme of training and awareness raising is progressing to support. At around the same time, we awarded the contract for direct payments support and advice to Dewis CIL a local service user led organisation and long term partner with us for this work.

In 2022/23, we have commissioned <u>Community Catalyst</u> to work alongside us to support local people to develop new community micro-enterprises. A micro-enterprise is a small sole trader business that is autonomous and not directly employed by the person receiving care but able to manage a direct and flexible relationship with their service users. Their development will increase the range of care and support options for service users and unpaid carers across Rhondda Cynon Taf. Our focus is initially in the <u>North Cynon</u> area with the intention of monitoring and evaluating progress throughout 2023/24 to inform expansion across the County Borough.

#### Domiciliary Care

We have continued to review and redesign our home care service model to ensure that people receive good quality home care based on the outcomes that they want to achieve whilst also ensuring that there is sufficient provision available at the right level to meet demand.

Our priority in 2022/23 has been to support our home care workforce as it recovers from the negative effects of the pandemic. The key areas of concern were supporting the recruitment and retention of staff, a situation that showed signs of improvement towards the end of 2022/23, although some areas remain problematic with regards to attracting sufficient staff to support demand.

Despite these significant workforce challenges across the home care market, the Council has continued to receive fantastic support from our commissioned home care providers who provide, on average, around 15,000 hours of care and support each week to over 1,200 people in their homes. Together, we reduced the number of people waiting for a home care package from 82 in April 2022 to 40 in March 2023.

The Council's in-house home care service delivered around 2,900 weekly hours of care and support during the year. The service includes long term home care provision as well as short-term services such as reablement and intermediate care aimed at supporting people to regain their independence. During 2022/23, the in-house home care service also adapted to changing processes and demands by trialling a new "Home First" approach with Health to allow people to return home from hospital sooner with a package of care before receiving a full assessment of their care and support needs.

#### Supporting older people to live in their own home

EH was admitted to hospital in Oct 2021 following a fall. In January 2022, EH was moved into a residential care home specialising in care for people living with dementia as an interim arrangement until an appropriate package of home care was available to support her wish was to return to live in her own home.

EH's family had concerns about EH returning home and didn't feel she had the mental capacity to make the decision. The social worker was allocated to assess her capacity to make the decision about where she should live and to plan her care with her once the outcome was established.

EH was assessed as having capacity to make the decision about where she wanted to live and demonstrated that she was able to explain what support she would need at home, what the risks were and how these could be minimised. Although EH was clear in her decision making, she was worried about upsetting her family as she was aware they wanted her to remain in a care home.

The social worker completed an assessment and developed a care and support plan with EH that would meet her needs for personal care and minimise the risks associated with falling using fall detectors. Community meals were also arranged and against the families wishes EH returned to her home.

EH moved home in March 2022. Once home EH worked with the older persons memory occupational therapy and this has enabled her to develop her independent living skills and start doing even more for herself than before her hospital admission. EH is now able to use her microwave, manage her personal care and shower with the assistance of carers. EH's original package of care and support has now reduced since she returned home and her health, confidence and mobility have increased significantly.

EH remains in her own home (May 2023) and has re-started attending services at her local church once a week, her situation is stable at home, and she no longer needs her social worker involved.

Day Services

Our five year <u>Learning Disability Transformation Programme</u>, which was launched during 2020, has continued this year with co-production at the core of the programme. This has been recognised as <u>good practice</u> by the Social Care Institute for Excellence.

Building on our <u>My Day ,My Way</u> involvement and engagement in 2021/22 and learning from the pandemic, we have continued to inform the on-going transformation of day services so that people with a learning disability have access to meaningful activity and opportunities in their own communities, including employment to achieve their personal goals and live ordinary lives. As a result of this work, we have developed a new co-produced operating and service offer for day services opportunities, which was presented for Scrutiny in March 2023 and due for Cabinet approval in Summer 2023.

Building upon the knowledge gained through working in a co-produced way we have launched My Home My Way in 2023 which, focuses upon giving more people an opportunity and a safe space to have a voice and be part of the design, delivery and implementation of Supported Living Services and the Council's retender in 2023/24.

#### Co-production and My Day, My Way

You can hear more about co-production and the My Day, My Way engagement project by listening to this <u>Podcast</u> from the Social Care Institute for Excellence or watching this <u>video</u> that was produced by users of the service.

From the success of My Day My Way and our current work on My Home My Way, we have recognised the importance and value of working in a co-produced way with people with lived experience to shape our services and we are currently sharing this learning across adult services.

#### Community Resilience

We have undertaken significant work to strengthen the relationship between the Single Point of Access Team in Adult Services and the Community Hub community resident support offer within communities so that residents can access good quality information, advice and assistance which support the social prescribing model.

Over 670 resident requests for support have been responded to in 2022/23, which may otherwise have been dealt with by statutory social services, ensuring that residents receive the support they need in a timely manner through community support. To strengthen relationships staff in Adult Services have attended awareness raising sessions to ensure that the referral pathways for resident support and the community support on offer in the community are understood and can be referred to.

#### Single Point of Access – Strengthening links to our Community Hubs

Following a referral via the Single Point of Access, resident support was requested for an elderly couple in their 80's. During the "What Matters" to you conversation, they explained they usually received online food deliveries, but this was no longer an option and required long term shopping support. They explained further that they had enough food to last them through to the weekend but were anxious and concerned how they would manage going forward. The Community Co-ordinator utilised links through the Neighbourhood Network and contacted Valleys Kids, who were able to provide a volunteer to attend the house on

the same day and helped the couple complete an online order, showing them basic ICT skills and gave a small food bundle to last until the delivery. They now have regular delivery from their local superstore and Valleys Kids volunteers regularly check in on them.

"Thank you so much for listening and offering us support. Putting us in touch with valleys kids has been most useful. I would never have gone to them for help as I thought they only helped children let alone old ladies like me." – Resident

*"We are happy to support RCT Together and any resident in the area. They were so grateful and I'm glad we could help." – Volunteer Valleys Kids* 

In 2022/23, we have continued to roll out <u>wellbeing assessments</u> for the wider community, ensuring that the Community Hubs can document and plan support around an individual's wellbeing needs. This included the launch of a Winter Pressures Pilot with partners in the Cwm Taf Morgannwg University Health Board Primary Care Team and GP Cluster within the Taf area. Teams within the hub receive direct referrals from Health Colleagues within this area and Community Coordinators are then able to offer <u>wellbeing assessments</u> for these residents if necessary. At the end of March 2023, 53 wellbeing assessments have been requested and 21 referrals were received during the Winter Pressures pilot.

During the year, we have also collaborated on an Early Help pilot with South Wales Police which provides them with a "referral app" when they are attending calls to the public. The aim is to ensure that residents that appear vulnerable or in need of support but do not meet statutory service thresholds are able to be referred for support within the community, quickly.

The pilot ran from mid-September 2022 for two months. It was expected that 6 referrals would be received a week, however, 77 referrals were actually made by the Police. 50 wellbeing assessments were completed by our Community Co-ordinators and 38 people, who may not have otherwise had any support, were signposted for further help within the community. Following this success, the pilot will now be mainstreamed in 2023/24.

#### South Wales Police Early Help Referral

Following the recent death of Miss K's partner, Police officers felt she needed further support due to her shock, anxiety and low mood. A referral was made using the early help referral 'app' to the Community Co-ordinators. Miss K was contacted to undertake a wellbeing assessment and have a 'what matters' conversation to find out if there was any support that she needed. Through the conversation it was identified that Miss K would benefit from Citizens Advice assistance on funeral costs and claiming benefits and would also benefit from speaking to somebody about how she was feeling.

Following this conversation, a referral was made to Citizens Advice Family Law and Benefits Team and an appointment was sent out 3 days later. A referral was also made to Mothers Matters who provide free counselling services to single parents. A counsellor contacted Miss K the same day and she now receives telephone counselling.

Miss K said "I'm really grateful for your help today. I just don't know where to start with it all and was feeling so overwhelmed. Thank you for listening and putting me in touch with the support I needed".

#### Hospital Discharge

We have continued to collaborate with regional partners including the Health Board to ease hospital pressures. The winter months were particularly challenging, as experienced across the rest of Wales, and considerable effort was focussed on supporting providers to keep people in their own home where appropriate or co-ordinating a safe discharge.

From January 2023, "Discharge to Recover and Assess (D2RA)" has commenced across Cwm Taf Morgannwg to support people to leave hospital earlier (at the right time), continuing their care, recovery, and assessment for any long term needs in either their own home or a community setting (the right place). In 2022/23, significant activity was focussed on introducing the electronic system on the wards as part of D2RA, using an Electronic Transfer of Care (EToC) and developing a discharge HUB to co-ordinate the transfer of EToC referrals to community services including Adult Services. D2RA will continue to progress into 2023/24.

The introduction of this new D2RA approach along with continued investment in our award winning Stay Well@Home Service and new investment to increase the capacity of our Hospital Social Work Team has positively avoided an in-patient admission or supported the safe discharge of around 48 people per week.

#### Integrated Community Services

The partnership focus for 2022/23 has been on reducing the length of stay in hospital and introducing D2RA. However, there was also recognition that more work to strengthen community services was required. The <u>Regional Partnership Board</u> agreed to support an Integrated Community Services model in October 2022 with the long term aim of strengthening community services particularly for older people to reduce reliance on hospital admission and keep people at home for longer whilst also emphasising actions to reduce and prevent the long term effects of chronic conditions and ill health. Further partnership work is required to set out the implementation details for the model which will continue in 2023/24.

#### Mental Health

Our work to review and redesign Community Mental Health Services in partnership with Health is progressing but at a slower pace than we would like. As part of this work we will complete a review of current Mental Health Services, including older people with mental health problems and develop options to redesign our joint Service offer to meet current and future long term need and demand pressures. Redesign work will continue in 2023/24.

#### Safeguarding

We now know that planned Government changes to Deprivation of Liberty Safeguards (DoLS) and commencement of new Liberty Protection Safeguards will not be introduced. In 2022/23, with additional Welsh Government Grant funding, we have been able to increase the number of DoLS assessments completed compared with the previous year by 360%, reducing the DoLS waiting list from 414 in April 2022 to 255 in March 2023. We will need to consider the on-going challenge of managing DoLS assessment in 2023/24 and beyond.

Our Safeguarding Team manage all adult safeguarding reports into the Cwm Taf Multi-Agency Safeguarding Hub, making decisions about actions required to protect and promote the wellbeing of adults at risk of abuse or neglect in accordance with the Wales Safeguarding Procedures 2019. In 2022/23, our Safeguarding Team received 1,149 reports with an

additional 2,419 Public Protection Notices from South Wales Police and 191 referrals of professionals causing concern. All reports were screened, and safeguarding procedures were triggered where necessary, resulting in 516 Safeguarding enquiries being undertaken and 282 initial multi-agency strategy meetings being held.

#### Safeguarding Case Study

D is 77 years old and is living with advanced dementia. She usually lives at home with her husband, who is her main carer but who is supported by their 2 daughters and granddaughter. Whilst residing in a care home for a period of respite care, D had 2 falls which her husband had been made aware of and was re-assured that she sustained no injuries, but, when she was collected by car to return home, she was taken to the car in a wheelchair and could not weight-bear. D was subsequently diagnosed with a fractured femur and required surgery to replace her hip. She was unable to give any account of how she sustained the injury because of her dementia. Her care manager reported the concern as a case of suspected neglect, as Ds husband said she could not walk when she went home but had been mobile before she was admitted.

Extensive Section 126 enquiries that included inspection of the care home records, incident reports, the falls policy, reflective accounts from staff on duty at the time of the falls and a full account from D's husband of events from his perspective, were undertaken and a strategy meeting was held. It was established that the concern of neglect could not be substantiated and that the care home had acted appropriately and in line with their policies. D's husband and daughters were upset by this outcome and could not accept that the home had acted properly when D's mobility declined. The Safeguarding Coordinator offered a Case Conference where the findings of the enquiries could be explained in more detail to the family. The offer was accepted but D's husband said he wanted the meeting at the couple's home. The Safeguarding Coordinator agreed with D's husband a plan for how this could work, and the Case Conference duly took place at the couple's home with only essential parties present, rather than the whole strategy group. D's husband commented at the end of the meeting that he "he was not pointing the finger at anyone, and he wanted to meet to see that things would improve, but now he can't see what could have improved and is happy that he has had the answers".

We have led on the development of the Regional Self-Neglect Practice Toolkit and Escalation protocol. The Rhondda Cynon Taf Panel, which is chaired by the Adult Safeguarding Service Manager and has representation from managers from relevant partners, received 29 referrals in 2022/23, with 46 since implementation of the Panels in October 2021, and is proving that it is making a real difference to the people referred and to the professionals supporting them.

#### Self-Neglect Case Study

S lives alone in a RSL adapted flat and has no informal support networks. She has osteoarthritis and has mobility problems and uses a mobility scooter to access the community. She presented to her GP with severely infected flea bites. S's flat was infested with fleas from her 5 cats. There was an attempt by the RSL to fumigate the flat but there was so much clutter that it was only partially effective. She was offered refuge at the local Community Hub whilst the fumigation took place. She was struggling with managing her personal care but no agencies would enter the property whilst the infestation continued.

With support from her Housing Support worker, S managed to dispose of the worst of the clutter in her flat, so the next fumigation was successful. Discussion at Panel resulted in a social worker being allocated to complete a wellbeing assessment with S in person and with the support of her housing support worker, rather than a proportionate assessment over the phone. This resulted in S having a reablement package from Adult Services that focused on enabling her to recover her independence.

#### Vision Products – equipment and supported employment.

<u>Vision Products</u> is a supported business, within Adult Service Department in Rhondda Cynon Taf, which provides a range of diverse services including a windows manufacturing service, technology and servicing service, mobility retail shop and an Integrated Community Equipment Service (ICES) for the Cwm Taf Morgannwg Region. It employs, trains and supports individuals with a range of disabilities and is a Disability Confident Leader. A number of people are supported through employment, traineeships, volunteering and work experience opportunities. In 2022/23, we supported 9 individuals through our various programmes at Vision Products.

One of the key areas of the business is the ICES which delivers services across Rhondda Cynon Taf, Merthyr Tydfil and Bridgend providing a fully managed service for Social Care, Education and Health through a Section 33 Agreement. This key service contributed to support people to live independently in the community, to have a quicker turnaround for community equipment in particular to facilitate discharge from hospital and to ensure equipment was available when people need it through the collection and recycling of equipment.

In 2022/23, ICES performance across the Cwm Taf Morgannwg region, included the delivery of around 23,500 items delivered, of which around 5,900 (25%) were classed urgent and just under 18,800 items no longer required were collected.

#### What are our priorities for 2023/24?

- 1. We will continue to progress the Council's vision and strategy for care accommodation for older and vulnerable people to ensure we create the right service offer that responds to increasing demand and changing needs, enabling more people to live independently in their community.
- 2. We will continue to invest in services to prevent escalation of need increasing or enable recovery and independence.
- 3. We will work with unpaid carers and partners to ensure respite provision is meeting their needs and the needs of individuals who use services so that people are able to live in their family homes for longer.
- 4. We will empower people to commission their own care and support through greater promotion of direct payments.
- 5. We will continue work with domiciliary care providers to ensure that people receive good quality home care based on the outcomes they want to achieve and that there is sufficient provision available at the right level to meet demand.
- 6. We will co-produce our day services offer for older people to improve access to outreach and community based services that will meet their needs.
- 7. We will co-produce the transformation of our service offer for people with a learning disability to improve access to meaningful activity and opportunities in their own communities to achieve their personal goals and live ordinary lives.
- 8. We will continue to work with Health to explore options for the development of an integrated community health and social care locality model.
- 9. We will work with Health to improve patient experience and redesign pathways to improve admission avoidance and "home first" services to ensure timely transfers between health and social care settings so that people are in the most appropriate care setting.
- 10. We will work with Health to complete review and redesign Community mental health services to provide responsive access and effective mental health support.
- 11. We will ensure that Rhondda Cynon Taf Adult Services' workforce is motivated, engaged and valued; staff have the capacity, skills, competence and confidence to meet the needs of older and vulnerable people.

#### Our workforce

Our workforce is our most important asset without whom high-quality care and support services could not be delivered without an adequate number of well trained, experienced staff with the right skills and approach needed to work with our service offers and effectively in partnership with other organisations. Rhondda Cynon Taf Council is fortunate to have amongst its workforce a talented and committed group of staff – we are incredibly grateful to them.

As in previous years, challenges have continued regarding workforce recruitment and retention. Recruitment and retention remains a corporate priority for Rhondda Cynon Taf, with dedicated HR officers employed in 2022/23 to help improve recruitment and retention across Children's and Adult Services. There have been a number of positive outcomes from this focussed work as evidenced in more detail below.

In Children's Services, our Workforce Strategy includes activities aimed at improving staff wellbeing and maximising the retention of staff. Some of the initiatives that we have carried out this year include:

- running an enhanced and ongoing attraction campaign to promote practitioner recruitment. We
  have also launched a recruitment campaign for our Children's Residential service. This has
  included advertising on the local radio station & across social media, a virtual recruitment event
  and the creation of <u>residential webpages</u>. We also have created 'Day in the life' videos on our
  <u>Residential Roles</u> webpage as a part of this recruitment campaign.
- trialling a new exit interview process to gather leaver feedback. Leavers are invited to complete an exit questionnaire with the option to undertake an exit interview so that 'push' factors can be better understood by management.
- undertaking an annual practitioners survey which found that overall, 69% of those that responded to the survey indicated that they were either satisfied or very satisfied with their current working arrangements. 19% were neutral, whilst 13% were either dissatisfied or extremely dissatisfied.
- establishing a practitioner forum, providing an opportunity for practitioners to share information and knowledge. It also provides a means of staff becoming involved in service developments including the communication cycle.
- implementing structured Psychology Led Supervision and being first in Wales to implement <u>Schwarz rounds</u>.

In Adult Services, we set up a Workforce Steering Group, chaired by the Director of Adult Services, to drive actions to improve recruitment and retention. A new Workforce Strategy for Adult Services is in development and some of initiatives undertaken this year, include:

 developing bespoke social media campaigns, initially to support recruitment in our <u>"Support</u> <u>@Home" Service</u>. Results have been positive, with 79 "Support @Home" workers appointed since the campaign started in October 2022. This work will continue in 2023/24, expanding across other areas in Adult Services to support our recruitment efforts.

- launching new "roundabout" advertising and contributing to two Council's Career Fairs and organised dedicated adult direct care events with the Department for Work and Pensions and Communities at Work.
- reviewing our work experience offer with schools and colleges, for roll out in 2023/24.
- implementing the We Care "Guaranteed Interview Scheme".
- commencing onboarding interviews to evaluate effectiveness of new staff inductions to increase retention.
- commencing enhanced exit interview processes to better understand reasons for leaving.
- supporting our in-house residential care staff to complete their first time registration in line with Social Care Wales requirements by October 2022.
- commissioning external support to work within our Care and Support Service to reset staff and management expectations around engagement and communication given the changes made following the pandemic.

In addition to the above and in response to our ongoing workforce recruitment and retention challenges, we have:

- increased our investment in our "Growing our Own" supporting 8 home grown students in 2022/23 and a further 8 in 2023/24.
- supported 7 apprentices in 2022/23 and created 15 new apprentices to work in our direct work services in 2023/24.
- continue to partner with universities supporting around 60 student work based placements across social care

We remain concerned regarding the morale and resilience of our workforce as the impact of staffing pressures increase due to workforce challenges, increased demand and complexity, and it is therefore important to continue to prioritise staff wellbeing.

In 2022/23, "Care First" the Council's new confidential support intervention, open for all RCT staff was launched. They offer a 24-hour helpline, where staff can speak to a counsellor for any work or personal issues. The website also offers a wide range of online support.

Workforce recruitment and retention, wellbeing and resilience will remain priority areas, as part of our Childrens and Adults Workforce Strategies, with continued focus over the coming year.

#### Welsh Language

We continue to be committed to giving people the opportunity to receive services delivered and/or funded by us in Welsh and expect our services to provide the Active Offer, which means providing a service in Welsh without anyone having to ask for it, on every occasion. Our approach reflects the Welsh Language Standards and the Welsh Government's "More than Just Words" Framework for Welsh Language Services in Health and Social Services.

People who prefer to receive services and support through the medium of Welsh are highlighted in our system. The total number of new assessments completed for children during the year was 5,633. There was evidence of the active offer of Welsh in 1,713 cases (30%). The offer was accepted in 6 cases. In Adult Services, the total number of new assessments completed during the year was 8315. There was evidence of the active offer of the Welsh language in 8,199 cases (98.6%). The offer was accepted in 46 cases.

### Our Finances

2022/23 has been an extremely challenging year financially for the Council and in particular social services as increased demand and complexity along with the cost-of-living crisis and high inflation placed substantial pressure on our care providers and service costs.

The net budget for social services for the year was £162.9 million, but the added pressure on the service, mainly relating to increased placement costs across Children's and Adult Services, resulted in an overspend of £0.563million following the draw-down of approved earmarked reserves (one-off funding) set aside to manage the risk of additional in-year costs in the above service areas. In the year, we have made use of national grants to manage some service pressures as well as to develop our services in an innovative way and in partnerships, as referenced throughout this report. Capital funding was also received to progress our accommodation modernisation programmes in both Children's and Adults Services.

Due to the financial position facing public services, there will be substantial pressures across the Council and social care for 2023/24 and beyond. That brings its own challenges, and we will build on work completed in 2022/23 to continue to review the financial situation of Social Services, including short and medium efficiencies, as part of the Council's medium term financial plan this year.

#### Political and Corporate Leadership, Governance and Accountability

The Council's political and corporate leadership is strong. Social Services continues to be a high priority, receiving strong and proactive support from the Cabinet Members for both Adults and Children's services.

We are accountable through a variety of mechanisms including monthly performance reviews and quality assurance checks, regular discussions with Cabinet Members and senior staff using the data we collect, reports to Council Cabinet, Scrutiny Committees, and Corporate Parenting meetings, and engagement with staff.

#### **Our Partnerships**

Partnership working is key to the delivery of high quality and responsive services. We continue to work closely with key partners on an individual and strategic level to improve services and to achieve efficiencies.

We continue to play a significant part in the:

- Regional Partnership Board
- Cwm Taf Morgannwg Safeguarding Board
- Regional Learning Disability and other sub-groups
- Cwm Taf Deprivation of Liberty Safeguards Partnership
- ICES Partnership Board

In addition, we have a strong record of partnership working and we describe throughout the some of the services and initiatives that we have developed with our partners.

However, as set out in last year's report, there continues to be a need to develop and implement new plans that accelerate the pace of integration of health and social care services with Cwm Taf Morgannwg University Health Board. Whilst progress is being made, we currently face challenges in achieving the integrated approach that is required to ensure the health and social system is delivering the outcomes we need and that these essential services are sustainable going forward. This will continue to be addressed as we plan our approach in 2023/24.

The tables below demonstrate how our priorities are delivering the six quality standards and where more information can be found in the main body of this report:

## Quality Standard 1 - Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve.

Where to find out more in the Director's Report?
Further information can be found by clicking this link: <u>Waiting times</u>
Further information can be found by clicking this link: <u>Adults IAA</u>
Further information can be found by clicking this link: <u>Children's IAA</u>
We have established effective working arrangements with South Wales Police to implement the new legislative framework. Referrals have been low, and no issues have been identified from the legislation and its implementation

1. We will continue to invest in services to prevent escalation of need increasing or enable recovery and independence.

2. We will implement the Children Looked After Prevention Strategy - Targeting evidence based services towards family support to ensure that only those children for whom there is no safe alternative become looked after.

Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing.

Our 2022/23 Priorities	Where to find out more in the Director's Report?
Complete development and implementation of Home First and discharge to recover to assess hospital model that enables timely and safe discharge	Further information can be found by clicking this link: <u>Hospital Discharge</u>
Complete work with Health to agree new model of sustainable integrated primary and community services and implement	Further information can be found by clicking this link: Integrated Community Services
Work with Cwm Taf Morgannwg University Health Board to review and redesign community and older people mental health services to provide more responsive access and effective joined up mental health support	Further information can be found by clicking this link: <u>Mental Health</u>
Embed then evaluate the work of the Therapy Panel, which coordinates access to therapy and enhances trauma informed and therapeutic approaches within children's services <b>Our 2023/24 Priorities</b>	Further information can be found by clicking this link: <u>Therapy Panel</u>

- 1. We will continue to work with Health to explore options for the development of an integrated community health and social care locality model.
- 2. Work with Health to improve patient experience and redesign pathways to improve admission avoidance and "home first" services to ensure timely transfers between health and social care settings so that people are in the most appropriate care setting.
- 3. Work with Health to complete review and redesign Community mental health services to provide responsive access and effective mental health support.
- 4. We will implement the Children Looked After Prevention Strategy Targeting evidence based services towards family support to ensure that only those children for whom there is no safe alternative become looked after.

Quality Standard 3 - Taking steps to protect and safeguard people from abuse, neglect, or harm

Our 2022/23 Priorities	Where to find out more in the Director's Report?
Continue development of, and progress on, the implementation of the MAGU project to integrate health and social care services available to women from 12 weeks of pregnancy through to the child's first birthday.	Further information can be found by clicking this link: <u>MAGU</u>
Continue to prepare for the commencement of the Liberty Protection Safeguards, equipping staff with the necessary knowledge and skills and ensuring effective delivery of obligations such as assessments.	Further information can be found by clicking this link: <u>Safeguarding</u>
Our 2023/24 Priorities	

1. We will implement the Children Looked After Prevention Strategy - Targeting evidence based services towards family support to ensure that only those children for whom there is no safe alternative become looked after.

Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society.

Our 2022/23 Priorities Where to find out more in the Director's		
	Report?	
Complete development of our new co-produced day service offer for people with a learning disability to improve access community based services and volunteering and employment opportunities	Further information can be found by clicking this link: <u>Day Services</u>	
Develop an engagement and coproduction plan for Adult Services, building on the work already undertaken through the Learning Disability Transformation Programme	Further information can be found by clicking this link: <u>Co-production</u>	
Finalise and commence implementation of Children's Services Participation Strategy	Further information can be found by clicking this link: Participation Strategy	
In line with the recommendations of the report by the Association of Directors of Social Services Cymru which was published at the end of the financial year, we will take action to increase the take-up of social care by people from minority ethnic communities.	We are embarking on a process of cultural competence with a view to increasing awareness about the needs of the BAME community in RCT, and ensure that our responses are informed and attuned.	
Our 2023/24 Priorities		

- 1. We will co-produce our day services offer for older people to improve access to outreach and community based services that will meet their needs.
- 2. We will co-produce the transformation of our service offer for people with a learning disability to improve access to meaningful activity and opportunities in their own communities to achieve their personal goals and live ordinary lives.
- 3. We will deliver the Participation strategy which outlines Rhondda Cynon Taf Children's Services approach to supporting the rights of children, young people, parents, carers, and families in receipt of care and support, to have their voices heard and to actively participate in decisions about their life and help to shape future service developments.

Quality Standard 5 - Supporting people to safely develop and maintain healthy domestic, family, and personal relationships.

Our 2022/23 Priorities	Where to find out more in the Director's Report?
Make a contribution to ensure the second stage of the evaluation of the early Years Transformation Programme, which is focusing on the systems and processes which underpin the model, and it was completed on time.	Further information can be found by clicking this link: <u>Early Years</u>
To further develop the relationship between the Single Point of Access and Preventative Services in Adult Services with the Community Hubs to promote a Social Prescribing approach.	Further information can be found by clicking this link: <u>Community Resilience</u>
To roll out Wellbeing Assessments for the wider community, this will ensure that the Community Hubs can document and plan support around an individual's wellbeing needs <b>Our 2023/24 Priorities</b>	Further information can be found by clicking this link: <u>Community Resilience</u>

- 1. We will work with unpaid carers and partners to ensure respite provision is meeting their needs and the needs of individuals who use services so that people are able to live in their family homes for longer.
- 2. We will implement the Children Looked After Prevention Strategy Targeting evidence based services towards family support to ensure that only those children for whom there is no safe alternative become looked after.

Quality Standard 6 - Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

Our 2022/23 Priorities	Where to find out more in the Director's Report?
Continue to work with Linc to deliver the	Further information can be found by clicking this
Council's extra care housing development	link:
programme	
	Developing new accommodation options
Continue to review and develop proposals for	Further information can be found by clicking this
the ongoing redevelopment and modernisation	link:
of the Council's residential care homes to	Developing new accommodation entires
ensure we create the right model of service to	Developing new accommodation options
respond to changes in demand and need.	
Complete Supported Accommodation Strategy	Further information can be found by clicking this
and work with Housing Providers to continue	link:
build modern fit for purpose supported housing	Developing new accommodation options
options for vulnerable people	
Develop commissioning intent to shape a	Further information can be found by clicking this
sustainable home care market in line	link: <u>Domiciliary Care</u>
redesigned service model	
Commission Community Catalyst to support	Further information can be found by clicking this
people and local partners to develop small	link: <u>Direct Payments</u>
enterprises that can provide real choice and	
increase the number and range of homecare	
and support options	
Continue to implement the Residential Action	, , ,
Plan and Feasibility Study for looked after	link: <u>Residential Strategy</u>
children	
Our 2023/24 Priorities	

- 1. We will continue to progress the Council's vision and strategy for care accommodation for older and vulnerable people to ensure we create the right service offer that responds to increasing demand and changing needs, enabling more people to live independently in their community.
- 2. We will continue work with domiciliary care providers to ensure that people receive good quality home care based on the outcomes they want to achieve and that there is sufficient provision available at the right level to meet demand.
- 3. We will empower people to commission their own care and support through greater promotion of direct payments.
- 4. We will work with unpaid carers and partners to ensure respite provision is meeting their needs and the needs of individuals who use services so that people are able to live in their family homes for longer
- 5. Deliver the Children's Residential Transformation Strategy Making sure that the Council provides the accommodation and support that our looked after children need.

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#### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL MUNICIPAL YEAR 2023/24

COMMUNITY SERVICES SCRUTINY COMMITTEE Agenda Item No. 5

25<sup>TH</sup> SEPTEMBER 2023

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES

REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT – 2022/23

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR CAPLE.

Author: Jayne Thomas, Customer Feedback, Engagement and Complaints Manager. Tel. No. 01443 281475

#### 1. <u>PURPOSE OF REPORT</u>

- 1.1 This report provides Scrutiny with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.
- 1.2 The report contains information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults and Children's Social Services, together with achievements for 2022/23 and future developments.

#### 2. <u>RECOMMENDATIONS</u>

It is recommended that Scrutiny:

- 2.1 Consider the content of this report and the Social Services Annual Representations and Complaints report for 2022/23, attached at Appendix 1.
- 2.2 Consider whether they wish to scrutinise in greater depth any matters contained in the report.



2.3 Note the work undertaken by the Customer Feedback, Engagement and Complaints Team.

#### 3. REASONS FOR RECOMMENDATIONS

3.1 It is a requirement of the Social Services Complaints Procedure (Wales) Regulations Procedure 2014 that the Local Authority produce an annual report and that the report is considered by the appropriate Scrutiny Committee.

#### 4. BACKGROUND

- 4.1 Social Services has a statutory requirement to operate a complaints procedure that follows the legislative requirements of the regulations specified above. The guidance requires an annual report to be produced relating to the operation of the complaints procedure.
- 4.2 The Social Services complaints procedure is available to:
  - All service users or their representatives
  - Any child with a care and support plan
  - A parent of a child with a care and support plan.
  - A local authority foster parent
  - A person who the Authority consider to have sufficient interest in the child's/adult's welfare

It is based upon the principle that people have a right to complain; to have the complaint examined and resolved as quickly as possible.

4.3 The complaints process was amended in August 2014 in line with the new Complaints Regulations and Guidance issued by the Welsh Government and became a two stage process:

**Stage One: Local Resolution** – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving, whilst adhering to the 15 working days response time that has been imposed under the Regulations.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.



4.4 If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

#### 5. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

5.1 There are no equality and diversity or socio-economic implications arising directly from this report.

#### 6. WELSH LANUAGE IMPLICATIONS

6.1 There are no Welsh Language implications arising directly from this report. The Annual Report is available in Welsh.

#### 7. <u>CONSULTATION / INVOLVEMENT</u>

7.1 This report includes feedback from service users directly in the form of compliments, complaints and contacts to the Customer Feedback, Engagement and Complaints Team.

#### 8. <u>FINANCIAL IMPLICATION(S)</u>

8.1 There are no financial implications arising directly from this report.

#### 9. <u>LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED</u>

9.1 The work of the Complaints and Representation Unit is underpinned by the requirements of the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. This report has been produced in line with the legislative requirements contained within those procedures.

#### 10. <u>LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-</u> BEING OF FUTURE GENERATIONS ACT

- 10.1 The function of the Customer Feedback, Engagement and Complaints Team and the collation of service user feedback through both complaints and compliments provide a quality assurance mechanism by which Adults and Children's Services can measure their performance against the corporate priorities to:
  - Improve the experience of those using Health and Social Care Services.
  - Engage with and use Customer Feedback to redesign our services.



#### 11. <u>CONCLUSION</u>

- 11.1 Social Services continue to provide a robust and effective complaints procedure in line with the statutory requirements. Complaints are seen as providing valuable customer feedback, with the information from complaints providing valuable lessons learnt when planning and improving services to meet the needs of our customers.
- 11.2 Further details and analysis about the number and nature of complaints and compliments for 2022/23 and the service areas where these have been made are provided in Appendix 1. The annual report also outlines some of the achievements and developments undertaken by the Customer Feedback, Engagement and Complaints Team during the year.



#### LOCAL GOVERNMENT ACT 1972

#### AS AMENDED BY

#### THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

#### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

#### COMMUNITY SERVICES SCRUTINY COMMITTEE

#### REPRESENTATIONS AND COMPLAINTS PROCEDURES ANNUAL REPORT 2022/23

## REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR CAPLE.

#### Background Papers

Social Services Complaints Procedure (Wales) Regulations Procedure 2014

Social services complaints procedure | GOV.WALES

Officer to contact: Jayne Thomas, Customer Feedback, Engagement and Improvement Manager. Tel. No. 01443 281475

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Appendix 1

### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### SOCIAL SERVICES

### **REPRESENTATIONS AND COMPLAINTS PROCEDURES**

### **ANNUAL REPORT**

2022/23



#### 1. INTRODUCTION

It is a statutory requirement for local authorities to have in place a representations and complaints procedure for Social Services.

Each local authority is required to produce an annual report concerning the operation of its representation and complaints procedure.

This annual report provides information about the operation of the Social Services Representation and Complaints Procedure between 1 April 2022 and 31 March 2023. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Customer Feedback and Engagement Team during that period to develop the representation and complaints service.

#### 2. BACKGROUND

Social Services in Rhondda Cynon Taf adopts a positive attitude towards complaints and views them as a valuable form of feedback, which assists in the development and improvement of services. Complaints also provide an opportunity to learn lessons where a service has fallen short of an expected standard.

The representation and complaints procedure is widely publicised generally and specifically to people who use our services and provides them with an opportunity to:

- Voice their concerns when they are dissatisfied in order that the issue can be rectified to their satisfaction, wherever possible
- Make compliments
- Suggest improvements
- Challenge decisions

The aim is for our representation and complaints procedure to secure a better service for all the people using social care services and is underpinned by the following key principles:

- Commitment to providing quality services
- Accessible and supportive to those with particular needs
- Prompt and responsive with resolution at the earliest possible opportunity
- Strong problem solving element
- Operated without prejudice or discrimination
- Adheres to the principle of equal opportunity

The representation and complaints procedure also provides an opportunity for service users to address concerns in relation to independent sector providers

where they remain dissatisfied following implementation of the agencies own internal complaints procedures.

The Social Services complaints process has two stages:

**Stage One: Local Resolution** – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving. The complainant will be offered a discussion about the issues they have raised and this can either be done by telephone or face to face in an attempt to resolve the issues. This must be done within 10 working days of the receipt of the complaint. Following this discussion and any further investigation that is necessary, a written response will be provided within 5 working days.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by an independent investigating officer. The timescale for dealing with this stage is 25 working days.

If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

#### 3. STAGE 1 'INFORMAL' COMPLAINTS

In 2022/23 there were a total of 129 recorded complaints during the year, compared with 110 in the previous year. Children's services have seen a 53% increase with adult services seeing a 9.5% decrease in numbers of complaints received.

Of the Stage 1 complaints that were received across both service areas 45.74%(59) were responded to within statutory timescales which is an increase from 42% in 2021/22. Whilst this is an improvement it does not meet the Complaints Standards Authority suggested target of 75%. This year has seen particular difficulties in Children's Services with higher numbers of complaints, staff vacancies and subsequent pressure on teams resulting in only 35% of complaints dealt within timescales.

Adult Services received less complaints in this period and achieved 60% of complaints closed within the statutory 15 working day period.

Ongoing support to teams from the Customer Feedback, Engagement and Complaints Team has been provided throughout this period and where possible the team have sought to resolve low level complaints and queries outside of the complaints process. This is reflected in the number of contacts recorded (228) which represents a 38% increase compared with figures for 2021/22. Of the contacts dealt with only 2 contacts progressed to complaints.

#### Adult Services

57 complaints were received for Adult Services during the year. This represents a slight decrease on the total amount received in 2021/22 when 63 complaints were received.

Of the complaints made about Adult Services, 2 (3.5%) were made by the service users themselves and 55 (96.5%) were made by their representatives e.g. carers, family members and advocates. These figures highlight the reliance of many adults on their family and carers to raise issues on their behalf and remains consistent with comments received as part of the Social Services Performance Measures Survey undertaken in January 2023.

Details of complaints received recorded by Service Area are summarised in Table 1 and compares them with the previous year.

Service Area	2021/22	2022/23
Long Term Assessment - Locality Teams	22	26
Short Term Intervention Support @ Home	2	0
Short Term Intervention - ACE	4	5
Short Term Intervention – Sensory Services	1	0
Mental Health	4	2
Finance/Grants	2	1
Residential Care RCT	5	3
Independent Sector Residential Care	1	1
Independent Sector Domiciliary Care	18	6
Short Term Intervention – Short Term Care	0	3
Management		
Community Reviewing Team	3	2
Day Services	0	1
Cross cutting	0	3
Complex Learning Difficulty Team	1	4
Total	63	57

#### Table 1: Summary of complaints by Service Area

The highest number of complaints were received by the Long Term Assessment Teams which is consistent with Children's Services and reflects the complex nature of providing longer term care and support.

Table 2 sets out in more detail what the complaints were about and compares them with the previous year.

Nature of Complaint	2021/22	2022/23
Failure to provide a service	6	5
Financial issues	3	1
Lack of information/communication	19	13
Staff issues	1	6
Quality of care	14	13
Quality of service	13	10
Care and Support Plan	1	1
Change in Call times	1	1
Issues Around Standards	1	1
Missed Calls	1	1
Waiting for Assessment	3	1
Adaptations	0	4
Total	63	57

#### Table 2: Summary of what complaints were about

Of the 57 Stage 1 complaints received for Adults Services, 55 were resolved locally, and one complaint was withdrawn. 1 complaint progressed to Stage 2 of the process.

#### Children's Services

72 Complaints about Children's Services were received during the year. This represents a 53% increase compared to 2021/22 when 47 complaints were received. 71 complaints made about Childrens Services were made by Parents/Carers/Representatives with 1 complaint being made by two young people. Table 3 sets out the complaints received recorded by service area and compares them with the previous year.

#### Table 3: Summary of complaints by Service Area

Service area	2021/22	2022/23
Safeguarding	1	0
Miskin Project	1	0
Intensive Intervention	28	42
IAA and Safeguarding	1	0
16+ Team	2	2
IAA	1	2
Enquiry and Assessment	6	18
Enquiry and Assessment and DCT	1	0
DCT 11+	2	5
DCT 0-11	2	2
Information Management	1	1
OT	1	0
Total	47	72

Of the 72 complaints received 5 progressed to Stage 2 Complaints.

#### **Representations**

There was 1 representation received from children in this reporting period relating to the failure of a commissioned provider to provide services in line with their ethnic and religious beliefs. The complaint was raised on the young people's behalf by their translator/advocate and was immediately resolved.

The Council commissions an Independent Advocacy Provider for children and young people in line with the requirements of the Social Services Well-being Act (Wales) 2014 and the National Approach to Advocacy. This involves all children over the age of 5yrs being offered the support of an advocate when they become a Child Looked After or subject to Safeguarding arrangements.

The Advocacy Service supports children and young people to have their say and effectively supports children and young people to raise any concerns about their care and support. Whilst it is positive to see representations by children and young people it is reassuring that the commissioned advocacy service is supporting young people to resolve issues successfully outside of the complaints procedure.

Nature of complaint	2021/22	2022/23
Failure to provide a service	4	3
Lack of information/communication	13	29
Quality of Care/Service	9	14
Staff issues	15	18
Contact Issues	3	1
Information Governance	2	5
Safeguarding	1	0
Challenge to information	0	1
Equality	0	1
Total	47	72

#### Table 4: Summary of complaints from Parents/Carers

Lack of information/communication complaints are higher this year and again reflect the challenges face by Children's Services over the past 12 months. Staff issues also remain consistent and often relate to less positive outcomes for families with responsible workers often the subject of complaints relating to assessment and court decisions.

It is often the case that complaints in relation to lack of information are resolved following a discussion and an explanation of the situation/process. It is noted that advocacy can and does assist in helping parents to work through and understand statutory interventions and it may be beneficial for Children's Services to consider the use of parental advocacy in these situations.

#### 4. CONTACTS AND CONCERNS

This year the Customer Feedback, Engagement and Complaints Teamhas again focused on attempting to resolve issues at source where this is considered appropriate and have worked collaboratively with managers across both services resulting in a reduction in complaints being passed to front line services.

In 2022/23 the Team dealt with a total of 228 contacts compared with 165 in 2021/22. Of the contacts received only 2 complaints progressing to Stage 1. 106 contacts related to Adult Services and 122 contacts were received for Children's Services. The Team also received 25 concerns where the subject specified that they did not wish to make a complaint but where action was identified as necessary. These were recorded and passed to the relevant service area where they were successfully resolved.

#### 5. STAGE 2 'FORMAL' COMPLAINTS

Overall, there were 9 Stage 2 complaints made during 2022/23 which remains consistent with last year.

#### Adult Services

There were 4 stage 2 complaints received for Adult Services, as shown in Table 5 below.

#### Table 5: Summary of complaints made at Stage 2

Nature of complaint	2021/22	2022/23
Failure to Provide a Service	1	1
Quality of Service	1	2
Quality of Care	0	1
Total	2	4

#### Children's Services

There were 5 Stage 2 complaints received relating to Children's Services, as shown in Table 6 below.

#### Table 6: Summary of complaints made at Stage 2

Nature of complaint	2021/22	2022/23
Quality of Service/Care	5	4
Failure to provide a Service	1	0
Staff Issues	0	0
Lack of Information/Communication	1	0
Safeguarding Issues	0	1
Total	7	5

#### 6. OMBUDSMAN Enquiries/Complaints

In 2022/23, 21 complaints were made to the Public Services Ombudsman, 13 for Children's Services and 8 for Adult Services.

There were no Ombudsman investigations with all complaints being closed or directed back to the council for resolution.

#### 7. LEARNING THE LESSONS

A number of recommendations for improvements have been identified following complaints made at both Stage 1 and Stage 2 of the Complaints process. Some of these have already been actioned and resulted in service change, training for staff and informing wider service planning. Learning themes will contribute to the overall quality assurance, learning and improvement process in both adult and children's services.

- Exploring how Children's Services can adapt services and/or develop services to meet the needs of carers of and young people with neuro diverse conditions.
- Need to Improve case recordings to accurately reflect and differentiate between unsubstantiated and substantiated concerns in assessments and court reports.
- Exploring with practitioners how work with absent fathers can be improved to ensure they are fully involved in the care planning and review processes.
- Training for staff of Resilient Families Service on judgments relating to unlawful chastisement.
- Ensuring individuals with additional needs and their families are clear about the Henregwilym assessment flat provision and its purpose.
- Support@Home training and instruction for staff on planning system and completing home files.
- Staff reminded to ensure service users aware of the right of appeal when providing information relating to Continuing Health Care Assessments.
- Ensure complaints literature is up-to-date and available in a range of formats.
- Miskin service to arrange training for staff in relation to working with individuals with sensory impairments.
- Improved public information on the Miskin project to be developed to include details of the project, use of Welsh language and identification of protected characteristics.
- Review of arrangements for sharing relevant documents with families as part of the child Protection process.

## 8. COMPLIMENTS

Compliments provide valuable information regarding the quality of services that are provided and identify where they are working well. The number of compliments recorded in 2022/23 was 144 compared to 182 received in 2021/22.

### Adult Services

In 2022/23 there were 74 compliments received for Adult Services, this is a slight increase on figures for 2021/22. (66 compliments received). Table 7 sets out the number of compliments recorded by Service Area.

### Table 7: Summary of compliments received.

Service areas	Number	Percentage
Long Term Assessment - Locality Teams	21	28.38%
Mobile Responder Team and Lifeline	1	1.35%
Mobile Responder Team	3	4.05%
Short Term Care Management	4	5.41%
Community Review Team	5	6.76%
Hospital Discharge Team	7	9.46%
Support@ Home H/C	29	39.19%
Residential Care RCT	4	5.41%
Total	74	100%

The following are examples of some of the compliments received for Adult Services during 2022/23

- Son and family wanted to thank this person for all his help at during a very difficult time and said that he " is credit to his role".
- Family of SU wanted to formally thank SW for the care and support given and truly have gone about and beyond.
- Compliment received from SU "Your service has been tremendous, I can't thank you all enough".
- Daughter wanted to pass on thanks when assessor has been working with her mother and stated that "She is so lovely and helpful".
- Gifts were received from Service User's daughter for each carer that looked after her mother and will be sending a special thank you to the funeral service.
- Daughter had observed carers while they were working with mam and wanted to pass on positive comments on how professional they both were and that they are doing an "Excellent" job.

- Service user and daughter wanted message of thanks to be passed on because of everything that has been done to help them after a telephone assessment was completed.
- Family has sent an email to team thanking social worker "Over the last 3 months Ruth as gone above and beyond. At a time of desperate need.
- Husband and Servicer User wants to thank Team Manager and Team for their kindness and help when receiving help following a hospital discharge.
- Family wanted to pass on how thankful and grateful they are for the quick thinking of carer and has been brilliant.
- Service User and son said that service received was "Epic and thank you"
- Service User has thanked SW for all the effort to resolve a issues raised following a complaint made and they will be "Eternally grateful."
- Granddaughter has sent email to team so that the social worker can be recognised for her hard work and how "Extremely grateful" they are to them.

### Children's Services

The number of compliments recorded in 2022/23 was 70 compared to 116 received in 2021/22. Table 8 sets out the number of compliments recorded by Service Area.

#### Table 8: Summary of compliments received

Service areas	Number	Percentage
Miskin Project	9	12.86%
Disabled Children's Team	5	7.14%
Intensive Intervention	21	30%
Enquiry & Assessment	1	1.43%
Carers Support	28	40%
Fostering Support	1	1.43%
Resilient Families	2	2.86%
Kinship Care	2	2.86%
16+ Team East	1	1.43%
Total	70	100%

The following are examples of some of the compliments received for Children's Services during 2022/23.

- compliments received from facebook regarding the Tai Chi and Tea event that took place with the carers support project saying " It was lovely to take part today, thank you!"
- Mother passed on a lovely comment saying that Miskin Worker has "been an amazing help".

- Carer wanted to say thank you for making her aware of the carers grant on social media and that she has already received it.
- Foster parent wanted to highlight the "fantastic" work Social worker had provided from Resilient Families since day one.
- Young person wanted to thank and show appreciation for the love and support and mentioned that "I seriously wouldn't be where I am today with everything I have if I didn't have your support".
- Service User wants to thank the "Dynamic Duo" who has felt like family while helping mum through challenging times without judgement.
- Mother has sent a card to the Intensive Intervention team to thank them for the support and for "turning their life around".
- Service user has sent a text to miskin worker saying that "you've done so much for us and will hold a special place in our hearts"

## 9. WORK PROGRAMME, PROGRESS AND ACHIEVEMENTS

- The Customer Feedback, Engagement and Complaints Teamhas continued to provide support and advice to managers on complaint handling and has provided guidance on writing complaints responses for managers where need has been identified.
- The Customer Feedback, Engagement and Complaints Teamcontinues to support service areas with the management of unreasonable and persistent customers and provides advice on early interventions and appropriate use of the Council's UPC policy.
- In 2024 the Team will focus on undertaking refresher training for new managers and staff in both Children's and Adults Services as well as providing ongoing complaint induction sessions for all new social care staff.
- The Customer Feedback, Engagement and Complaints Teamhas assisted with training for Advocates from Llais Complaints Advocacy Service, a new service to support individuals who wish to make a complaint about health or social care services.
- Complaints information on the Council's website is being reviewed to ensure individuals are clear as to the Social Services complaints process and what support is available to assist with making a complaint.
- Complaints information for Children and Young People to be reviewed and to updated to coincide with the review of information currently available on the 2sides website.
- All complaints literature to be reviewed to ensure information is up-to-date and available in a range of formats.

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## Agenda Item 6



## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

## MUNICIPAL YEAR 2023/24

## COMMUNITY SERVICES SCRUTINY COMMITTEE

Agenda Item No. 6

25<sup>TH</sup> SEPTEMBER 2023

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES

RHONDDA CYNON TAF CHILDREN'S SERVICES STRATEGY UPDATES

Author: Annabel Lloyd Director and Catherine Tyler, Operational Change and Transformation Officer, Children's Services.

## 1. <u>PURPOSE OF THE REPORT</u>

1.1 The purpose of the report is to update Scrutiny Committee with information and current progress regarding Rhondda Cynon Taf's Children's Services Strategy

## 2. <u>RECOMMENDATIONS</u>

It is recommended that Members:

- 2.1 Consider the information contained within the report.
- 2.2 Scrutinise and comment on the information provided.

## 3. BACKGROUND

- 3.1 Rhondda Cynon Taf Children's Services Strategy is rooted in the service's values, purpose and vision. An infographic has been developed and adopted as an identifier given its cross-cutting significance across our work. The Infographic is included at Appendix 1
- 3.2 Children's Services Strategy aligns with population needs, and the Council's duties to vulnerable children having taken into account Government Policy and the resources that are available. We are developing a Service Strategy that is:

Evidence Based	Deploying secondary data analysis and working alongside strategic academic partners where relevant.
Systemic	Keeping child and family experience of the entire service in mind.
Involves Stakeholders	Including partners, providers and families.
Manages Risk	Measures and mitigates risk with links to the corporate risk register.
Outcome focused with Evaluative Governance	Each implementation plan has a group of staff focused on evaluating the progress and effectiveness of plans against a pre-determined set of measures.

- 3.3 The Service Strategy brings together 5 areas of transformation, each of which has its own strategy document and implementation plan that has been brought to Cabinet for approval and Scrutiny Committee for pre-scrutiny and information or to Corporate Parenting Board as is appropriate. The 5 transformation areas are:
  - 1. Workforce
  - 2. Children Looked After Prevention
  - 3. Residential Transformation
  - 4. Participation
  - 5. Information Advice and Assistance (IAA) Review

## 4. UPDATE / CURRENT POSITION

#### Children's Services Workforce Strategy 2022-2025

4.1 The vision for the Strategy is that Children's Services' workforce is motivated, engaged and valued; staff have the capacity, skills, competence and confidence to meet the needs of children and families. The strategy document sets out the Council's response to the significant recruitment and retention challenges being faced by the Service, especially in relation to experienced social workers. The workforce plan was last brought to Scrutiny Committee in November 2022 and has focused on the following themes:

An engaged, motivated and healthy workforce	The Children's Services Communication Cycle is now embedded; including quarterly service updates, biannual Inform and Involve sessions for all staff, and an annual staff survey that leads to a 'You Said; We Did' response for staff. (Next staff survey to be held in October 2023). The practitioner wellbeing programme is established which exists in addition to the whole staff offer given the nature of the work and includes access to psychology led reflective for groups and individuals. Schwartz Rounds have also been developed in order to deliver peer to peer support.
Attraction and recruitment	An exit and entry interviews now embedded in HR process and is evaluated regularly to inform our analysis of push and pull factors. A retention interview pilot will commence in Teams that experience the greatest challenges in this area.

	In March 2023 we launched a social media campaign to mark World Social Work Day. As part of the recruitment drive, we used digital billboards across Rhondda Cynon Taf and had a sponsored article in Wales Online. Some attraction focussed video shorts can be found on the revised attraction website, and are used in social media posts. They can be found here: <u>Social Care and Social Work at Rhondda Cynon Taf Council  </u> <u>RCT - Rhondda Cynon Taf County Borough Council (rctcbc.gov.uk)</u> . Staff are currently updating our promotional materials including our webpages, and recruitment videos in readiness for a new recruitment campaign, focusing on the support practitioners can access in Rhondda Cynon Taf - specifically reflective sessions with psychologists.
Workforce Supply and Shape	Recruitment and retention continue to be a significant challenge for Children's Services. The vacancy rate across Children's Services remains high at 21.5% some teams are however experiencing acute vacancy levels for Social Work practitioners, operating with a vacancy rate that exceeds 50%. (iTrent Data August 2023). Additional capacity has been made available to support teams by the appointment of Assessor Care Manager and Support Worker roles. ITrent monthly workforce data management reports are now available to Children's Services Managers, enabling timely scrutiny of workforce data.
	Given the evidence that 'Growing our Own' has greatest impact, we have continued our commitment to increase investment in the established scheme by expanding the number of Children's Services staff able to be sponsored to access the Open University Social Work Degree programme with a guaranteed Social Work role on completion of registration. The data gathered by the 'Grown our Own' Sub- group demonstrates the strong link between providing final year social work student placements and recruitment. This has in part contributed to the appointment of 11 newly qualified social workers during quarter 1 and 2. The same Sub-group is exploring alternative approaches to a retainer payment with the universities due to barriers in taking forward the bursary scheme for student social workers. Additional support has been put in place to mentor newly qualified staff, and we are working to improve our offer to those seeking work experience in Social Care and Social Work.
Seamless Workforce Model	A Lead Manager for Social Work Practice commenced in post in June 2023.Training and development will be closely linked to the implementation of an agreed model of social work practice across Children's Services.

## **Children Looked After Prevention Strategy 2022-25**

4.2 There are 4 elements to this Strategy, the purpose of which is to tortuously improve the evidence based services that safely prevent the need for children to become looked after. The Strategy and its investment was endorsed by Cabinet in January 2022 and later reported to Corporate Parenting Board:

h Magu is now operational, and corporate
parenting board has signed up to the charter for
parents in care and leaving care.
Evidence is being reviewed ahead of committing
to the model.
or kinship Kinship Cymru contract established and Special
Guardianship Support enhanced, the published
offer is in development. That offer will be no less
than the support mainstream foster families can
access.
ect This work aimed at improving how we reunify
children and their parents following separation by
becoming looked after will conclude in the
Autumn leading to updated policy and practice.

## 4.3 The rate at which families stay together has increased, and the children looked after count has reduced:



## **Residential Transformation Strategy**

- 4.4 This was brought to pre-scrutiny in November 2022 and was approved by Cabinet in February 2023. The vision for this is: By 1<sup>st</sup> April 2027, all Rhondda Cynon Taf young people who need residential care are looked after close to home in high quality settings where they can thrive, and that they are looked after by a stable, resilient, skill and well supported staff group. The work includes 2 co-dependent areas, (i) Foster Wales and (ii) 16+ strategy:
- 4.5 As part of the Strategy, four new children's homes are in development:

Willowford House	Registered setting, therapeutic approach for 3 young people
Ystrad Fechan	Emergency care for up to 3 young people. Setting is registered but refurbishment is required and timetabled - recent inspection identified areas for improvement including priority action notices which are being addressed.
Catref Melys	Therapeutics care for 4 young people. Purchase is complete, refurbishment and registration anticipated by 31.3.24.
Meadow View	Purchase has commenced

## Participation Strategy

- 4.6 The Vision for the strategy is: Our children, young people and families feel valued, involved and their voices are heard through Participation and Co-Production. They receive feedback through individual feedback, consultation, participation, and co-production. Participation is reflective of the local population's diversity, Welsh language and cultural identity.
- 4.7 The Participation Strategy 2023-2026 outlines Rhondda Cynon Taf County Borough Council's Children's Services approach to supporting the rights of children, young people, parents, carers, and families in receipt of care and support, to have their voices heard and to actively participate in decisions about their life and help to shape future service developments.

Aim 1. Consulting and engaging. Listening to Children and taking their views seriously (as guaranteed by Article 12-UNCRC)	A range a of consultation activities have been undertaken with children and young people, and included in Appendix 2
Aim 2 Children, Young People and Families information in an accessible language or format appropriate for age, ability or culture.	Task and finish groups are currently developing our public facing information.
Aim 3 Accountability: (Co-design + Co- production)	Facilitating a workshop on the 22/9/23 with care experienced young people to develop

coproduction	between	the	Corporate
Parenting Boa	rd and your	ig peo	ple in RCT

## Information, Advice and Assistance (IAA) Review

4.8 The increase in the level of contacts to the IAA Team is being sustained, and in order to be a sustainable service, we need to re-design alongside stakeholders with an even stronger prevention intention at the forefront of the future. A review is underway and that will be concluded, and an action plan confirmed and commenced by 31.3.24.

The graph below illustrates the pattern of contacts:



## 5. EQUALITY AND DIVERSITY IMPLICATIONS/SOCIO-ECONOMIC DUTY

5.1 There are no equality and diversity or socio-economic implications associated directly with this report.

## 6. WELSH LANGUAGE IMPLICATIONS

6.1 There are no Welsh language implications arising directly from this report.

### 7. <u>CONSULTATION/INVOLVEMENT</u>

7.1 Consultation activity is outlined within the report.

### 8. FINANCIAL IMPLICATIONS

8.1 There are no financial implications arising directly from this report. However, each area of Strategy is costed with input from Finance colleagues and aligned with the Council's medium term financial plan. Where identified grant funding opportunities are explored to meet the cost of new developments, a business case and options appraisal is developed.

### 9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

9.1 Implementation of the Children's Services Strategy aims to

ensure that the Council is able to effectively support vulnerable children and families and meet the requirements of the Social Services and Wellbeing (Wales) Act 2014

## 10. <u>LINKS TO THE COUNCILS CORPORATE PLAN/OTHER CORPORATE</u> <u>PRIORITIES/WELLBEING OF FUTURE GENERATIONS ACT</u>

- 10.1 The implementation of the Children's Services Strategy will make a positive contribution towards the Council's corporate priorities, in particular:
  - Ensuring people are independent, healthy and successful by enabling a sustainable social work practitioner workforce, and
  - Enabling prosperity, creating the opportunity for people to fulfil their potential and prosper.

## 11. CONCLUSION

11.1 Children's Services officers have developed a set of transformation plans that are rooted in values and people's rights, informed by evidence, and peoples' voices whilst being co-aligned with statutory duties and Government policy. Each area of transformation has an inter-relationship with the other. Plans are evaluated, and adjusted as effectiveness is measured. The transformation journey takes time, but having a clear set of plans, aligned with the Council's medium term financial plan helps keep us on track.

## LOCAL GOVERNMENT ACT 1972

## AS AMENDED BY

## THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

## COMMUNITY SERVICES SCRUTINY COMMITTEE

## 25<sup>TH</sup> SEPTEMBER 2023

## REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES

## RHONDDA CYNON TAF CHILDREN'S SERVICES STRATEGY UPDATE

### Background papers:

### None

Officers to contact: Annabel Lloyd Director and Catherine Tyler, Operational Change and Transformation Officer, Children's Services.



to improve children and young

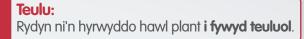
people's well-being.

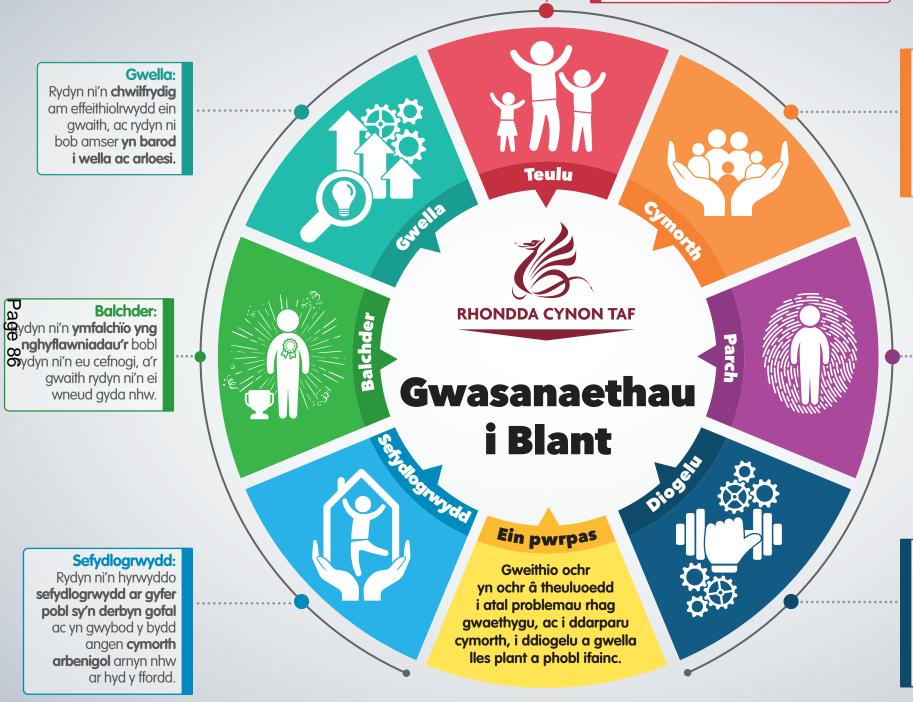
working towards.

We promote stability for looked after young people and know that

help during their journey.

Page





### Cymorth:

Rydyn ni'n **rhoi cymorth** i deuluoedd iddyn nhw gael y **cymorth iawn ar yr amser iawn**, trwy roi mwy o gymorth, a llai o gymorth ond byth yn camu i'r ochr yn rhy fuan.

Parch:

Rydyn ni'n parchu hunaniaeth pawb, ei amgylchiadau a'i ddewisiadau, gan gynnwys pobl ifainc a'u teuluoedd yn ein gwaith a phenderfyniadau am eu bywydau a'u hamgylchiadau.

#### Cryfderau'r Teulu a Diogelu:

Rydyn ni'n gweithio ar **gryfderau**, ac rydyn ni'n eglur gyda phobl am **risgiau**, a'r **canlyniadau** rydyn ni'n gweithio tuag atyn nhw.





# Rhondda Cynon Taf Children's Services

Participation- End of Year Summary report

2022-2023



## Contents

- 1. Background to the Participation Strategy
- 1.1. VFCC Participation activities 2022- 2023
- 2. Children's Services, Participation event 1.9.2022
- 2.1 Summary of feedback from young people
- 2.2 Children's Services Feedback event 3.2.2023
- 2.3 Summary of feedback 3.2.2023
- 3. The 'Get Involved Survey'
- 3.1 The 'Get Involved' Survey results
- 4. Key themes/ recommendations from the survey
- 5. Next steps

Appendix

## 1. Background to the Participation Strategy

The Graduate Officer for Participation joined Children's Services on 7<sup>th</sup> June 2022. Meetings were held with the Children's Services Senior Management Team (CSMT) in June and July 2022 to find out how the voices of children and young people were evidenced through participation and co-production. Refreshing and embedding staff knowledge about rights-based approaches was conducted through a Participation Workshop by Policy leads from the Children's Commissioner for Wales in June 2022. The rights-based principles forms part of the draft Participation Strategy that was developed in October 2022.

## 1.1 Voices from Care Cymru (VFCC) Participation activities 2022-2023

From July 2022 to February 2023, Voices from Care Cymru held a range of Participation events for care experienced young people. This was through their 'Sky's the Limit' project for 8- to 13-year-olds and 'Local Group' for 14–22-year-olds. This was in response to direct feedback from a Children's Services Participation event on 1<sup>st</sup> September 2022. Care experienced young people told Children's Services that they would like more well-being initiatives, opportunities for meet ups with other care experienced young people, arts and crafts and nature-based activities (see appendix for the local RCT events and National events).

## 2. Children's Services Participation event on 1.9.22

On the 1<sup>st</sup> September 2022, care experienced young people from the ages of 10 to 16 years old attended a participation event with engagement activities. The aim was to find out what has helped young people to grow (positives), what could help them to grow (what could be better) and engagement activities to support outcomes through display work (see appendix). 9 young people attended the event.

## 2.1 Summary of feedback from young people

Positives of being care experienced	What could be better
<ul> <li>Safe adults.</li> <li>Supportive foster carers/ key adults.</li> <li>Being safe.</li> <li>Stable environment.</li> </ul>	<ul> <li>Mental health support.</li> <li>Listening to the voices of young people.</li> <li>Bullying in schools.</li> <li>Fun activities for care experienced. young people to come together to meet.</li> </ul>

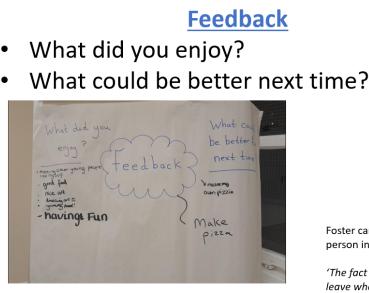
## 2.2 Children's Services, Arts and crafts feedback event 3.2.2023

An arts and crafts feedback event was held at Pontypridd Museum and 6 young people attended along with their foster carers. This was part of a 'You said, we did' mechanism that will help inform future participation work with young people. Young people received feedback about the following:

You said- 1.9.22	We did- 3.2.23
More well-being initiatives	A range of well-being initiatives through
	'Sky's the Limit' for 8- to 13-year-olds and
	the 'Local Group' RCT for 14- 22-year-olds
Listening to the Voices of Young People	Voices from Care Cymru have developed a
	wide range of local and national events and use
	feedback to inform the next events.
	Children's Services also launched the
	'Get Involved' survey for feedback from young people
Prevent bullying in schools	Discussed this information with the CLA Virtual
	Head Teacher and schools are working on
	their anti-bullying as part of the New Curriculum for
	Wales.

## 2.3 Summary of feedback from 3.2.2023

The feedback session on the 3.2.2023 received positive feedback. See the responses below:



'...a massive thank you for Friday.' (Foster carer)

#### **Glows- positive**

- Meeting other young people like myself.
- Good food.
- Nice art.
- Amazing art. 😊
- Yummy food.
- Having fun.

## Grows- What could be better next time

- Make my own pizza
- Make pizza.

Foster carers comment verbally about her young person in year 6.

'The fact that my foster daughter is asking me to leave when she arrives here is a big thing. She doesn't normally enjoy social situations but really enjoys coming here. That is a compliment to you.'

## 3 The 'Get Involved' Survey

The 'Get Involved' survey was posted to **863** addresses of Children Looked After (561) and Care Leavers (302) from 4 to 24 years of age about their care experiences. The survey was also shared with Children's Services staff. The survey was open from the beginning of November 2022 to Friday 17<sup>th</sup> February 2023. There were **66** responses with just under an **8%** response rate.

The survey asked the following:

- What is going well (positives).
- What could be better (improvements to be made)
- How young people would like to get involved with Children's Services.

## 3.1 The 'Get Involved' Survey results

See the embedded links below that include the survey analysis, staff summary and survey infographics for children and young people.



'Get involved' survey Staff Summary of the 'Get Involved' survey results 7.3.23.pptx 'Get Involved' survey results and feedback f

Survey infographics for children and young people have been shared through Children's Services staff networks (03.05.23) and shared via social media, YEPS, 16+ Team, CLA Virtual School, Residential, Foster care and Kinship care.

## Positives (going well) for young people

- Education and learning opportunities.
- Seeing siblings.
- Youth club.
- Hobbies.
- Having a safe place.
- Safe adults to support young people.

## What could be better...

## 4 to 10 years old

- Make sure young people know who their Social Worker is and other trusted adults.
- More activities in the community.
- Some young people want to know about their children's rights.

## 11 to 15 years old

- Looking at a range of different ways to keep in touch with family.
- Living closer to family.
- Wellbeing- to feel better about yourself.

## 16 to 24 years old

- More activities to do in the community.
- Access to information about mental health and wellbeing.
- Accessible information about Housing and tenancy support.
- Benefits support.



## 4. Key Themes/ Recommendations from the survey

- Make sure that all trusted adults explain who they are. Consider leaving child friendly information such as 'All about me' profiles or a child friendly letter to the young person before meeting them or with a change of Social Worker/ key member of staff.
- Access to information. To develop information in a range of formats that can be easily accessed and shared. Young people 16+ have told us they want easy access to information for benefits, housing, tenancy support and funding entitlements.
- Children and young people have told us how they want to get involved. They would like more in person meet up events, activities with nature, sports, arts and crafts and music and drama.
- To look at different ways to keep in touch with family. Young people have told us they would like more contact with their families.
- **Mental Health and wellbeing support.** Young people would like further support with their mental health and wellbeing activities.

## 5. Next Steps

- Meet with the Transforming Participation Steering group every quarterly to develop the implementation plan and key milestones for evidencing children and young people's voice.
- A task and finish group for developing public facing information for children, young people and families meets every 4 to 6 weeks to also include redeveloping the 'Two sides' website for care experienced young people.
- A proposal to facilitate an autumn workshop with care experienced young people to develop coproduction between the Corporate Parenting Board, Voices from Care Cymru and care experienced young people in RCT. This links to the signing of 'The Commitment' by the First Minister for Wales and Young Ambassadors (May 2023) for developing 'The Vision' for what radically reformed services should look like and should deliver for care experienced children and young people. It commits the Welsh Government to deliver a wide range of changes to the current care system to enable a 'children's first approach' in everything we do (see point 4 in the appendix).

The declaration was developed by a team of Young Ambassadors from Voices from Care Cymru and Welsh Ministers following the first ever summit (December 2022) for children looked after and care leavers in Wales.

## Appendix

1. Voices from Care Cymru ¼ report (February 2023).



Update Report for the Contract Review I

2. Voices from Care Cymru Corporate Parenting Board report (January 2023).



3. Children's Services feedback event (February 2023).



4. Welsh Government Radical Reform Summit (May 2023)



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## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL MUNICIPAL YEAR 2023/24

COMMUNITY SERVICES SCRUTINY COMMITTEE Agenda Item No. 7

25<sup>TH</sup> SEPTEMBER 2023

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES

HOSPITAL DISCHARGE – PATHWAY TO CARE

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR CAPLE.

Author: Sian Nowell, Interim Service Director, Care and Support Delivery, Transformation and Integration

### 1. PURPOSE OF THE REPORT

1.1 This report has been prepared to provide the Community Services Scrutiny Committee with an update on the regional hospital discharge arrangements.

### 2. <u>RECOMMENDATIONS</u>

It is recommended that the Community Services Scrutiny Committee:

- 2.1 Note the content of this report.
- 2.2 Consider whether they wish to scrutinise in greater depth any matters contained in the report.

### 3. REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Community Services Scrutiny Committee with an update on the regional arrangements to support hospital discharge.
- 3.2 To provide the Community Services Scrutiny Committee an opportunity to examine performance against the new reported Pathway of Care Delays validated for the Rhondda Cynon Taf Local Authority area.

## 4. BACKGROUND

- 4.1 In November 2022, the Community Services Scrutiny Committee were updated on the pressures across health and social care and the continued efforts to support safe and timley discharges for residents with eligible needs in Rhondda Cynon Taf. Members asked that a further report be prepared in the autumn of 2023 to provide an update on developments.
- 4.2 The report in November 2022 illustrated the interdependancy between health and social care and that capacity in hospitals was tested by increased demand and the pressures and capacity constraints in the social care system particularly in home care and care homes. Members are advised that we are anticipating a winter of similar demand challenges this year and whilst there has been some improvement in capacity through the year this remains fragile (e.g. the closure of the Willows Care Home in Perthcelyn, a 40 bed EMI Nursing Home in August 2023).

## 5. BUILDING CAPACITY THROUGH COMMUNITY CARE

- 5.1 Preventing the need for people to attend at a hospital is a growing area of focus following the publication of the Welsh Government Building Capacity through Community Care Further Faster statement attached as Appendix 1.
- 5.2 This statement of intent refers to the challenges faced in meeting the needs of a growing eldely frail population and emphasises the need for collaborative approaches across health and social care in the community. This message is important as it recognises that a focus on the challenges and resources at the hospitals will not necessarily resolve the reason people present there in the first place and the capacity to support them home once they are well.
- 5.3 The Cwm Taf Morganwwg Regional Partnership Board had identified this shift in emphasis previously and have agreed a model of integrated community services for implementation.
- 5.4 The model agreed is based on two pathways of integrated care:
  - <u>The urgent pathway of care</u> an urgent, unscheduled community response for intensive, wrap around multidisciplinary team support that is time limited.
  - <u>The population health management</u> a multidsciplinary response to population segmentation to embed a preventative ethos across all levels of need.
- 5.5 The Adult Services Regional Commissioning Group is currently tasked with the design and implementation of the urgent pathway of care reponse as a priority with a final recommendation expected later in the autumn.

## 6. DISCHARGE TO RECOVER AND ASSESS (D2RA)

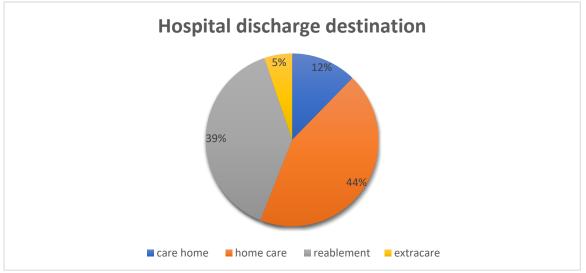
https://www.youtube.com/watch?v=3rb34\_0\_aNc These YouTube videos provide a simple explanation for the public about the pathways for D2RA

- 6.1 Discharge to Recover and then Assess (D2RA) supports effective and timely discharge from hospital for people who no longer require an acute hospital bed. The pathways of care are underpinned by a 'home first' principle of moving assessment for ongoing care, rehabilitation and support needs away from the acute hospital into the most appropriate community setting, focusing on what matters to the person.
- 6.2 Work to incorporate D2RA has progressed throughout the year with most of the development activity required at the hospital including:

6.2.1 All the wards in acute hospitals using the electronic white board. This technology manages patient information and supports a focus on making sure people's stay in hospital is minimised. Data for the length of stay and pathway of care delay performance is managed through this system and the referrals for social care are generated through this mechanism. Rhondda Cynon Taf is currently waiting for our hospital discharge staff to have remote access to the white board data so that we they can track patient details and progress directly and share social care information seamlessly with the ward. This will make a significant difference in terms of communication between agencies to the benefit of the patient.

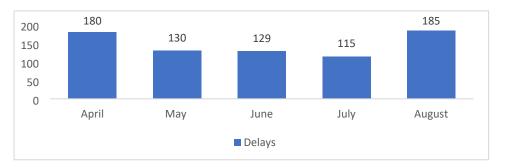
6.2.2 All hospital wards send referrals through to our Single Point of Contact using an Electronic Transfer of Care form (EToC). This is intended to be a trusted proportionate assessment for Adult Services to use in determining onward care arrangements. This form continues to cause some challenges for the Local Authority in terms of content and quality. A review of the form was completed in the summer to make improvements to the content, but the revised form is not yet available.

6.3 Whilst there are some teething difficulties with the transfer of data to Rhondda Cynon Taf, we are managing to support on average around 50 discharges per week. Data recorded since the beginning of July 2023, as shown in the chart below, indicates that the majority of people are returning to their own homes including extra care.



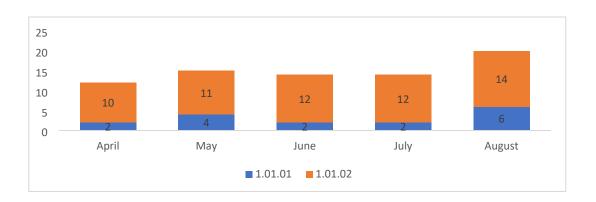
## 7. PATHWAY OF CARE DELAYS

- 7.1 Delayed Transfer of Care (DToC) reporting was suspended during COVID and a revised process in line with D2RA implemented as a pilot supported by the NHS executive called Pathway of Care Delays (PoCD).
- 7.2 The Cwm Taf Morgannwg region engaged with the pilot project and have been submitting data since November 2022 and a new process was developed to collate and validate data. From April 2023 the pilot has become the formal reporting process for PoCDs and is reported to Welsh Government to illustrate the regional performance.
- 7.3 Delay codes are recorded by ward staff on the electronic whiteboards and data is pulled into a report for validation with the Local Authorities. The accuracy of the electronic whiteboards is a vital component of effective reporting and this is still an area for improvement within the Health Board.
- 7.4 The Pathway of care delay reports are attached as Appendix 2 and illustrate performance for the months April August 2023. Performance is set out into Local Authority areas and delay reasons detailed into specific numerical codes.
- 7.5 Overall number of delays for Rhondda Cynon Taf residents across health and social care by consensus period are shown below:

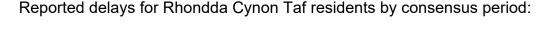


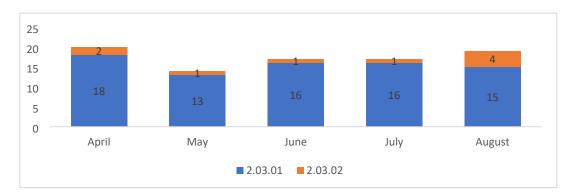
- 7.6 Whilst collaborative working will provide improvements across all codes the areas of greatest influence for the Rhondda Cynon Taf are:
  - 1.01.01 and 1.01.02 these codes illustrate the effective deployment of the social work resource to allocate a case and complete the assessment. Members will note that the Rhondda Cynon Taf data demonstrates an effective deployment of the social work resource reflecting the priority placed on hospital discharge by the Council.

Reported delays for Rhondda Cynon Taf residents by consensus period:



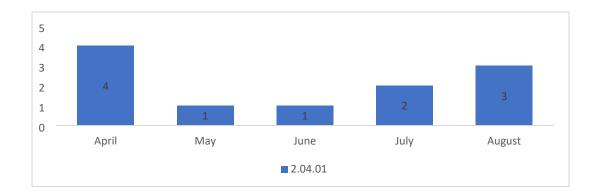
• 2.03.01 and 2.03.02 – these codes relate to delays associated with Home Care and indicate our ability to commission care to meet care and support needs. The data against these codes continues to illustrate some capacity concerns for Rhondda Cynon Taf but the position has improved.



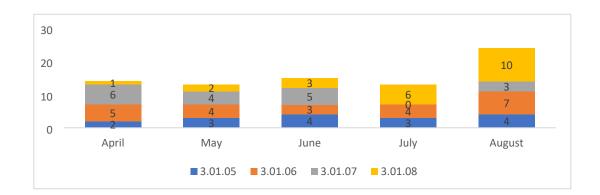


• 2.04.01 - this code is for reablement and should be expected to report a low or no delays as people identified as suitable for reablement are generally supported quickly out of hospital and into the programme.

Reported delays for Rhondda Cynon Taf residents by consensus period:



 3.01.05 – 3.01.08 - these codes relate to delays associated with the care homes and indicate our ability to commission care to meet care and support needs. The data against these codes continues to illustrate some capacity concerns particularly with regards to nursing care and EMI nursing care in August.



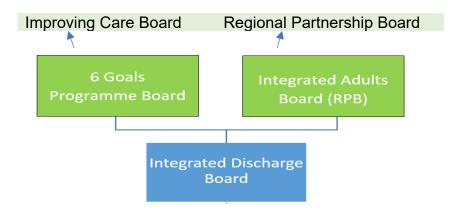
Reported delays for Rhondda Cynon Taf residents by consensus period:

- 7.7 The Integrated Discharge Board has identified that the following delays (shown below) are the priorities for action in Cwm Taf Morgannwg and a joint action plan is under development and expected to be agreed at the next meeting in September.
  - assessment across all partners
  - home care capacity
  - care home capacity
  - disputes

## 8. <u>CWM TAF MORGANNWG INTEGRATED DISCHARGE DELIVERY BOARD</u>

8.1 The Integrated Discharge Board has overall accountability for discharge performance, ensuring PoCD are reported effectively, and for implementation of an improvement plan in line with the D2RA model for Cwm Taf Morgannwg. Prior to this there was no established governance arrangements in place for integrated senior sign off or accountability to the Regional Partnership Board.

8.2 The Integrated Discharge Board has been established as part of the 6 Goals of Urgent and Emergency Care and is accountable to both that Programme Board and the Integrated Adults Board as outlined below:



- 8.3 The key areas of focus for the Integrated Discharge Delivery Board's improvement plan are currently.
  - The PoCD action plan that includes the integrity of the reporting process and validation.
  - The implementation of the electronic data management system including the whiteboards, transfer of care documentation and data quality improvement.
  - The role and function of the trusted assessor to create a more flexible and responsive approach to assessment across agencies. (A good example of a trusted assessor would be the Stay Well @Home assessors in A&E that are both health and social care staff).

## 9. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

9.1 There are no equality and diversity or socio-economic implications arising directly from this report.

## 10. WELSH LANGUAGE IMPLICATIONS

10.1 There are no Welsh Language implications arising directly from this report.

## 11. CONSULTATION / INVOLVEMENT

11.1 There are no consultation requirements arising directly from this report.

## 12. FINANCIAL IMPLICATION(S)

12,1 There are no financial implications arising directly from this report.

## 13 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 13.1 There are no legal implications arising directly from this report.
- 13.2 The Social Services and Wellbeing (Wales) Act 2014 and accompanying Part 4 Code of Practice sets out that where a local authority has carried out an assessment which has revealed that the person has needs for care and support then the local authority must decide if those needs meet the eligibility criteria, and if they do, it must meet those needs.

## 14 <u>LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE</u> WELLBEING OF FUTURE GENERATIONS ACT

14.1 Supporting the discharge of someone from hospital links with the Council's priority: "Ensuring People are independent, healthy, and successful". It also allows the Council to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015, in that they meet the needs of the Council's residents, including an ageing population and those with more complex needs, are more sustainable and increase focus on wellbeing and independence, resulting in the wellbeing goals of a Wales of cohesive communities, and a healthier Wales being supported.

## 15. <u>CONCLUSION</u>

15.1 Rhondda Cynon Taf, along with all other local authorities continues to face pressures across the health and social care system. As we move into the busy winter months, Adult Services will be working together with the regional partners and our commissioned providers to support an effective flow in the hospitals and prevent people remaining in hospital longer than is necessary.

## LOCAL GOVERNMENT ACT 1972

## AS AMENDED BY

## THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

## COMMUNITY SERVICES SCRUTINY COMMITTEE

## HOSPITAL DISCHARGE – PATHWAY TO CARE

## REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR CAPLE.

Background Papers:

Community Services Scrutiny – November 2022

Officer to contact: Sian Nowell, Interim Service Director, care and support Delivery, Transformation and Integration

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Building Capacity through Community Care – Further Faster

Welsh Government Statement of Intent

## Vision

Outstanding whole-system place-based care that enables older people and people living with frailty to live their best life in their community.

## Mission

455,000 people.

Supporting an increasingly older and frail population will be more challenging every year until the mid-part of the century. The proportion of people aged 75 or older in Wales is projected to increase from 9.9% of the population in 2021 to 13.8% in 2041, increasing from around 307,000 people to around

There is currently a clear imbalance in our health and social care system. Specifically, there are missed opportunities for prevention and early intervention in the community, and people stranded in acute hospital and care home settings. This is leading to people being disadvantaged and 'what matters to them' not being achieved, including at the end of life. To address this, funding constraints and structural issues in the labour market mean we must support our existing workforce to drive effectiveness and efficiency across local authority and local health boards. Restrictions in labour supply and limited budgets mean that we also need to think beyond statutory services to strengthen community capacity, recognising the wider determinants of health and well-being.

Consistent with our vision of *A Healthier Wales*, we will go further, faster, together to strengthen community capacity by developing an integrated community care system for Wales. This should fully deliver outstanding whole-system place-based care with and for people, ensuring they remain connected to their communities while preventing avoidable hospital admissions.



## Values

## People-focused

People are the best guardians of their own care. Their place-based care and support should be focused on what matters to them, coordinated and enabled by our organisations, and become easier to understand / navigate for the population as a whole. People and carers should have similar expectations about, and experiences of, the standard of their care and / or support.

## Synergy

The whole must be greater than the sum of the parts. This is 'further faster' as it progresses the ambition of A Healthier Wales long term plan. Further Faster will work synergistically with established national health and social care programmes. It will increase momentum and inform developments, reducing complexity rather than adding to it.

## Partnership

Local government, the Welsh Government, the NHS, the Third Sector, Housing Associations and care providers working together, always in the spirit of a shared endeavour, will be critical to success.

## System learning / Openness to change

The future is already with us, it's just that it isn't evenly distributed yet. We will adopt a more rigorous approach to identifying the 'best in class' innovations from across the sector that will be part of our future national community care system, and a need for greater use of shared budgets between organisations in future.

## Strategy

The Welsh Government, local government and the NHS will provide leadership together, working constructively with partners.

We will bring together and focus existing NHS, social care and community initiatives, and open-up new areas of joint innovation and delivery.

'Two-lane' thinking:

#### Lane 1

#### (We deliver this year)

Partners will work to speed up delivery of actions consistent with our vision, mission and values, including from existing health and social care national programmes e.g. Primary Care including Allied Health Professional Framework and the Community Nursing Specification. All initiatives will need to support the shift of resources towards preventative, community services.

A frailty policy statement will set the direction for further whole system service development, and a more integrated role for the Third Sector will enable greater citizen involvement. We will endorse care models consistent with our vision, mission and values. Proposals currently being explored include:

- Creating net additional reablement hours compared to the previous Winter.
- Accelerating implementation of the Community Nursing Specification, specifically the milestones on weekend and overnight cover.
- Increasing step-up and step-down provision, building on the success of the > 650 beds / equivalents.
- Adopting an All-Wales approach to TeleCare and TeleHealth, by accelerating and widening the work of current programmes. This will involve increasing the scope and scale of existing hubs, and developing a network of two to three interconnected regional hubs with a combined approach for delivery.
- Increasing the number of community coordinators and referral options via the Third Sector, avoiding duplication.
   Fully realise the potential of the third sector, based on clear outcomes supporting sustainability.
- Increasing community teams' contribution to Palliative and End of Life Care at home, building on the findings of the recent Phase 2 Review.
- Increasing the number of community paramedics and an expansion in Enhanced Community Care.

#### Lane 2

#### (We start working now on the shape of things to come)

In parallel we will work together on the future place-based care model.

We will complete a description of outstanding place-based care (the 'service specification'), focused on frailty. This will enable us to conduct demand and capacity forecasting and in turn place and / or grow resources most effectively in the community (the 'workforce specification') leading to allocative efficiency and better outcomes for people. By frailty we mean both the physical effects of frailty but also emotional frailty, whether that be due to factors such as loneliness, isolation, bereavement or other reasons.

This will be a graduated model of care and support. Stronger at the base, activating and supporting people in their communities to maintain or enhance their own and their neighbours' health and wellbeing.

We will examine what new organisational forms may assist in this.

We will work with health boards to ensure they rebalance their finances and workforces away from secondary care to community care. In all these matters we will work jointly with partners to take a Digital First approach. This means opportunities to apply innovative digital technology must be part of everything we consider. However, digital must be an enabler, rather than the purpose of the work. This approach should include a single access point to community services, including potentially an all-Wales telephone number targeted initially at people living with frailty.

#### WELSH GOVERNMENT & NHS EXECUTIVE WALES GUIDANCE

There is a requirement for each health board to measure delayed transfers of care activity via a monthly validated constrainers. This will enable monitoring of the number and length of delays, plus their reasons, assisting NHS organ prioritising actions to alleviate delayed transfers of care.

The census is a snapshot process that identifies those people delayed at a given point each month.

The census date is the third Wednesday of each month.

The baseline for future trend analysis and improvement will be from April 23 Census data.

#### Pathways of Care Delays definition

A pathways of care delay is experienced by an inpatient occupying a bed in an NHS hospital, who is ready to move on t but is prevented from doing so by one or more reasons. <u>The revised definition</u> for recording a delay is:

#### "any patient post 48 hours clinically optimised"

The "next stage of care" covers all appropriate destinations out of the NHS hospitals.

#### Notes

1. This definition covers all adults.

Implicit within the definition is the existence of harmonious working arrangements between all agencies involved planning, including efficient, effective and timely communication, which expedite the patient's transfer of care to the or 3. Multi-agency transfer of care processes are complex – many agencies can be involved in the care and discharge place account must be taken of the patient's own wishes and family/carer issues.

4. The purposes of the census, all patients who continue to occupy an NHS in patient bed after their clinically optin must be reported – i.e. locally agreed timescales must not be applied prior to reporting a delay as part of the census
5. The definition covers adults: Clinically Optimised- "A clinical decision has been made by the registered profession ready for transfer or discharge".

**6.** The registered professional will be part of the Multi-Disciplinary team and have discharge/ transfer rights through the policy and pathways of individual Health Boards and partnership agreements.

7. Discharge does not require an MDT collective decision; it is the lead registered professional who will determine th discharge.

8. The agencies involved in hospital discharge planning will vary from patient to patient.

9. The "next stage of care" covers all discharge destinations out of NHS hospitals .

**10.** Patients will be excluded from the census who are subject to infection protection and control processes within th previously deemed clinically optimised.

**11.** When presenting the results in a graph format, a decision may be made to only include decision codes above a convirt within that decision code. For example, codes with 10 or more patients may be shown.

Page 113

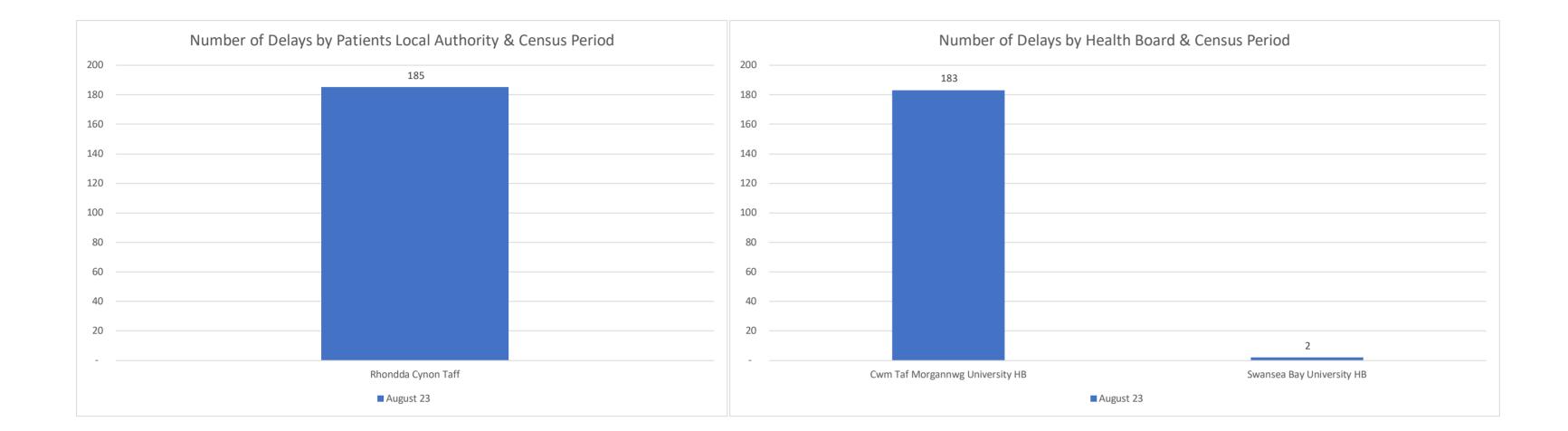
## Patient Resident Local Authority & Health Board Where Patient Treatment is Taking Place

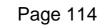
\* The area included in the information contains All Wales and the specific Regions that contains those Local Authorities. The table below is only connected to the "CensusDate (Month)" slicer. Therefore, to change Census Date please select via the Slicers below.

CensusDate (Mont	h)	HealthboardName	HealthboardName			Local Authority		
April 23	May 23	Cwm Taf Morgannwg	Swansea Bay Universi	All Wales	All Local Authorities	Bridgend	Merthyr Tydfil	Rhondda Cynon Taff
June 23	July 23	Aneurin Bevan HB	Cardiff and Vale Univ	Velindre NHS Trust				
August 23								
ų	-							
	А	Census Date ugust 23						
	_		elayed Since					
ocal Authority	D	elays last Cei	ารนร					
Rhondda Cynon Taf	f	185	3,527					

Click here to see charts

	Census Date August 23	
- Health Board	Delays	Days Delayed Since last Census
Swansea Bay University HB	2	56
Cwm Taf Morgannwg University HB	183	3,471



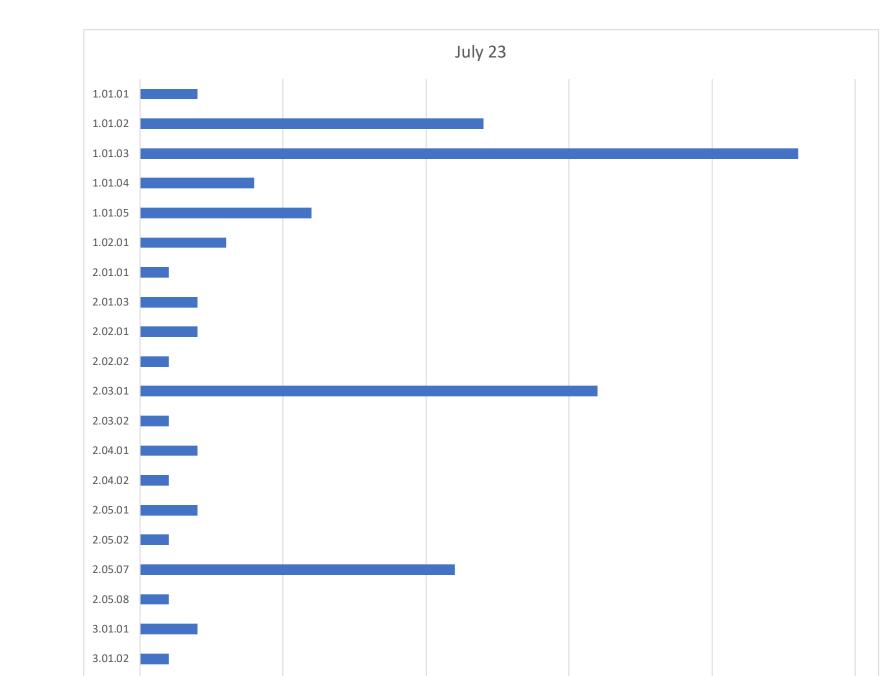


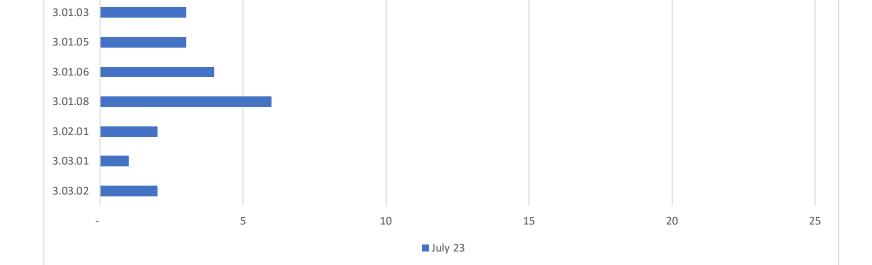
## Number of Patient/Delays & Reason for Delay by Census Period & Patients Local Authority

## To change Census Date or Local Authority please select via the Slicers below.

CensusDate (Me	onth)	Local Authority			
April 23	May 23	All Local Author	ities Bridgend	Merthyr Tydfil	Rhondda Cynon Taff
June 23	July 23				
August 23					
9					

Delays		Census Date
DelayCode	Delay Reason	July 23
1.01.01	Awaiting Social worker allocation	2
1.01.02	Awaiting completion of assessment by social care	12
1.01.03	Awaiting completion of assessment Nursing/AHP/Medical/Pharmacy	23
1.01.04	Awaiting Continuing Healthcare (CHC) Assessment	4
1.01.05	Awaiting joint assessment	6
1.02.01	Awaiting transfer to intermediate care bedded facility	3
2.01.01	Awaiting funding decision	1
2.01.03	Awaiting joint funding decision	2
2.02.01	Awaiting health completion of assessment/provision for equipment	2
2.02.02	Awaiting social care completion of assessment/provision for equipment	1
2.03.01	Awaiting start of new home care package	16
2.03.02	Awaiting restart of previous home care package	1
2.04.01	Awaiting reablement care package	2
2.04.02	Awaiting Community Resource capacity	1
2.05.01	Patient / family choice related issues	2
2.05.02	Patient/ family dispute CHC outcome	1
2.05.07	Mental Capacity / Court of Protection delays	11
2.05.08	Safeguarding issues impacting discharge arrangements	1
3.01.01	Awaiting completion of arrangements prior to placement	2
3.01.02	Awaiting Residential care home manager to visit and assess (Standard 3 residential)	1
3.01.03	Awaiting Nursing care home manager to visit and assess (Standard 3 residential)	3
3.01.05	Awaiting RH availability	3
3.01.06	Awaiting NH availability	4
3.01.08	Awaiting EMI nursing availability	6
3.02.01	Awaiting Mental Health bed	2
3.03.01	Homeless	1
3.03.02	No suitable abode	2





Page 115

## Number of Patient/Delays & Reason for Delay by Census Period & Patients Local Authority Ordered by total patients/delays hughest to lowest by latest month.

To change Census Date or Health Board please select via the Slicers below.

CensusDate (Month	)	Local Authority			
April 23	May 23	All Local Authorities	Bridgend	Merthyr Tydfil	Rhondda Cynon Taff
June 23	July 23				
August 23					
L	ļ				

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01.06       Awaiting NH availability       59       54       48         05.07       Methal Capacity (Court of Protection delays       31       48       46         01.03       Awaiting Continuing Hestlacer (RC) Assessment       31       32       33       28         01.04       Awaiting transfer to intermediate care bedded facility       37       37       37       33       38         01.05       Awaiting EMI narsing availability       29       27       33       38         01.06       Awaiting EMI narsing availability       29       27       33       38         03.02       No suitable abode       28       29       36       33         03.02       No suitable abode       28       29       36       33         03.02       Awaiting funding decision of assess (Standard 3 residential)       24       16       12       26         03.02       Awaiting funding decision of assess (Standard 3 residential)       23       18       44       29       21         03.01       Homeles       12       11       18       48       48       48         03.02       Awaiting funding decision of assessment/provision for equipment       23       18       44       13       13 <td>3.01.05</td> <td>Awaiting RH availability</td> <td></td> <td>63</td> <td>53</td> <td>76</td> <td>73</td> <td>55</td>	3.01.05	Awaiting RH availability		63	53	76	73	55
05.07       Mental Capacity / Court of Protection delays       22       31       48       46         01.03       Awaiting Continuing Iterations care how amage to visit and assess (Standard 3 residentia)       36       43       33       28         02.01       Awaiting Continuing Iterations in intermediate care bedded facility       37       37       37       30       34         01.04       Awaiting EMI residential availability       28       26       33       41         01.07       Awaiting EMI residential availability       29       27       33       38         03.02       No suitable abode       25       30       34       31         05.01       Pattert / family choice related issues       28       29       36       32         05.02       Awaiting functing decision for C/CHC       39       21       11       18       18         05.01       Homeles       19       15       25       13       14       25         01.02       Awaiting functing decision for C/CHC       38       49       13       14       16       11         01.04       Awaiting functing decision for C/CHC       38       49       12       10       8         01.04       Awaiting functing	2.04.01	Awaiting reablement care package		74	47	57	59	51
01.03       Awaiting Nursing care home manager to visit and assess (standard 3 residential)       41       32       39       40         01.04       Awaiting torning Healthore (HC) Assessment (HC)       37       37       19       30         01.08       Awaiting EMI nursing availability       28       26       33       41         01.07       Awaiting EMI rursing availability       29       27       33       38         03.02       No suitable abode       25       30       34       313         03.02       Avaiting Reidential care home manager to visit and assess (Standard 3 residential)       24       16       19       226         03.01       Patient / family refusity to move to next stage of care/ discharge       19       24       29       20       17         03.01       Awaiting funding decision FMC/CHC       38       14       25       31       31       4       25       31	3.01.06	Awaiting NH availability		59	54	45	48	58
01.04Awaiting continuing Healthcare (CHC) Assessment (CHC) Assessment for a contend of the care bedded facility3643382802.01Awaiting EMI runsing availability2826334101.07Awaiting EMI residential vanibability2927333803.02No suitable abode2530343105.01Patient / family choice related issues2829363505.02Awaiting Residential care bone manager to visit and assess (Standard 3 residential)24292205.04Patient / family refusing to move to next stage of care/ discharge1924292105.04Patient / family refusing to move to next stage of care/ discharge1924292105.04Awaiting funding decision FNC/CHC1915251703.01Awaiting funding decision FNC/CHC1010101003.02Awaiting runsing/residential home self-funding819201103.04Awaiting runsing/residential home are package1010101003.04Awaiting runsing/residential home are package101010603.04Awaiting social teed availability276603.04Awaiting social teed availability3336403.04Awaiting runsing discharge arragements15610603.05Disputer adverace/specified indianes33	2.05.07	Mental Capacity / Court of Protection delays		32	31	48	46	33
02.01Awaking transfer to intermediate care bedded facility373719300.08Awaking FMI nexidential availability282633410.107Awaking FMI nexidential availability292733380.302No suitable abode253034310.301Pattent f family choice related issues282936350.102Awaking Residential care home manager to visit and asses (standard 3 residential)241619260.504Pattent f family redusing to move to next stag of care/ discharge192429270.102Awaking funding decision FNC/CHC191525170.104Awaking funding decision121118180.101Awaking funding decision13146110.102Awaking funding decision13146110.104Awaking specialist bed availability8121080.105Awaking specialist de availability8121080.104Awaking specialist de availability33 </td <td>3.01.03</td> <td>Awaiting Nursing care home manager to visit and assess (Standard 3 residential)</td> <td></td> <td>41</td> <td>32</td> <td>39</td> <td>40</td> <td>35</td>	3.01.03	Awaiting Nursing care home manager to visit and assess (Standard 3 residential)		41	32	39	40	35
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0.1.07       Avaiting EMI residential availability       29       77       33       38         03.02       No suitable abode       25       30       34       31         03.02       Pattent / family choice related issues       28       29       36       35         03.02       Awaiting Residential care home manager to visit and asses (Standard 3 residential)       24       16       19       25         03.01       Awaiting funding decision FNC/CHC       19       15       25       17         03.01       Homeless       12       11       18       18         03.01       Awaiting funding decision FNC/CHC       19       15       25       17         03.01       Homeless       12       11       18       18         03.02       Awaiting funding decision FNC/CHC       13       14       6       11         03.04       Awaiting funding decision bome care package       10       10       7       6         03.02       Awaiting funding decision bome care package       10       10       7       6         03.02       Awaiting funding decision bome care package       10       10       7       5       6       10         03.02       Awaiting fo	3.01.08							41
0.3.02       No suitable abode       25       30       34       31         05.01       Patient / family choice related issues       28       29       36       35         0.12       Awaiting facilentia care home manager to visit and assess (Standard 3 residential)       24       16       19       26         0.5.04       Patient / family refusing to move to next stage of care/ discharge       19       24       29       21         0.5.04       Awaiting funding decision FNC/CHC       19       15       25       17         0.3.01       Homeless       12       11       18       18         0.1.02       Awaiting funding decision       8       49       0.20       17         0.3.01       Homeless       13       14       60       11         0.4.02       Awaiting funding decision       8       12       10       13         0.4.02       Awaiting formunity Resource capacty       13       14       60       13         0.1.04       Awaiting funding decision       8       12       10       9       66       8         0.1.03       Awaiting funding decision funding decision       10       10       7       6       8       9       9       6 </td <td>3.01.07</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>33</td>	3.01.07							33
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05.04       Patient / family refusing to move to next stage of care/ discharge       19       24       29       21         02.01       Awaiting health completion of assessment/provision for equipment       23       18       14       25         03.01       Homeless       12       11       18       18       18         01.01       Awaiting funding decision       8       19       20       17         03.01       Awaiting nursing/residential home self-funding       8       4       15       13         04.02       Awaiting community Resource capacity       13       14       6       11         03.02       Awaiting start of previous home care package       10       10       7       6         03.02       Awaiting start of previous home care package       10       8       9       9         03.01       Awaiting issues impacting discharge arrangements       15       6       10       6         03.03       Safeguarding issues impacting discharge arrangements       7       5       5       6         03.03       Awaiting instruing discharge arrangements       3       3       10       4         03.03       Awaiting instruing discharge arrangements       3       3       3       4 <td></td> <td>· · ·</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>37</td>		· · ·						37
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04.02       Awaiting Community Resource capacity       13       14       6       11         03.02       Awaiting restart of previous home care package       10       10       7       6         01.09       Awaiting specialist bed availability       8       12       10       8         02.01       Awaiting Mental Health bed       10       8       9       9         05.08       Safeguarding issues impacting discharge arrangements       15       6       10       6         01.11       Awaiting social care completion of assessment/provision for equipment       7       5       5       6         01.03       Awaiting integrated health /social care community provision for equipment       7       5       5       6         02.02       Awaiting integrated health /social care community provision       9       6       5       6         02.03       Awaiting completion of adaptations (DFG's)       8       3       6       4         02.04       Awaiting provision of medicines management dispensing equipment/support       2       2       5       6       3       11         02.03       Awaiting community based health provision D/N CPN       5       6       3       3       3       3       3       3 <t< td=""><td></td><td></td><td></td><td>-</td><td></td><td></td><td></td><td>12</td></t<>				-				12
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05.05Disputes between agencies468502.03Awaiting integrated health /social care community provision3310402.03Awaiting completion of adaptations (DFG's)836403.03Awaiting Domiciliary care package self-funding333402.02Awaiting community based health provision D/N CPN563102.05Awaiting provision of medicines management dispensing equipment/support22502.05Awaiting learning Disability bed133305.06Intervention by patient's legal representation14102.04Awaiting polliative care poecialist bed311102.05Awaiting polliative care specialist bed3111102.04Awaiting palliative care specialist bed3111102.05Awaiting polliative care specialist bed31111102.04Awaiting polliative care specialist bed3111<	2.02.02			7	5	5	6	7
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Awaiting Domiciliary care package self-funding333402.02Awaiting community based health provision D/N CPN563102.05Awaiting provision of medicines management dispensing equipment/support22502.05Awaiting Learning Disability bed133305.06Intervention by patient's legal representation14102.04Awaiting provision of telecare and /or telehealth equipment112202.05Awaiting palliative care specialist bed311102.04Awaiting palliative care specialist bed311102.05Awaiting palliative care specialist bed311102.04Awaiting palliative care specialist bed311102.05Awaiting palliative care POC112203.04Awaiting CHC new package of care441103.04Awaiting CHC new package of care44403.05Awaiting CHC new package of care44403.04Awaiting	1.02.03	Awaiting integrated health /social care community provision		3	3	10	4	6
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Awaiting palliative care specialist bed3111.02.04Awaiting hospital arranged transport111.02.03Awaiting palliative care POC112.03.04Awaiting CHC new package of care4	2.02.04	Awaiting provision of telecare and /or telehealth equipment		1	1	2	2	3
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.03.04 Awaiting CHC new package of care 4	3.02.03				1	1	2	1
	2.03.04				_	_	4	1
	2.05.02	Patient/ family dispute CHC outcome		1			3	1
	3.01.10			1		1	5	1
	1.01.06			-	1	-	2	1
	3.02.06				1			
·	2.05.03	-			1		Ţ	

## Delay Reason by Health Board Treating Patients Where Patients are Resident Within Specified Local Authorities

CensusDate (Month	)	Local Authority			
April 23	May 23	All Local Authorities	Bridgend	Merthyr Tydfil	Rhondda Cynon Taff
June 23	July 23				
August 23					

Delay		Census Date				
HealthboardName	DelayReason	April 23	May 23	June 23	July 23	August 23
All Wales		1,750	1,526	1,625	1,570	1,552
Aneurin Bevan HB	No suitable abode	1				
	Awaiting RH availability		1			
Cardiff and Vale University HB	Mental Capacity / Court of Protection delays	1	1	1	1	1
	Awaiting transfer to intermediate care bedded facility		4			
	Awaiting Social worker allocation	1				
Cwm Taf Morgannwg University HB	Awaiting completion of assessment Nursing/AHP/Medical/Pharmacy	72	51	49	31	27
	Awaiting start of new home care package	36	36	41	49	36
	Awaiting completion of assessment by social care	32	24	37	35	34
	Awaiting joint assessment	19	14	11	11	23
	Awaiting transfer to intermediate care bedded facility	4	10	6	5	33
	Mental Capacity / Court of Protection delays	8	7	11	15	11
	Awaiting EMI nursing availability	4	6	9	16	17
	Awaiting NH availability	10	5		10	16
	Awaiting Continuing Healthcare (CHC) Assessment	13	7		6	7
	Awaiting RH availability	13	5	<u>6</u>		8
		3		0	13	
	Awaiting Nursing care home manager to visit and assess (Standard 3 residential) Awaiting EMI residential availability	10	4	9	4	8
	Awaiting Social worker allocation	11	8	/	3	5
		5	6	5	5	12
	No suitable abode	4	6	3	5	5
	Awaiting completion of arrangements prior to placement	7	3	2	3	5
	Patient / family choice related issues	6	2	5	4	2
	Patient / family refusing to move to next stage of care/ discharge	8	4	3	2	2
	Awaiting Residential care home manager to visit and assess (Standard 3 residential)	5	3	3	1	6
	Awaiting reablement care package	4	2	4	4	3
	Awaiting health completion of assessment/provision for equipment	2	2	1	3	5
	Homeless	2	2	4	1	3
	Awaiting restart of previous home care package	3	2	1	1	4
	Awaiting funding decision FNC/CHC	2			2	3
	Awaiting Community Resource capacity	2		1	1	1
	Awaiting Mental Health bed	1	1	1	2	
	Awaiting specialist bed availability		2	1		2
	Awaiting joint funding decision	2		1	2	
	Awaiting nursing/residential home self-funding			3	1	
	Awaiting funding decision	1		1	1	
	Safeguarding issues impacting discharge arrangements	1			1	1
	Patient/ family dispute CHC outcome				2	±
	Awaiting extra care/supported living availability		1			1
	Awaiting social care completion of assessment/provision for equipment	1	<b>i</b>		1	1
	Disputes between agencies	1	1	1	1	I
	Awaiting provision of medicines management dispensing equipment/support		1	1		4
		4	1	4		1
	Awaiting completion of adaptations (DFG's)	1		1		
	Awaiting palliative care home	1				1
	Intervention by patient's legal representation		1			
	Awaiting hospital arranged transport					1
Swansea Bay University HB	Awaiting RH availability	2	2	2	2	2
	Awaiting completion of arrangements prior to placement	3	3	2	1	
	Patient / family choice related issues	1	1	1	1	2
	Awaiting specialist bed availability	1	1	1	1	
	Awaiting joint funding decision	3	1			
	Awaiting Residential care home manager to visit and assess (Standard 3 residential)	1	1	1		
	Awaiting Social worker allocation	1	1			
	Awaiting funding decision FNC/CHC	1				
Velindre NHS Trust	Awaiting start of new home care package		1			

Page 117

Page 118