



**Follow-up work on the Review of the 'Place to Call Home' Local
Authority Evaluation Form**

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Chief Executive

Council Leader

Name: Mr Dilwyn Williams

Name: Mr Dyfed Edwards

Date: 31.03.2017

Date 31.03.2017

Signed:

Signed:

Closing date for responses: 31 March 2017

Please e-mail responses to: review.adolygiad@olderpeoplewales.com

Before fully considering this response, we suggest you first of all read the good practice section of 'Ffordd Gwynedd' on page 34, since what is explained therein relates to all the responses in this document.

<p>Outcome</p> <p>Older people receive full support, following a period of significant ill-health, for example, following a fall or stroke, to enable them to maximise their independence and quality of life.</p>	
<p>Action Required (Requirement for Action 2.2):</p> <p>Older people in care homes have access to specialist services and, where appropriate, multidisciplinary care that is designed to support rehabilitation after a period of ill-health. (In partnership with the Health Boards)</p>	
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>The Local Authority complies with the requirements by providing short term care in conjunction with Betsi Cadwaladr University Health Board (BCUHB) for respite, enablement and intermediate care following hospital stay or to avoid a hospital admission. It is also believed that we have implemented the steps agreed upon in May 2015.</p> <p>With the support of an investment from the Intermediate Care Fund in recent years, 23 short-term beds have been set up in care homes across the County. This necessary collaboration to support this provision has led to a better relationship between the staff of the residential homes, community nurses, physiotherapists, occupational therapists and social workers.</p> <p>A substantial proportion of the Local Authority's residential care staff has received enablement care training over the past year and by the end of March 2017 training sessions in personal care will have been held at a total of 11 care homes. This is to ensure that staff are able to identify health conditions earlier, and prevent conditions from deteriorating through earlier intervention by a doctor or community nurse.</p> <p>Specifically, it was noted that the County Forum would be used for reporting on progress and removing obstacles relating to the May 2015 Action Steps. The County Forum no longer exists, but the principle of ensuring ownership of obstacles and attempting to remove them is at the core of the Ffordd Gwynedd culture (a summary of Ffordd Gwynedd is found in the 'good practice' section of this document). Working in accordance with the principles of Ffordd Gwynedd offers staff and managers the opportunity</p>

	to challenge all arrangements and decisions that prevent them from achieving the agreed purpose for Older People in Gwynedd - 'Help me Live my Life as I want to live it'.
On what evidence has this assessment been made? (850 words)	<p>Short-term Specialist Service</p> <p>Health Board and social work staff have access to short term beds that can be used flexibly to provide:</p> <ul style="list-style-type: none"> • A period of respite care for residents who usually receive care at home. Usually, this is a provision in which the individual visits a residential setting to give the carer respite. It can also be a provision in an emergency situation where a carer is unwell or unavailable for a period of time and the individual for whom they care needs short term care. • A period of care for individuals who have been assessed and who would benefit from a period of intervention and support that could avoid a hospital admission. The focus is on helping people regain their mobility and day-to-day life skills and/or on providing an opportunity to conduct a thorough assessment to determine the future needs of the individual, with a focus on maximising their independence. • A period of enablement/rehabilitation for individuals suffering from or recovering from an acute sickness or a fall, and who need to be monitored. The support entails rehabilitation provision from community rehabilitation teams, community nurses, residential homes' staff and support staff. • A period of rehabilitation for residents following a hospital stay (and who are medically fit to be discharged) who need further support in a supportive environment provided by an enablement team, community nurses, support staff and care homes staff. <p>Weekly multidisciplinary meetings are held at the homes in order to ensure coordination and clear communication relating to the care of any person using the specialist provision in question.</p> <p>69% of the Local Authority's care home staff has received enablement training (204 staff members during 2016/17).</p>

30% of Local Authority care home staff have received personal care training (118 staff members during 2016/17), with further sessions being arranged early in 2017/18 to ensure the rest of the staff receive training.

The Intermediate Care Fund had been funding eight beds since 2014/15; the rest of the beds (15 beds) are funded through the Local Authority's core budget. Since 2014/15 this service has received an investment of £905,872 (revenue) and £300,000 (capital). It included funding for the beds and for developing staff skills to enable effective provision of the service, i.e. enablement training and personal care training.

The investment has also led to the modification of facilities in care home units; new kitchens were installed to enable users to prepare their own meals, to reinforce their skills, and promote their independence before they returned home. The investment has also ensured that the correct equipment is available to provide a safe and high quality service for all users.

Table A - Number who have received short term care

	14/15	15/16	16/17*
Respite	71	177	214
Enablement	27	67	49
Intermediate	17	54	70

*Figures up to the end of January 2017

The above figures also include self-funders. This short term service does not differentiate between individuals' personal situations in any way. It is anticipated that approximately 60 individuals who self-fund have used the short term service in 2016/17.

With a clear increase in use being highlighted in Table A, year on year, we anticipate even greater use in 2017/18.

Ffordd Gwynedd

Based on Ffordd Gwynedd principles, a care coordinator is allocated for every user receiving a service to ensure that one individual is responsible for managing the person's

care, and then brings in any other expertise or discipline as required. This ensures that individuals are not transferred from one worker to another; meaning, also, that they do not have to repeat their story and re-establish their relationship time and again. The coordinator could be employed by the Local Authority, the Health Board or the Third Sector; this, therefore, emphasises the importance of consistent multi-agency collaboration.

'Collaborative conversations' training

The 'Collaborative conversations' training for social work teams, run by Rhoda Emlyn Jones through the SSIW, aims to ensure better discussions with individuals. The training focuses on identifying what matters to individuals and supports the vision that forms part of Ffordd Gwynedd. The Arfon social work team recently had training and the intention is to introduce this to the Dwyfor and Meirionnydd teams over the coming months.

Out of Hours Provision

Over the recent months, the working hours of community nurses has been extended to 24 hours and the multi-disciplinary support has increased. It is too early to see what effect this is having, but we will be keeping an eye on this development.

Specifically, in terms of the social work, the Night Team continues to provide out of hours service but, in accordance with the action steps of May 2015, we must consider extending the hours of service available to residents and the public. The advantages and disadvantages of this will be considered as part of the development of the Information, Advice and Support service.

Other services

Arrangements are in place for residents living in care homes to receive basic health support such as visits to the dentist, hearing tests, podiatry etc. This is offered either at the care home or at nearby doctors' surgeries. Care home staff refer individuals according to need, and private health service is used as well as Health Board services. At one specific care home, we know of a weekly arrangement where a GP holds a surgery within the home.

What impact has this had on the residents' quality of life and care?
(850 words)

Short-term Specialist Service

Table A above shows the increase in the users of the different types of short term beds, but Table B below shows the effect of the short term service on people's lives e.g. enabling people to return home.

Table B - Result / Effect on the individual

	14/15	15/16	16/17*
Returning home	80%	79%	80%
More hospital treatment	9%	6%	9%
Staying at home	8%	10%	8%
Moving to another home	3%	4%	2%

*Figures up to the end of January 2017

Summary of Case Studies

One resident of Llys Cadfan Home was very happy with the enablement care she received after a stroke. She wrote to the local newspaper to share her experience.

After a six-week period of short term care at the home, she returned to her own home. She thoroughly enjoyed this time and it was arranged for her to attend the day care provision once a week in order to ensure she continued to socialise with the friends she had made. In her own words:

"I had an opportunity to make new friends and become part of this warm and friendly family. Everyone is treated in a professional manner and there is clear commitment to care."

Another individual who lived alone and was fully independent before falling and breaking both wrists, also welcomed the opportunity to receive short term support after a hospital stay. Whilst in hospital, she was referred to the Intermediate Care Team and they were concerned that she would not be able to cope alone at home with preparing meals, personal care and general day-to-day tasks. From talking to the individual, it was agreed that she would benefit from spending some time at the Bryn Blodau Home in order to recuperate and regain her confidence to return home and live fully independently again. Had she returned

	<p>home directly from hospital without receiving this short term care, the following risks would have been anticipated:</p> <ul style="list-style-type: none"> • Falling • Lack of nourishment - from an inability to prepare meals • Deterioration in personal care • Difficulty with tasks such as going to the toilet • Unintentional injury at home • Skin deterioration <p>The social worker responsible for coordinating this individual's care confirmed that she had been in touch with her whilst at hospital to make sure that she was fully aware of all the options available to her. The social worker kept in touch consistently during her time at Bryn Blodau Home and also during visits, such as those to the Physiotherapy Team when removing the plaster cast. As the end of the period of specialist short-term support at the home approached, possible support options in the community were discussed. This was rejected; she noted that the support she had received had supported her in a very positive way when she had needed it. Consequently, she was confident that she would be able to cope independently at home once more.</p> <p>National Questionnaire 2016/17 - clients' views</p> <p>In 2016/17 a questionnaire was sent to residents who were receiving some type of care from the Local Authority across the County. 52 care home residents responded this year, and we believe the response gives us an initial idea of the general feelings. Specifically, relating to residents' satisfaction with the care and assistance they receive: 88% reported that they were happy and 10% reported that they were sometimes happy. We believe the efforts made in this field are reflected in these percentages.</p>
If further actions are needed to ensure compliance, please note what these will be and	<p>Further development of Short-term beds</p> <p>Discussions are taking place between the Council's Senior Manager - Housing Unit and Health Board Senior Managers, to ensure that additional provision is available in Extra Care Housing in Bangor following the success of Awel y Coleg in Y Bala. This type of provision is supported by community carers.</p>

<p>provide a timeline for compliance. (500 word)</p>	<p>A multi-disciplinary group (which includes representatives from Older People and Physical Disabilities Service Area Managers, nurses, Internal Provision Officers, and the hospitals' 'discharge coordinators') meets regularly to discuss matters and share good practice; it also considers ways of further developing the service.</p> <p>One topic that has recently been discussed at these meetings is the unsafe discharge of individuals. Some homes that provide short term service have noted examples of individuals arriving at the home without their walking frame or their medication. Arrangements are now in place to respond to these significant concerns; however, the situation will need to be fully monitored with specific attention given to any unacceptable examples.</p> <p>Development of Llys Cadfan Home</p> <p>In 2016, the Local Authority, jointly with the Health Board, commissioned research by the consultancy firm Flynn and Eley Associates. This research specifically considered new models of care in order to respond to concerns about the provision available in rural areas across the County. The vision was shared with adjacent Local Authorities and specialist provision, which stems from this initial work, is being developed at Local Authority-run homes.</p> <p>Llys Cadfan in Tywyn is the first on the list of homes receiving attention over the coming years and developments are already under-way through the Intermediate Care Fund 16/17. At present, its dementia unit has eight beds. These modifications would mean expanding the current capacity so that up to five more individuals with memory problems can be cared for, and part of this work has already been completed. To support this specialist provision, a community psychiatric nurse resource and a community nurse would be needed at the home to ensure residents with more profound memory problems receive the specialist care they need. This provision will make the lives of service users and their families easier and will mean that they do not have to leave their local areas and travel for miles to receive this specialist support. The nearest nursing home providing specialist dementia care is 40 miles away.</p>
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	<p>Because of the success of the above-mentioned short term beds provision, this development will also lead to an increase in the number of short term care beds at the home, from two to seven. Day care facilities will also be upgraded as part of the whole site development.</p> <p>It is expected that all the construction work will have been completed by October 2017 and it is hoped that the Community Psychiatric Nurse and Community Nurse posts will be filled as soon as possible.</p> <p>In terms of these development, the Local Authority and the Health Board are working closely with the CSSIW to ensure the registration requirements are attained and, thus, be able to offer the provision to citizens without delay.</p> <p>A follow-up from the regional exercise "Week in a Room"</p> <p>As part of the exercise, senior officers from the Local Authority, Betsi Cadwaladr University Health Board, and third sector representatives have visited residents who receive care, providers and staff, in an attempt to understand the system specifically the fragility of the care market. The exercise has certainly highlighted what works and what does not work as well, and what consequently requires attention. A comprehensive action plan of recommendations was drawn up and work is under-way to implement it.</p>
	<p>Generic Workers</p> <p>The Local Authority is collaborating with BCUHB to examine the possibility of developing care workers as generic workers to carry out basic nursing tasks. It is hoped that expanding the scheme to develop staff in the homes as generic workers will enable them to carry out some basic health tasks such as measuring blood pressure, pulse and temperature, changing dressings, testing blood sugar levels, testing urine samples, administering eye drops etc. This would enable residents to receive care in the home when required, rather than having to wait for a nurse or doctor to visit.</p>

	<p>‘Cartref’ Project</p> <p>Betsi Cadwaladr University Health Board's 'Cartref' Project enables vulnerable older people in our communities to access a medical opinion without the need to travel far from the home. ‘Virtual’ appointments via video conferencing are used to link consultants in Ysbyty Gwynedd with patients who attend appointments in their nearby community hospitals. This provides individuals with improved experiences and outcomes and reduces the need to travel. We anticipate that we will measure the impact of this latest scheme on residents during the coming year.</p>
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N.B. - The Commissioner's expectation is that specialist services are made available to all residents, where appropriate, including self-funders. Evidence submitted in this section should therefore reflect this.

<p>Outcome</p> <p>All staff working in care homes understand the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made.</p>	
	<p>Action Required (Requirement for Action 3.2):</p> <p>All care home employees undertake basic dementia training as part of their induction and all care staff and Care Home Managers undertake further dementia training on an on-going basis as part of their skills and competency development, with this a specific element of supervision and performance assessment.</p> <p>The Commissioner's expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that all staff working in care homes understand the physical and emotional needs of people living with dementia.</p>
<p>To what extent do you comply with this Requirement for Action? (300 words)</p>	<p>We believe that we comply with this requirement for action although further actions have been implemented to ensure consistency across the board.</p> <p>The Older People's Commissioner noted in the <i>document Dementia (2016): More than Just Memory Loss</i> that there was a lack of general and specialist training in relation to dementia care. As a Local Authority, we are aware of this concern and have been following the Dementia Learning and Developing Framework for Wales. We have been holding training in accordance with the Framework for some years.</p> <p>The following is recommended:-</p> <ul style="list-style-type: none"> • Basic Awareness - Two hour sessions for the Local Authority's general staff. These are "Dementia Friend Sessions" that are held by dementia champions who are registered with the Alzheimer's Society. • Dementia Awareness - One-day awareness raising sessions for care staff (all staff working in the field of adults). • QCF Level 2 Award in Dementia Awareness - Two day course specifically for those working within the field of dementia. • QCF Level 3 Award in Dementia Awareness - Five day course for managers and senior carers.

	<p>The Local Authority's Workforce Development Unit arranges training on various aspects of care for Local Authority employees and agencies that have entered into service level agreements / contracts with the Council.</p>																		
On what evidence has this assessment been made? (850 words)	<p>Workforce Development Unit</p> <p>The Workforce Development Unit ensures that all staff working in the Local Authority's care homes understand the physical and emotional needs of people living with dementia. E-learning training modules are offered to all Local Authority staff, which can be accessed through the Council's intranet.</p> <p>https://www.gwynedd.llyw.cymru/cy/Busnesau/Cymorth,-cefnogaeth-a-hyfforddiant/Partneriaeth-datblygur-gweithlu/Rhestr-hyfforddiant-ac-archebu-cwrs.aspx</p> <p>The Care Council's video, 'Home from Home', on the importance of induction for care workers, uses a dementia case study, and is included in the care staff induction course (80 were trained in 2016/17). An e-learning module on dementia has been available since October 2016.</p> <p>http://gwynedd.learningpool.com/course/view.php?id=153</p> <p>Number who have received training through the Workforce Development Unit.</p> <table><tr><th>Training</th><th>Internal Staff</th><th>Private Staff</th></tr><tr><td>Dementia Awareness</td><td>267</td><td>38</td></tr><tr><td>Level 2 Dementia Qualification</td><td>45</td><td>9</td></tr><tr><td>Level 2 Dementia Qualified</td><td>58</td><td>11</td></tr><tr><td>Level 3 Dementia (Managers)</td><td>11</td><td>16</td></tr><tr><td>Level 3 Dementia Qualified (Managers)</td><td>6</td><td>4</td></tr></table> <p>It was noted that a number of the private organisations have their own training arrangements, and did not access the training offered by the Workforce Development Unit. The Unit tends to provide training to the smaller private organisations.</p> <p>Private Care homes</p> <p>Based on a sample of private care homes, we can report that approximately 70% of the homes' staff have received</p>	Training	Internal Staff	Private Staff	Dementia Awareness	267	38	Level 2 Dementia Qualification	45	9	Level 2 Dementia Qualified	58	11	Level 3 Dementia (Managers)	11	16	Level 3 Dementia Qualified (Managers)	6	4
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basic dementia training, and that approximately 20% have received specialist dementia training. Although this information does not provide us with a comprehensive picture, it does highlight the need for further work to ensure that there are more robust arrangements in relation to basic and specialist dementia training across the county.

DementiaGo Scheme

In addition to training, the DementiaGo scheme has held exercise sessions for people with dementia and their carers in leisure centres since 2015. This scheme has been very successful in encouraging people who live with dementia and their carers to keep active, and also provides an opportunity to socialise, or for the carers to rest if they do not wish to participate. The programme has also been extended and developed to offer experiences to residents within our care homes. The scheme has also been successful in engaging staff in care homes to become 'dementia friends and dementia champions.

Dementia Friendly Communities

As part of the DementiaGo development, Porthmadog became a dementia friendly community in 2016. People are encouraged to become dementia champions, and awareness sessions are offered to the public in various centres and within care organisations.

The Local Authority works with the Alzheimer's Society to provide training to as many people, businesses and groups as possible, in order to help people with dementia. As part of the scheme, individuals can receive 'Dementia Friend' information and awareness raising sessions, and a town or village can gain 'Dementia Friendly' status by reaching specific milestones. Currently, other communities such as Bontnewydd, working with Bryn Seiont Newydd, aim to become dementia friendly communities in the near future.

Collaboration with the Dementia Services Development Centre, Bangor University

We are extremely fortunate to have the expertise offered by the Dementia Services Development Centre. The Centre is internationally renowned for its research and work in developing and evaluating creative psycho-social interventions for people with dementia and their carers, and

	<p>its studies on individuals' well-being and resilience later in life. They are leading the way by bringing together people who are living with dementia, their carers, professionals and researchers locally, with the aim of sharing information and inspiration to create more knowledgeable and inclusive communities to improve dementia care and support in north Wales.</p> <p>The Local Authority work with the Centre on a number of projects including the design of Cartref Bryn Blodau, the development of 'Dementia Friendly communities' and the television programme 'Hen Blant Bach'. There is also work in the pipeline to develop a method to measure the impact of the DementiaGo Scheme.</p>
<p>What impact has this had on the residents' quality of life and care? (850 words)</p>	<p>'Call back' sessions following Training</p> <p>Following level 2 and 3 dementia qualification training, a call back day is held to measure its success and effect on residents. One of the questions posed to the attendees is 'what effect does the training have on the lives of residents in your home?' Although the responses are not recorded, this exercise is valuable as it provides an illustration of the changes that are happening in the county's care homes - supported and driven by specialist dementia training.</p> <p>Dementia Specialist Training</p> <p>Staff and managers of the Local Authority's care homes attended specialist training run by David Sheard, entitled 'Dementia Care Matters'. Following this training, managers reported that since the training, they were better placed to resolve issues of concern in relation to enabling people to live full lives. The training not only introduced them to new methods of supporting staff, but also improved their factual knowledge about the range of the condition and the obvious advantages of person-centred strategies to support individuals who display behaviours that cause concern.</p> <p>Staff also noted, following the training, that they felt that they had learned key skills in relation to person-centred tools to support individuals effectively. The training has specifically improved specialist skills for responding to behaviours that cause concern.</p>

	<p>Plas Maesincla Care Home Following the training mentioned above, steps were taken to implement the principles at Plas Maesincla.</p> <p>A video about Plas Maesincla shows how they have transformed provision to ensure that the residents, who are living with dementia, are at the centre of everything that happens and that the home's staff understand the residents' physical and emotional needs. <https://vimeo.com/102033703></p> <p>Bryn Seiont Newydd Care Home This care home specialises in dementia care for up to 71 residents, and is located in Caernarfon. All the workforce is trained to a high level through their carers education centre. The centre has won awards and the home can care for people with complex mental health conditions and challenging behaviour. Similarly to the County's other care homes, they develop plans that focus on the individual in order to enable people to live according to their wishes.</p> <p>An existing and innovative scheme is also underway with the development new purpose-built units for couples to remain living together for as long as possible.</p> <p>DementiaGo At The Bay Care Home in Tywyn, staff have received specialist DementiaGo training. They have dementia champions, and the home offers afternoon tea for families who have been affected by dementia. The staff also take residents to weekly DementiaGo sessions at the local Leisure Centre.</p> <p>A husband and wife from Trefor have been attending the DementiaGo class at Dwyfor Leisure Centre in Pwllheli since March this year. The husband suffers from dementia and Parkinson's disease, and his wife is his carer. Both say that the exercise sessions are beneficial and raise their spirits. The husband's assessments show an improvement in his mobility that helps with his daily life and reduces the risk of falling.</p>
If further actions are	Development of Llys Cadfan and other Care Homes

<p>needed to be compliant, please note what these will be and provide a timeline for compliance. (500 words)</p>	<p>See the relevant parts in relation to the development of Llys Cadfan in the response to Requirement for Action 2.2. It is also intended to introduce similar developments to those being undertaken at Llys Cadfan in the Local Authority's other homes.</p> <p>Service Level Agreements</p> <p>Since April 2017, there is a new agreement in place between the Local Authority / Health Board and all private care homes. There was a clear expectation as part of this agreement, developed on a regional basis throughout north Wales, that basic dementia training should be mandatory for all staff. Given the percentage of staff that have received basic and specialist dementia training in the county's private homes, it is essential to increase this percentage as soon as possible, and support should be offered as necessary. Further attention will be given to the development of the Safeguarding and Quality Unit in the response to Requirements for Action 6.2 and 6.7, but it is assumed that this is also an appropriate response to the concern about the training percentages, i.e. the new Safeguarding and Quality Assurance Unit will be responsible for all the quality assurance elements, customer care monitoring etc.</p> <p>Extending the DementiaGo Scheme</p> <p>A recent decision has been taken to extend the provision, by training and mentoring the care home workforce to hold sessions within the care homes. It is intended to train the workforce within 11 Care Homes by the end of 2017/18. The scheme will ensure that residents have the opportunity to be as active as possible to reduce the risk of falling, reduce depression and increase the quality of life.</p> <p>Hand in hand with the expansion of this scheme, as mentioned, there have been initial discussions on the need to demonstrate and measure the impact of the scheme. This will be crucial in order to justify continuous financial support from the Council and the Health Board in future.</p>
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Outcome

Older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home. Care homes are more open to interactions with the wider community.

Older people are able to continue to practice their faith and maintain important cultural links and practices.

Action Required (Requirement for Action 3.3):

Active steps should be taken to encourage the use of befriending schemes within care homes, including intergenerational projects, and support residents to retain existing friendships. This must include ensuring continued access to faith based support and to specific cultural communities.

The Commissioner's expectation is that this will include reference to actions that the Local Authority has taken as commissioners of care to ensure that older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home.

To what extent do you comply with this Requirement for Action? (300 words)

Despite efforts to comply with this required step, the financial climate and the vulnerable nature of the care market makes compliance with the Requirement for Action as comprehensive as one would wish (e.g. shortcomings in terms of resources and staffing levels so that staff can be released to take residents out of the care home so that they keep in contact with friends), quite challenging.

The Local Authority is fully committed to ensuring that its citizens receive the care and support they require to maintain their emotional and mental welfare. As an Authority, we have a firm vision that each of us has a responsibility for ensuring this, and to this end, our strategic project, Her Gofal (Care Challenge), ensures that the people of Gwynedd truly understand the challenge which faces us to motivate and support communities to contribute by taking action in the community.

We are working with communities to identify their strengths and the aspects that need to be developed, with the intention of creating interest in community action in order to respond to the care challenge and to the well-being issues of our communities. We are working in a way that seeks to ensure that the people of Gwynedd understand the field, which means that we will contribute and naturally support the most vulnerable in our communities, including those who choose to live in our care homes.

	<p>In addition, the "Ffordd Gwynedd" principles ensure that the people of Gwynedd are at the centre of everything we do. Care plans within care homes are person centred and therefore the focus is on a holistic method - not only in respect of the residents' current care needs but also on their history, interests and contacts.</p> <p>A number of the homes have a close relationship with community organisations such as schools, chapels and churches and our homes welcome any contact with families, relatives and friends. Over recent weeks, a variety of Welsh cultural activities have been held, including a St David's Day Lunch that is open to residents and their families or friends, as well as opportunities to watch rugby matches etc.</p> <p>We seek to ensure that the provision reflects the culture of our residents and offers services in their language of choice. We believe that the Local Authority's language policy sets a solid foundation for our bilingual workforce to be able to respond to individuals' care needs from a language perspective. The 'More than Just Words' strategic framework also places an emphasis on ensuring that individuals receive a service in their first language without having to ask for it. The new service level agreement that will be in place in April will set firm expectations for the provider and the commissioner in order to achieve this active offer, and we, as a Local Authority, will ensure support for care homes across the County.</p> <p>The majority of the County's care homes have a wireless connection at the site and there are examples of residents using personal devices such as an 'Ipad' or 'Kindle' in order to socialise with their families and friends across the globe.</p>
On what evidence has this assessment been made? (850 words)	<p>Level 2 and 3 dementia training and assessment</p> <p>This training focuses on the individual and highlights the value of placing the person at the centre when developing a joint care plan. It triggers an understanding of what is meant by equality, diversity and inclusion in dementia care, as well as an understanding of the importance of the diversity of individuals with dementia and an understanding of the importance of inclusion. If an individual wishes to go out to socialise with others in the community, the service does its best to ensure that this happens. In addition, QCF qualifications are in place that look at values and the person centred way of working in</p>

terms of supporting individuals to socialise in the home or in the community.

Age-friendly communities

A good example of intergenerational activities can be seen in Tudweiliog, where children from the primary school help to prepare meals for the older residents in the area. It is an interesting social event for the older people, as it gives them an opportunity to get to know the children and follow their development. Similarly, the children have the opportunity to learn much about the history of their area. In this example, the emphasis has been on older people who live in their own homes, but the principle of it is something that we as a Local Authority are attempting to promote across the County.

The 'Hen Blant Bach' television programme

The aim was to bring two generations together as the children of Plant Parciau nursery visited Plas Maesincla for a week to mix and socialise with the residents. The purpose of the experiment was to discover how the two generations would respond to each other whilst participating in various activities. This was a new and different experience for both generations, and of course a new challenge for staff. The idea originated from the United States where older people's homes are co-located with care establishments of young children so that they have the opportunity to jointly receive care and take part in activities. The experiment was a huge success and this was reflected in the television programme broadcast on 28 December 2016. They made cakes and crafts, sang and played together, and as one of the residents was a former member, Llanrug Silver Band joined in with the fun. In the midst of the fun and games, it became apparent that this had huge potential in terms of preventing loneliness among our elderly.

Preventing loneliness through the arts

Gwynedd Council Community Arts Unit offers a range of artistic activities across Gwynedd, with some specifically targeted for older people in our homes. Among the projects that are currently in progress are 'Cyfrinachau'r Môr', where the elderly have the opportunity to create creative work inspired by their memories and experiences of the sea, and 'Cyfeiriadau Newydd', by the Dwyfor Community Art Therapy Group, which uses art therapy as a form of psychotherapy, provided in partnership with the Betsi Cadwaladr Health Board.

The Unit has also commissioned the William Mathias Music Centre to run a new arts scheme to work with older people. Emphasis is placed on bridging the generations as many older people miss the company of children and young people. As a part of the scheme, weekly music sessions are held so that older people can come together to sing familiar songs. At the same time, children from Ysgol Gynradd Gellilydan and Ysgol Bro Tryweryn learn the same songs so that the children and older people can come together to sing.

Extension of the Music in Hospitals Programme

A magical Christmas Concert was held for residents and friends of the Bryn Seiont dementia care centre in Caernarfon. Dr Rhiannon Mathias was one of the performers who performed a selection of popular carols and seasonal traditional Welsh songs during the concert.

Paying tribute at the Red Poppy exhibition

Some months ago, Caernarfon Castle was awash with colour as the Red Poppy exhibition visited the town. Thousands of people flocked to Caernarfon during this period, eager to visit this special exhibition. Amongst those who visited the poppies were the residents of many of the County's care homes, including some individuals who served during the Second World War.

The Perthyn Project

The area's children have been working with the residents of residential care homes for the elderly and a textiles artist on a project celebrating the links between Caernarfon and Patagonia. The dream of establishing Y Wladfa Gymreig (the Welsh settlement) in South America began in Caernarfon when the idea was first discussed in Capel Engedi, New Street, in 1856. The artist, Cefyn Burgess, who has designed fabrics for global fashion houses, is working with the pupils at Ysgol yr Hendre, Trelew, Patagonia, to produce a 'tapestry' that illustrates life on the Camwy river and he is now extending the project to include pupils from Ysgol yr Hendre, Caernarfon, which is twinned with Ysgol Trefelin in Patagonia. The residents of Bryn Seiont Newydd care home, Caernarfon, have also joined in with the Perthyn project to share their memories.

The DementiaGo Scheme

As previously noted in part 3.2 of this response, the innovative DementiaGo programme offers intervention in the form of physical activity for people living with dementia and their carers. The programme, which is being offered within communities and residential homes, gives them the opportunity to socialise with other people in the same situation, whilst placing emphasis on keeping fit.

The 'Speak Up' Project

The new 'Speak Up' project commenced in November 2016, and it is being funded for three years by Comic Relief. The scheme includes 10-week activity courses provided at care homes by trained volunteers. The aim of the scheme is to:

- reduce the need for formal support, and improve the welfare of residents in care homes.
- increase communication between residents and staff by improving confidence and allowing staff to have meaningful conversations with the individuals about their interests and values, and what matters to them in their lives.

Advocacy

At present, our advocacy service goes out to tender. As a part of this, we commissioned a consultation with residents, which includes older people in care homes, in order to ensure that the voices of older people are heard as part of the process.

National Questionnaire 2016/17 - clients' views

It is believed that the responses to the questions below are appropriate to begin measuring the impact of our efforts. The responses clearly show that a considerable amount of additional work needs to be done, specifically to improve residents' sense of being a part of their community.

	Don't know	No	Sometimes	Yes
I feel that I'm part of my community	11.54%	7.69%	28.85%	51.92%
I am happy with the support from my family, friends and my neighbours	0.00%	5.77%	5.77%	88.46%

What impact has this had

Creative Opportunities

<p>on the residents' quality of life and care? (850 words)</p>	<p>A range of creative opportunities have been offered to the residents of our homes over the past year. Specifically, in relation to dementia, participating in arts activities can offer an opportunity for people to relax, enjoy and put their minds at rest. Art also allows people to express feelings which can influence healing. Note that the creative part of the brain, in cases of vascular dementia and Alzheimer's disease (the most common form of degenerative brain disease), may avoid harm for years.</p> <p>One patient was very sad as she was no longer able to sign her name and so had to transfer power of attorney to her sister. The patient also felt that she had lost the ability to record. They experimented with wrapping lots of tissue paper around pastels in order to improve her grip and the individual managed to draw a lovely picture of leaves and flowers. She said in astonishment, 'I have felt so sad as I was no longer able to write and I was about to give up, but doing this today has made me realise that I can continue to record the lovely things in the world'.</p> <p>The Community Arts Unit asked about the residents' level of satisfaction with the content and artistic quality of the project. 5 of the 6 individuals reported that they were exceptionally satisfied.</p> <p>Faith based support</p> <p>Care homes across the County encourage weekly contact with Faith leaders and in a few homes, the residents attend a coffee morning at the local church. The Bay home in Tywyn also prepares Communion services as required.</p> <p>Local visits</p> <p>At Plas Pengwaith Care Home, Llanberis, all of the residents have a bus pass and they use public transport (with the support of a carer), to go shopping in Bangor and to visit their families and friends in nearby villages. Another example of this can be seen at Bryn Blodau Home, where some of the home's residents take themselves to the nearest town to socialise.</p> <p>The 'Hen Blant Bach' television programme</p> <p>The Local Authority's Strategic Plan includes various well-being goals including a resilient Gwynedd, a Gwynedd of cohesive communities and a healthier Gwynedd. The 'Hen Blant Bach' television programme has certainly contributed to these goals</p>
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	<p>in the context of an ageing population and the intention to attempt to ensure that people are considered as assets throughout their lives. In terms of our children and young people, we see this as an excellent opportunity for them to learn and develop their skills by being in the company of older people who have a wealth of life experiences, as well as a potential opportunity for young people to see a potential career in the care field.</p> <p>Here is a quote from one care worker: <i>"One lady didn't have any children, she had no confidence in anything child-related. She stood back - she didn't know how to cope or what to say to the children. But by the end of the week she was making hats with them, they were sitting on her lap. It was great. She opened up and came into her own. It was excellent - I don't want this to stop."</i></p> <p>http://www.welshnewsextra.com/pioneering-project-bridges-the-generation-gap- http://www.welshnewsextra.com/flagship-dementia-care-centre-hailed-as-natura</p> <p>The 'Speak Up' Project</p> <p>Qualified volunteers have been holding weekly activities at Bodawen Home, Porthmadog, over a ten week period. The main focus of the sessions was to promote discussion topics between the staff and residents of the residential home, as well as holding practical activities such as plant growing. It was reported that the scheme had undoubtedly created vitality in the home and the experiences are still being discussed by the staff and residents. Plas Gwyn home, Cricieth, will also commence these sessions soon.</p>
<p>If further actions are needed to be compliant, please evidence what these will be and provide a</p>	<p>Ageing Well Plan</p> <p>The Ageing Well Plan launched in 2017 outlines how the Local Authority considers the needs of older people when providing services for the County's residents. The plan also considers how local progress can be made in the following fields:</p> <ul style="list-style-type: none"> • Creating Age-friendly Communities

	Empower more older people in falls prevention	Extend the number of classes to Meirionnydd	Exercise Referral Scheme Coordinator	During 2017
	Leisure Centre Staff being proactive in assisting older people to remain in these.	Arrange training for leisure centre staff to adapt exercises to maximise the physical independence of older people.	Exercise Referral Scheme Coordinator	2017-18
	<p>The full document is available through the following link: Cynllun Heneiddio'n Dda Gwynedd Cym terfynol.pdf</p> <p>Co-production Greater emphasis is placed nowadays on co-production, where the residents who require support play a full part in the development of their care. Developing various ways of co-production is certainly a key priority for the future. The Local Authority has a key role to play in terms of encouraging effective collaboration between various organisations and sectors, in order to achieve a common goal.</p> <p>Again, the Safeguarding and Quality Unit will have a key role to play in ensuring full compliance and the need to implement this as they develop their monitoring and quality measuring arrangements for the future (Details regarding the new Unit can be seen in the response to 6.2 and 6.7).</p> <p>The good work noted in this response needs to continue, but it is also apparent that greater focus needs to be placed on residents in care homes - bearing in mind the difficulties caused by lack of resources and general staffing levels in the field.</p>			
	<p>Outcome Commissioners, providers and inspectors have a thorough understanding of the day to day quality of life of older people living in care homes. Older people's views about their care and quality of life are captured and shared on a regular basis and used to drive continuous improvement.</p>			
	<p>Action Required (Requirement for Action 6.2 & 6.7): Care home providers, commissioners and CSSIW should develop informal and systematic ways in which to ensure they better understand the quality of life of older people through listening to them directly (outside of formal complaints) and ensuring the issues they raise are acted upon.</p> <p>Annual reporting should be undertaken of how on-going feedback from older people has been used to drive continuous improvement.</p>			
To what extent do	The Local Authority is partly compliant with the required steps in question. It is believed that innovative systematic arrangements			

<p>you comply with this Requirement for Action? (300 words)</p>	<p>are being developed, e.g. the new Ffordd Gwynedd arrangements for consistently measuring the numbers of people who achieve what matters to them. Also, robust arrangements are in place in terms of the authority's responsibilities as a provider to make Section 27 visits. Although these methods offer informal ways of listening to individuals and better understanding what contributes to older people's quality of life, it is believed that there is still room to improve this aspect further - specifically in terms of ensuring consistency in various methods and good practice in care homes.</p> <p>As well as the annual report of the Director of Social Services, arrangements are in place to submit an annual Quality Statement to the Cabinet, and this was done for the first time in December 2015. Also, there are exciting developments in progress in terms of establishing a Safeguarding and Quality Assurance Unit within the Adults, Health and Well-being Department. This development has meant that there has been considerable focus on the establishment of the unit in question in recent times, however, from now on, this unit will be responsible for coordinating and producing the annual Quality Statement.</p>
<p>On what evidence has this assessment been made? (850 words)</p>	<p>Annual Quality Statement In December 2015, an Annual Quality Statement was submitted to the Cabinet. The decision below was approved.</p> <p><u>The Cabinet is asked to accept the 'Annual Quality Statement' for 2014/15, and agrees to receive the 'Annual Quality Statement' as a standing annual item for the Cabinet in the future.</u></p> <p>The Annual Quality Report submitted provides an overview of the information being gathered through formal methods such as monitoring, but was weak in terms of the more informal elements and efforts made to convey the voice of residents. It is intended for this to be improved in future reports and hopefully the establishment of the Safeguarding and Quality Assurance Unit will enable us to strengthen this aspect, and promote a strategic overview of the field.</p> <p>Safeguarding and Quality Assurance Unit During the spring of 2016, a decision was made to establish a Safeguarding and Quality Assurance Unit in order to ensure</p>

expertise and full understanding of all matters relating to adults safeguarding and quality assurance - in order to be proactive and respond appropriately and effectively to the concerns arising. In addition to the general increase in cases relating to safeguarding matters of late, obvious lessons have been highlighted over the past two years, such as the escalating concerns process that led to the closure of Plas y Bryn Home (further information noted in the 'good practice' section at the end of the document).

Ffordd Gwynedd

The Ffordd Gwynedd principles mean that the individual is listened to and that the 'Valuable Steps' are worked through (page 34). As commissioners, this provides a systematic and consistent procedure for understanding and improve older people's quality of life. The care coordinator listens to the individual and seeks to understand what matters to them in life. Also, an attempt is made to understand whether or not they feel that they are currently achieving this by scoring the goal from 1 to 10 if relevant. This offers a baseline for next time, and the measure *OED023: Percentage of Older People and People with Physical Disabilities where an increase is seen in achieving what matters to them* then measures the progress.

The list below gives a taster of the type of things that have been noted as the things that matter to individuals:

- Ensure that my personal needs are met sensitively and with dignity.
- Ensure that I am able to call for assistance should a crisis situation arise.
- Give me assurance and solace when I suffer nightmares; maintaining my weight; maintaining my level of personal hygiene.
- Being able to access local facilities, services and activities in my own community.
- Being able to meet new people and enjoy their company.
- Continuing with social connections.
- Being able to see my husband regularly.
- Being able to use the stairs safely.
- Being able to attend Chapel every Sunday morning.

The goals agreed upon in order to achieve what matters to residents, of course, goes beyond the statutory or traditional duties offered by the Local Authority. It goes to the root of what truly matters to individuals and often leads to general well-being goals that can impact all aspects of life.

Section 27 Visits

As a care provider, the Local Authority's Section 27 visits involve regular monitoring arrangements to ensure that all homes satisfy the residents' needs and expectations. The following are regularly inspected:

- Review of Care Plans - in order to understand the needs and wishes of the residents
- Staff training
- Chatting with the residents
- Community Participation
- Areas of occupation and activity
- Events - what plans are in place for the future in order to expand / improve residents' life experiences
- Past events
- Holding staff interviews - staff knowledge and participation in the residents' lives
- The home's ability to satisfy the residents' needs by directly observing the residents going about their lives, including speaking with residents to establish whether or not their personal choices are being met.

The residents' care plans are being monitored as part of the visits in an attempt to ensure that their needs and choices have been clearly noted and are being met in full within the home - in time, the plans should, of course, include what matters to individuals as well as the Ffordd Gwynedd principles.

If there are concerns regarding a home's ability to meet expectations and standards, this is noted in the Home's Quality Assurance report. Subsequently, the home's manager introduces improvements in response and then awaits another visit in order to ensure full compliance. Another key element to ensure that residents' quality of life receives due attention is the 'direct observation' done as part of the Section 27 visits, i.e. the interaction between residents and the home's staff. In this

	<p>respect, the results are recorded specifically against the following levels:</p> <ol style="list-style-type: none"> 1. Positive social interaction 2. Positive personal care 3. Neutral Care 4. Safe care / negatively controlling 5. Light abuse / negative restricted <p>The Section 27 visits enable the managers of the homes to have a full picture of the home from the residents' perspective. It enables managers to target their shortcomings and make improvements that benefit the residents. Some homes hold sessions for residents, their families and friends to discuss the service with the manager. This is a different opportunity for them to voice their opinion, share any concerns and make suggestions.</p> <p>In addition, questionnaires are being shared with residents to see whether they are satisfied with the service they receive and whether there is anything they wish to change or ideas they are eager to propose.</p>
<p>What impact has this had on the residents' quality of life and care? (850 words)</p>	<p>Ffordd Gwynedd</p> <p>The data below displays the performance of the measure that is integral to Ffordd Gwynedd. This data includes residents who receive home care and care at care homes. Although further work is required to refine and ensure consistency in using this measure, it is anticipated that it will be a very powerful tool in the future so that we can understand why people in specific areas of Gwynedd are unable to achieve what matters to them. Over the coming months, it will be possible to share the information in line with the type of support that the individual receives, e.g. care in the community or care at care homes. It will be possible to present this information per care home and per area, any day of the year. Consideration is also being given to analysing the information in themes so that different trends in care homes or different areas of the County can be identified, e.g. transportation or distance from services can be one theme that prevents people from achieving what matters to them and this could be more of a problem in some homes in rural parts of the County. In the future, very useful information will derive from this measure and will feed into commissioning plans.</p>

OED023 Canran o pobl hyn ag Anableddau Corfforol lle gweler cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

Gwynedd  **o 71% yn Chwarter 1**

82%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

1120 asesiad yn y flwyddyn, mae yna 539 wedi sefydlu waelodlin a 111 o'r rhain wedi adolygu ac yn y tîmoedd perthnasol. Gweler 91 client welliant (82%), 7 lithriant (6%) a 13 wedi aros yr un peth (12%). Mae'r niferoedd o asesiadau yn uwch yn ardaloedd Canol a De Meirionnydd, yn dangos defnydd yn Bangor a Caernarfon ond 4 ffurflen yn unig yn ardal Pen Llŷn yn dangos fod defnydd anghyson yn yr ardal hynny.

Caernarfon

83%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

23 achos wedi eu adolygu gyda 19 wedi gwella. 3 client arall heb weld newid ac un wedi llithro. 77 o gleiantiaid wedi asesu hyd yma.

Bangor

82%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

17 achos wedi eu adolygu, gyda 14 wedi gwella. 3 client wedi gweld lithriad ac un yn gyson.

81 o gleiantiaid wedi asesu hyd yma.

Canol

76%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

34 achos wedi eu adolygu a 26 wedi gwella. 7 yn sefydlog ac un achos wedi llithro. 126 o gleiantiaid wedi asesu hyd yma.

Pen Llŷn

75%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

4 achos wedi eu adolygu, 3 wedi gwella ac 1 wedi llithro. Niferoedd rhy isel i ddadansoddi. 32 o gleiantiaid wedi asesu hyd yma.

De Meirionnydd

88%

O cleiantiaid wedi gweld cynydd mewn cyflawni'r hyn sy'n bwysig iddynt

32 achos wedi eu adolygu a 28 wedi gwella. O'r 4 sy'n weddill, 2 yn sefydlog a 2 wedi llithro. 189 o gleiantiaid wedi asesu hyd yma.

Section 27 Visits

The results of the Section 27 visit will be reported monthly by updating the 'Quality Wheel' for each home. The 'Quality Wheel' themes, along with the latest information from questionnaires and the results of the environmental health officer's visit, are used to report on performance regularly. The information is used to improve services, respond pro-actively and is an evidence base in order to make informed decisions.

It should be noted that specific emphasis is placed on the residents' life experiences. For example, when considering the residents' 'dining experience', the following questions are addressed: What foods are offered?, how much choice were the residents given in this respect?, the general environment, food quality, service and music.

We are confident that the managers of the Local Authority's care homes encourage staff to highlight any comments made by residents as they chat with them. We also know that residents are always included in any decorating that happens in the home, e.g. their input regarding what colour the walls should be painted and general decor.

	<p>A number of the homes across the County hold sessions with the residents and families to discuss ways of improving the service provided. One example of this is the comments from residents of The Bay home in Tywyn, which now houses a shop, pub and post office.</p> <p>National Questionnaire 2016/17 - clients' views</p> <p>It is believed that the responses to the questions below are appropriate in measuring the impact of our efforts in this field. Despite the relatively low number of responses (52), the percentage below shows that further work is to be done, specifically in terms of people's ability to do what matters to them. Observations have been submitted with this information and we will be considering how we can respond directly to the concerns, if appropriate and possible. We are confident that the Ffordd Gwynedd principles will filter down soon and hopefully we will see a substantial increase in these percentages when the same exercise is carried out again in 2017/18.</p> <table><tr><th></th><th>Don't know</th><th>No</th><th>Someti mes</th><th>Yes</th></tr><tr><td>I can do what matters to me</td><td>3.85%</td><td>11.54%</td><td>38.46%</td><td>46.15%</td></tr><tr><td>I live in a home that supports my best interests.</td><td>0.00%</td><td>1.92%</td><td>5.77%</td><td>92.31%</td></tr><tr><td>I was treated with dignity and respect</td><td>2.00%</td><td>0.00%</td><td>8.00%</td><td>90.00%</td></tr><tr><td>I have taken an active part in any decisions regarding how my care and support was provided</td><td>10.00%</td><td>4.00%</td><td>14.00%</td><td>72.00%</td></tr></table>		Don't know	No	Someti mes	Yes	I can do what matters to me	3.85%	11.54%	38.46%	46.15%	I live in a home that supports my best interests.	0.00%	1.92%	5.77%	92.31%	I was treated with dignity and respect	2.00%	0.00%	8.00%	90.00%	I have taken an active part in any decisions regarding how my care and support was provided	10.00%	4.00%	14.00%	72.00%
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If further actions are needed to be compliant, please evidence what these will be and provide a timeline for compliance. (500 words)	<p>Development of the Safeguarding and Quality Assurance Unit.</p> <p>The establishment of the new unit will enable the Local Authority to respond more effectively to new and increasing demands within the adults safeguarding field.</p> <p>A manager has been appointed for the unit, and POVA and DoLS coordinators and a Customer Care officer have been centralised and other key posts will be filled over the coming months. It is anticipated that the unit will be fully established by June 2017. A comprehensive work programme is being developed and has already been noted, it will also include the responsibility of coordinating the Annual Quality Statement and develop it to be as full a report as possible on the voice of older</p>																									

people. Discussions have also been held regarding the possibility of expanding the Statement to report beyond care homes alone. It is anticipated that the next Annual Quality Statement will be submitted to Cabinet early in 2017/18. The work programme will be addressing the following fields and will ensure that specific outcomes are set for them:

- Raising the profile of adult safeguarding within the Department and more widely within the Council;
- Providing consistency in dealing with issues of adults at risk within the Department;
- Raising the profile and status of quality assurance in the Department;
- The ability to respond to a varied work flow;
- Developing skills and core competencies in order to respond to specific work streams e.g.DoLS;
- Joint management of duties;
- Responding to the strategy objectives and quality assurance standards;
- Implementing a thematic work programme;

During the coming months, the unit will consider its role in order to monitor quality as a care commissioner and as a provider. The unit will consider how best to measure the quality of care provided at those homes where the service is commissioned as well as how to further develop the arrangements in place surrounding Section 27 visits. Also, there will be an opportunity to share good practice, and consider possibilities for collaborating more closely with key partners such as the Health Board and Care Inspectorate.

In April 2017, the new agreement between the Local Authority / Health Board and all Private Care Homes across the County will offer opportunities to this end. At the request of the Regional Commissioning Board in 2015, and partly in response to the Older People's Commissioner's report 'A Place to Call Home', a group was established to review the care homes market. It was agreed, as partners, that it would be advantageous to collaborate on some specific aspects within this field, i.e. monthly reports highlighting changes in capacity across the

	<p>region, increase in any key indicators and updates in terms of homes associated with the 'Escalating Concerns' process. It became apparent that all of our partners were using different methods of assessing quality. On these grounds, it was decided that it would be beneficial to develop a single framework across north Wales that coincides with national well-being outcomes. The new monitoring framework is currently being trialled by the Health Board, Conwy Council and Flintshire Council, and it will tie-in with the expectations of the new agreement that will be in place soon. The tool in question includes standard feedback arrangements for residents, carers, home care staff and other professional officers. The tool's intention is to build on the current information we hold within the system in terms of professional feedback, safeguarding, complaints, care packages, etc. We believe that this regional development ties-in neatly with the work programme of the Safeguarding and Quality Assurance Unit in Gwynedd.</p> <p>The 'Human Rights' Framework of the Care Inspectorate also offers an opportunity to incorporate and collate ways of ensuring that we have robust arrangements to understand older people's quality of life and act on any concerns voiced by individuals.</p>
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Sharing good practice and organisational achievements that have made an impactful difference to the quality of life and care of older people in care homes in Wales.

Please use this space to describe any new, different and innovative approaches that the Local Authority has invested in to improve the quality of life and care of older people in care homes in Wales, and the impact that this has achieved for older people. References to good practice may reflect any area relevant to the Commissioner's original Care Home Review.

Free text statement: 1,000 word limit.

1. FFORDD GWYNEDD

Older People and Physical Disabilities' social services teams are being restructured in order to enable integrated working with the Health Board and third sector. With the support of the 'Systems Thinking' methodology, they will work to the same principles, purpose and measures that measure that purpose. The new way of working, which ties-in with the principles of the Social Services and Well-being Act, is operational in one part of Gwynedd (Eifionydd Area) at

present, however, a work programme is in place over the coming months in order to develop the new arrangements across the County.

Purpose: "To help me live my life as I want to live it"

Operational Principles:

1. What matters to the individual are at the centre of everything we do.
2. Having a conversation with the individual regarding their story and strengths they wish to build upon; supporting them to make informed decisions.
3. Make decisions with the individual at the right time and in the right place.
4. Interventions based on what matters to the individuals by working in partnership with their personal connections.
5. Retain ownership, bringing in expertise where required.
6. Information focusing on what matters to the individuals, and is readily available to everyone who needs it.
7. Our measures drive our learning and way of working.
8. That we work as one team.
9. Leaders act to remove obstacles, enabling an effective service provision.

The Valuable Steps:

1. Listening to what matters to the citizen
2. Helping the citizen try to resolve issues and discuss options
3. Helping the citizen implement options according to 'what is important'
4. Reviewing whether or not they have achieved what matters to them

Measuring the Purpose:

A new measure has been developed to see whether or not the individual has achieved what matters to them.

OED023: Percentage of Older People and People with Physical Disabilities where an increase is seen in achieving what matters to them

Next steps:

Over the coming months, five new teams will be established across the County and will be responsible for serving the areas noted on the map in section 6.2 and 6.7 of this response.

Understanding of the new way of working is key to all responses in this document as it is at the core of the Local Authority's future vision, and we have already started to see the impact of this culture change filtering down to the care homes.

2. COLLABORATION WITH THE HEALTH BOARD

In order to respond to the evident challenges in the care field, it is essential that we work effectively and in an integrated way with BCUHB. We have redesigned our way of working and our services to ensure that we place the people of Gwynedd at the centre of everything we do. Our collaborative relationship with the Health Board locally is robust and we have established joint principles.

Although we again emphasise the good working relationship that has been established between the Local Authority and the Health Board locally, the nature and governance arrangements of the Health Board as a public body serving six authorities makes it increasingly difficult, at times, to transform services.

3. SAFEGUARDING AND ESCALATING CONCERNS

The 'Escalating Concerns' process led to the closure of Plas y Bryn Nursing Care Home which cared for residents with complex needs. A total of 27 residents had to be transferred to a nearby home that had just opened and others to homes across north Wales. There are obvious lessons to be learnt, considering the entire process and the partners involved. Although the Police investigation continues, this experience has reiterated the decision and the need to establish a bespoke unit to safeguard and ensure quality for the adults of the County. The experience has also led to an exciting piece of work jointly with Denbighshire Council and the Care Inspectorate, to consider the suitability of the current arrangements in respect of Safeguarding. Specifically, at a recent workshop, there was agreement regarding the difference between individual safeguarding cases and organisational safeguarding cases, and interesting and helpful discussions were held regarding how they could be dealt with differently in the future. It should also be noted that regional work is underway to review the Escalating Concerns process, and good practice and the findings from that piece of work will be shared as required.