

Gwynedd Adults, Health and Well-being Department Work Programme in response to Gwynedd Adult Services Report by Care Inspectorate Wales (CIW) – October 2024

Theme: People				
Area for strengthening	Plans already in place or new plans	Comments / Blockages	Who leads	Timetable
The Council's support worker arrangements are an example of good practice and would benefit more unpaid carers if the service was more consistent.	<ul style="list-style-type: none"> Discussions have started to establish a more stable line management / arrangement for the team, so that supervision arrangements are more robust. The hope is to be able to offer a more consistent service across the County. 	<ul style="list-style-type: none"> Local government financial circumstances are likely to limit the ability to extend the provision, at least in the short term. 	SEJ/RhG	30/09/2025
The local authority must ensure that consistent supervision records with members of staff are available across the service, in accordance with its supervision policy. It should ensure these records are specific and consistently demonstrate the focus in place on staff well-being and reflection on their practice.	<ul style="list-style-type: none"> Message has been shared with the team leaders reminding them to ensure that they record the supervision conversation in the case records. This to be monitored as part of a file audit procedure. Circulate a copy of the supervision policy with all practitioners and to be discussed at team meetings and 1:1 supervision. Supervision agreement template to be circulated and discussed at team/supervision meetings. Reflective Practice Training for Practice Educators and Mentors is scheduled for February 2025. Mentoring Principles training arranged for care professionals. 		SEJ/MWJ/ MET	31/03/2025
In line with Code of Practice, Part 3 (assessing the needs of individuals), assessments must include the five key elements and reflect	<ul style="list-style-type: none"> Assessment form review task group has been formed. There will be a focus on strengthening the 5 key elements and personal outcomes. Re-introduce the personal outcomes guide 	<ul style="list-style-type: none"> File audit procedure started January 2025. An agreement that each team and the relevant Assistant Heads of Department complete one 	SEJ/MWJ/ MET	31/03/2025

strengths-based conversations with people to identify what matters to them. They must also include the personal outcomes they wish to achieve and what contribution they and their family, friends and local community can make to achieving those outcomes.	<p>to all staff.</p> <ul style="list-style-type: none"> • Training on collaborative conversation and outcome-based training for staff. • External consultant to conduct an audit of the learning disability service's day support with a view to working together to focus on the individual's voice and strengths. • Trial new procedure for file auditing. Document compiled and discussed with team leaders. 	audit every month.		
The local authority must improve the data it collects about assessments and support for unpaid carers. This is essential to ensure it meets its statutory duty of assessing whether a carer has needs for care and support (or is likely to do so in the future) and if so, what those needs are likely to be. Leaders must also ensure people and unpaid carers are appropriately signposted to information, advice, assistance or other preventative and community-based services to include third sector services, whether or not they have a formal care and support plan.	<ul style="list-style-type: none"> • A carers' data group has been formed to ensure that the Adults and Children's services consistently record and report on carers' assessments including joint assessments. • A task and finish group has been formed to review the assessment form and strengthen elements relating to carers. • Carers training is part of the Department's annual programme. • File audit form has been modified to ensure Carers' issues are scrutinised. • Work programme for reviewing the Adults, Health and Well-being Department's front door arrangements 	<ul style="list-style-type: none"> • Funding to pay for an additional resource to support the work has ended. 	AGW/SG SEJ/MWJ/ MET	
Nevertheless, the local authority must ensure	<ul style="list-style-type: none"> • As part of the assessment form review, attention will be paid to how we can 		MWJ/MET/ SEJ/AGW	30/06/2025

<p>people are consistently offered a direct payment where there are eligible care and support needs, and whereby a direct payment could enable personal outcomes to be achieved. A clear record must be made of an offer for this option, along with details of refusal if that is the case.</p>	<p>incorporate the 'question' about direct payments so that there is a record of the offer and the reason why the option was not taken up.</p> <ul style="list-style-type: none"> • The file audit procedure will check that the Direct Payments offer has been recorded and the reason for refusal. • Direct payment training to be arranged for the workforce to coincide with guidelines that have been developed, so that we can assure ourselves that everyone knows what the procedure is. • Staff guidelines and information booklet for individuals compiled. • The Direct Payments support service has been internalised and has started to develop a closer relationship with the social services teams. • Existing direct payment recipients have transferred to different payroll providers and have the right to move to another provider if they wish, this gives people a voice and control over their own DPs. • There is an increase in the number of micro companies set up to support people who need support through direct payments. • A DP flow has been developed, which highlights the steps that need to be taken in order to establish a care and support package under the DP system. • We have identified various other areas where further development will need to be considered (e.g. support for PAs including various training). 			
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The local authority must ensure information, advice and assistance is promptly offered in a manner which is accessible.	<ul style="list-style-type: none"> • Task group already set up to review the IAA arrangements. • Review the website and our information forms/pamphlets etc., seeking to ensure consistency in style etc. 	<ul style="list-style-type: none"> • Local government financial circumstances are likely to limit the ability to strengthen capacity to achieve all desired improvements, at least in the short term. 	SEJ/MWJ/ MET	
Theme: Prevention				
The local authority should continue with its work to promote the availability of care and support options to include the numbers of micro carers available, in line with its duty to provide information, advice and assistance and preventative services.	<ul style="list-style-type: none"> • Continue to promote the service to establish and support micro carers. Incorporate this role with the role of developing a register of personal assistants to be available to support people through direct payments. • Continue to promote the work of the community hubs. • Continue to expand the technology options available to promote independence, contributing to the development of artificial intelligence in care in Wales. 	<ul style="list-style-type: none"> • A number of preventive/community schemes are funded by short-term grants. • Lack of recognition nationally of the resource needed to put into the development of artificial intelligence in Welsh. 		
The local authority must ensure people receive a proportionate and timely response which enables them to achieve their personal well-being outcomes.	<ul style="list-style-type: none"> • A programme of work to improve the front door arrangements of the service has been put in place. • Monitor through supervision arrangements and file audits. • A review programme of work to ensure that care provision is suitable and proportionate and to consider alternative ways of meeting objectives (technology, community provisions etc.). • Consider 'active' and 'inactive' case-load procedures across Adult services to ensure that individuals who are already known to us are appointed to a familiar/long-term worker, receive prompt attention and 	<ul style="list-style-type: none"> • Work pressures and resulting waiting lists. • Local government financial circumstances are likely to limit the ability to strengthen capacity to achieve all desired improvements, at least in the short term. 	SEJ/MWJ/ MET	

	prevent them going through the system as a new case every time there is a change in their situation.			
The local authority should continue to review the effectiveness of the steps taken, and ensure it is meeting its duty in relation to reviewing care and support plans in accordance with statutory timeframes.	<ul style="list-style-type: none"> • The task group reviewing the review form has concluded its work. An increase in the number of reviews that have been undertaken since the new form was introduced. • New temporary review posts in place for 2024/25. • Consideration of 'active and 'inactive' case-load system as it is more likely to highlight cases that need to be reviewed, and by a worker who is known to them 	<ul style="list-style-type: none"> • Work pressures and resulting waiting lists. • No certainty of the budget to continue with additional review posts after the end of the financial year. 	SEJ/MWJ/ MET	Ongoing
The local authority must prioritise its workplan for reducing the wait for domiciliary care. This to ensure people, and unpaid carers, receive timely support and to prevent escalation of need.	<ul style="list-style-type: none"> • The Domiciliary Care Project Group has already established a work programme with specific work streams to address the challenges facing domiciliary care on every operational level of the system. A report was submitted to the Council's Cabinet on 11/02/2025, recommending modifying the Caring Gwynedd Council Plan section to address the appropriate priority to the need to respond to these challenges. The adaptations will be included in the Plan for 2025/26 and beyond and the progress will be monitored and scrutinised through the established performance challenge arrangements. • Ensure arrangements and roles are in place to constantly monitor and check waiting lists as part of the daily work of adult teams. • Ensure that adult teams and domiciliary care providers work together effectively to identify opportunities to free up domiciliary 	<ul style="list-style-type: none"> • Local government financial circumstances are likely to limit the ability to extend the provision at least in the short term. • Staffing capacity in the field is a challenge. 	AD/AGW/ SEJ/RhG	30/09/2025

	care hours to reduce the waiting list.			
The local authority must ensure commissioning arrangements are based on meaningful data and comply with the principles and requirements of the National framework for commissioning care and support: code of practice.	<ul style="list-style-type: none"> • Resume the Adult data group to address the standard and accuracy of our data. • Ensure that our commissioning arrangements are based on evidence of the need. This process has started with the third sector and in domiciliary care. 		AGW	30/09/2025
The local authority must implement and embed a robust quality assurance framework. These improvements are essential to enable scrutiny of data to drive forward service improvements and ensure managers have greater oversight of front-line practice, ensuring it aligns with the service's vision and practice recommendations as highlighted in the Llechen Lân report.	<ul style="list-style-type: none"> • Many of the QA elements exist but need to bring these all together in a framework. • A task group has been formed to produce a QA framework for the Department. • Use the file audit as a key part of achieving this. • Ensure that the whole Department takes ownership of the framework through Departmental Management Team discussions and activity. 		AD/MET/ MWJ/SEJ/ RhG/AGW	31/03/2025
Theme: Well-being				
Mental capacity – Ensure that there are quality capacity assessments with good records of the discussions and verbatim identification of the person's response.	<ul style="list-style-type: none"> • Ensure that mental capacity assessment is part of the Department's training programme each year. • Strengthen the ability to offer support to staff through supervision. • Strengthen collaboration arrangements to secure the support of the Legal Department in relation to DOLS and COP DOL cases. 	<ul style="list-style-type: none"> • Local government financial circumstances could limit ability to strengthen capacity, at least in the short term. 	MET/MWJ/ SEJ	Ongoing

	<ul style="list-style-type: none"> • Conduct file audits to ensure the quality of mental capacity assessments. • Bid submitted to employ 2 Best Interest Assessors. 			
The local authority should ensure consistent records are made to evidence people are informed of the outcome of safeguarding referrals	<ul style="list-style-type: none"> • Modified the safeguarding form to ensure that a record is made to evidence that the result of the referral is reported to the individual. • Regular monitoring through supervision arrangements and file audits. 		MET/MWJ/SEJ	30/09/2025
Theme: Partnership				
The local authority should continue with its existing efforts to work in partnership with the Betsi Cadwaladr University Health Board in the interest of improving outcomes for people through the delivery of effective, integrated services.	<ul style="list-style-type: none"> • Continue to strive to maintain and strengthen the relationship with the Health Board in particular through:- 1) TAC Development Group 2) Cross-cluster Project Group 3) Learning Disabilities Regional Partnership Board between the 6 Local Authorities and the Health Board 		HDO/AD	Ongoing