



SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

2.00 pm THURSDAY, 5 OCTOBER 2017

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Social Care, Health and Wellbeing Scrutiny Committee held on 7th September 2017 (*Pages 5 - 10*)
3. To receive the Scrutiny Forward Work Programme 2017/18 and Actions Register (*Pages 11 - 16*)
4. To scrutinise information and monitoring issues being reported by:

Report of the Director of Social Services Health and Housing

5. Gwella Project (*Pages 17 - 26*)
6. To scrutinise information and monitoring issues being reported by:

Report of the Scrutiny Officer

7. Elected Members Visits to Social Care and Nursing Homes (*Pages 27 - 50*)
8. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
9. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local

Government Act 1972

10. Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

PART 2

11. To select appropriate private items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board Reports enclosed for Scrutiny Members).

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Date Not Specified

Committee Membership:

Chairperson: **Councillor L.M.Purcell**

Vice
Chairperson: **Councillor S.E.Freeguard**

Councillors: A.Llewelyn, H.C.Clarke, A.P.H.Davies,
C.Galsworthy, H.N.James, J.Miller, S.Paddison,
M.Protheroe, S.H.Reynolds, D.Whitelock and
C.Williams

Notes:

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*

- (2) *If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) *For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) *The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

7 September 2017

Chairperson: Councillor L.M.Purcell

Vice Chairperson: Councillor S.E.Freeguard

Councillors: H.C.Clarke, A.P.H.Davies, C.Galsworthy,
H.N.James, J.Miller, S.Paddison, S.H.Reynolds,
D.Whitelock and C.Williams

Officers In Attendance S. Curran, D.Harding, J.Hodges, N. Jarman,
A.Jarrett, Ms.S.Jenkins, Mrs A Saunders,
Mrs.A.Thomas and Mrs.J.Woodman-Ralph

Cabinet Invitees: Councillors A.R.Lockyer and P.D.Richards

1. **MINUTES OF THE SOCIAL CARE, HEALTH AND WELLBEING SCRUTINY COMMITTEE HELD ON 3 JULY 2017**

The Committee noted the minutes

2. **MINUTES OF THE SOCIAL CARE, HEALTH AND WELLBEING SCRUTINY COMMITTEE HELD ON 13 JULY 2017**

The Committee considered the minutes of the 13th July 2017. A discussion was held on Matters Arising, and it was noted that this is not a constituted item for inclusion on Council meeting agendas. The Committee requested that a way of recording actions and referrals from Scrutiny Committees be considered and discussed making representations to the Democratic Services Committee for their view.

In relation to the item on Future Direction Options for Personal Social Services the Committee noted that they had requested further detail

on how regularly the service will be monitored and requested that this be included in future reports brought the Committee.

The Committee noted the minutes.

3. **SCRUTINY FORWARD WORK PROGRAMME 2017/18.**

The Committee received the Forward Work Programme for 17/18.

Members were made aware that the planned Western Bay Progress Report for consideration at today's meeting had been withdrawn due to officer illness. The Committee requested that the officer be contacted and the presentation of the reports be re arranged at her earliest convenience.

The Committee requested that the Autism Strategy be added to the Forward Work Programme.

The Committee noted the Forward Work Programme.

4. **WESTERN BAY PROGRESS UPDATE REPORT**

This report was withdrawn from the agenda and will be reconsidered at a future meeting.

5. **PRE-SCRUTINY**

The Committee scrutinised the following matters:

Cabinet Board Proposals

5.1 **Western Bay Youth Justice and Early Intervention Annual Plan 2017-18**

The Committee received the Western Bay Youth Justice and Early Intervention Annual Plan 2017/18 as contained within the circulated report.

Officers explained that the Youth Offending Services are statutory multi agency partnerships that have a legal duty to co-operate in order to secure youth justice services appropriate to their area, funded from a variety of sources and this report presented the background and summary of the Early Intervention Plan 17/18.

Members questioned how the rates of re-offending remain high but the actual number of young people reoffending continues to fall. It was explained that there exists a core of repeat offenders who account for these numbers.

The fact that the Youth Offending Teams have been merged was discussed and the Committee questioned how the new arrangements are working. Officers assured Members that arrangements are working well and representing good value for money.

The Committee asked for further information on the benefits of regional working arrangements. They observed the continual decline in reoffending rates and asked how this compares to the situation before the inception of Western Bay and requested the statistics in relation to this.

Members discussed those young people who are excluded from school but who are not offending and asked for detail on the support that is offered to them. They agreed that the responsibility is with the leadership and governing bodies of the schools and the Schools Improvement Service.

Young people's interests were considered by the Committee as they agreed that a variety of skills and abilities could lead to interest in different academic or vocational routes of study. The Committee raised concern on the elements of work that are heavily reliant on WG grant funding and that the impacts of Bridgend moving out of the Abertawe Bro Morgannwg Health Board are unknown.

Concern was raised over the assistance required with speech and language and officers assured Members that sufficient support is provided.

Members asked for further information in relation to the consultation that had been carried out on the plan. Young people themselves have been consulted on the content and the responsibility for sign off rests with the Youth Offending Team Management Board.

The Committee requested that further information on consultation be included in future such reports received by the Committee.

Following scrutiny, the Committee were supportive of the proposals to be considered at Cabinet Board.

5.2 Western Bay Safeguarding Children Board Annual Report And Business Plan

The Committee received the Western Bay Safeguarding Children Board Annual Report and Business Plan as contained within the circulated report.

The Western Bay Safeguarding Children Board was established in April 2012 and Neath Port Talbot County Borough Council is identified as the lead partner responsible for establishing effective regional safeguarding boards for the Western Bay area. It is a multi-agency group with responsibility for supervision, challenge and oversight of safeguarding issues hence was being presented for information at this meeting.

The Committee asked about the operation of the Board and how are any concerns escalated. Officers explained that individual partner agencies would be written to directly.

Members queried the timescales for completion of Child Practice Reviews. It was explained that while there is a pool of trained reviewers and chairs who willingly undertake practise reviews as an addition to their working role this does regularly impact on availability to attend panel meetings undertake learning events and write reports.

It was noted that austerity measures haven't impacted significantly on the work of the Board as it is not a frontline service and it is the caseloads of the service which have to be managed effectively in line with austerity and budget measures.

The Committee raised some concern over the data presented in the graphs within the report observing that the data presented was not consistent graph by graph making comparison and disaggregation difficult. Members requested that an analysis of NPT children be provided, split into LAC/non LAC and those under special guardianship as well as those on the CSE register.

Further concern was raised on the Action Plan as Members felt the wording used could be strengthened to include tasks,

strategies and relevant legislation to avoid it becoming a 'tick box' exercise.

Members were concerned that half of children/young people at risk of Child Sexual Exploitation (CSE) go missing and the discrepancy in how this is defined and recorded across the region.

The Committee asked for further information in relation to Gwella Project Management who are named as those responsible for outcomes throughout the action plan. They requested that a report on Gwella be added to the Forward Work Programme of the Committee

The Committee requested a detailed presentation on CSE be added to the Forward Work Programme of the Committee.

Following scrutiny, it was agreed that the report be noted.

5.3 Western Bay Commissioning Strategy for Care Homes for Older People 2016-25

This report was withdrawn from the agenda and will be considered at a future meeting.

5.4 Quarterly Performance Management Data 2017/18- Quarter 1 Performance- 1 April 2017-30 June 2017) - Children's Services.

The Committee received information on the quarterly performance management data 2017/18 for Quarter 1 for Children's Services as contained within the circulated report.

It was explained that some of the final data is awaiting sign off by Welsh Government and that some 15/16 indicators are new statutory indicators where information is not yet available.

The Committee queried the average length of time for all children who were on the Child Protection Register during the year. Officers explained that more children are being maintained at home so the risk is being managed for longer.

The Committee requested that previous figures for caseload per worker be included in the next report for comparison.

Following scrutiny, it was agreed that the report be noted.

5.5 Quarterly Performance Management Data 2017/18- Quarter 1 Performance- 1 April 2017-30 June 2017) - Adult's Services.

The Committee received information on the quarterly performance management data 2017/18 for Quarter 1 for Adult's Services as contained within the circulated report.

Members observed the under reporting of Homelessness and officers confirmed that accurate data will be available in the next performance report.

The Committee discussed adults who have Carers Assessments and officers explained that the data represents a moment in time and that the quarterly data stands in isolation. Refusal of assessments was discussed and the Committee agreed that it is important that the Council continue to promote the assessments whilst providing advice and assistance and the Committee stated the importance of recording this advice.

The data was discussed and the Committee expressed concern that some of it is difficult to compare and disaggregate. The Committee requested that officers bring back a report on performance overall based on the style of report that the previous Children, Young People and Education Scrutiny Committee used to receive on key priority indicators to give this committee an option to consider and agree what priority information they wish to see reported to them on a regular basis.

Following scrutiny, it was agreed that the report be noted.

CHAIRPERSON

**Social Care, Health and Wellbeing Scrutiny Committee
Forward Work Programme 2017/18**

Date of Meeting	Agenda Item	Officer
7 September 2017		
5 October 2017	Rota Visits to Care Homes	Stacy Curran, Arlene Harvey.
	Gwella	
2 November 2017	Western Bay Progress and Update Report	Sara Harvey/Nick Jarman
30 November 2017	CSE Presentation	Andrew Jarrett

11 January 2018		
8 February 2018	Autism Strategy	
8 march 2018		
5 April 2018		
26 April 2018		

Scrutiny - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
7 th Sept 2017	Matters Arising-to make representations to Democratic Services Committee on way forward.	Trial of Actions Register	Stacy Curran	Ongoing	Ongoing
	Western Bay Reports- Sara Harvey to be contacted to request attendance on Western Bay Reports at a future meeting of the Committee	Western Bay reports added to FWP	Stacy Curran	End 2017	Ongoing
	Add Autism Strategy to FWP	Added to FWP	Stacy Curran		Complete
	Western Bay Youth Justice and Early Intervention Annual Plan 17/18- reoffending rates statistics requested before inception of Western Bay	Requested from Officers- to be circulated to Committee upon completion	Stacy Curran	October 2017	Ongoing
	Western Bay Youth Justice and Early Intervention Annual Plan 17/18. Further information on consultation be included in future repots.	Officers informed of requirement	Stacy Curran	Ongoing	Ongoing
	Western Bay Safeguarding Children Board Annual Report. Members	Requested from Officers- to be circulated to Committee upon completion	Stacy Curran	October 2017	Ongoing

Scrutiny - Actions and Referrals Update

	requested that an analysis of NPT children be provided split into LAC/non LAC and those under special guardianship as well as those on the CSE register.				
	Dedicated presentation of CSE to FWP as well as one day enquiry info	Added to FWP	Stacy Curran	Complete	Complete
Page 14	<p>Performance- Children's</p> <p>The Committee requested that previous figures for caseload per worker be included in the next report for comparison.</p>	Officers informed of requirement for next report	Stacy Curran	Ongoing	Ongoing
	<p>Performance- Adults</p> <p>The Committee requested that officers bring back a report on performance overall based on the style of report that the previous Children, Young People and Education Scrutiny Committee used to receive on key priority indicators to give this committee</p>	Officers informed and will prepare information for inclusion with the next Performance reports.	Stacy Curran	Ongoing	Ongoing

Scrutiny - Actions and Referrals Update

	an option to consider and agree what priority information they wish to see reported to them on a regular basis				
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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care and Wellbeing Scrutiny Committee

5 October 2017

Report of the Director of Social Services, Health and Housing –

N. Jarman

Matter for Information

Wards Affected – All

Gwella Project

Purpose of the Report

At the meeting of the Social Care and Wellbeing Cabinet Board on 5th September 2017 the Director of Social Services presented the Local Safeguarding Children Board Annual Report and Business Plan. Members asked a particular question about Gwella. The Director was able to answer the question in general but not in detail, including the fact that he had not been impressed by a presentation given by Gwella to the Safeguarding Board. Never the less the Board by a majority decided that they wished to proceed with Gwella.

The Director undertook to provide a further brief report with more details for Members about Gwella.

Gwella

The Gwella project originates from research by Dr Sophie Hallett which reviewed primary and secondary evidence on correlation between childhood trauma and abuse and increased risk of Child Sexual Exploitation (CSE) and Sexual Harmful Behaviour (SHB) later in life. A mapping exercise was produced to identify the current service offer and workforce capacity across Welsh regions in relation to responses and support to children who experience trauma and abuse later in life.

Welsh Government commissioned CASCADE and Barnardo's Cymru to work together to form Gwella on the basis of the research referred to develop a toolkit of evidence based interventions and good practice solution approaches to responding to victims of childhood trauma and abuse.

The project in year one recruited 6 social workers initially, one to sit in each region to act as a point of contact on any issues relating to CSE and SHB, including the use of the SERAF risk assessment tool.

They will support professionals on the ground to complete the tool and provide guidance and advice on compliance with the All Wales Protocol on CSE. Then in years two and three Seconded Social Workers will pilot a toolkit/practice model and CASCADE will evaluate the pilot.

This three year project is funded by Welsh Government and there has been no direct cost to the Safeguarding Board.

Current position

The project is now in year 2 and a pilot tool is being rolled out across the City & County of Swansea which will inform the national pilot from the Western Bay Region.

The project is Welsh Government funded and so has no cost implication to the Board however the expectation that the project fulfils the identified actions required from the National CSE Action plan in its first year have not been fully realised. A mapping of service provision has been completed and work is ongoing to develop a CSE strategy.

The group which oversees Gwella is due to meet on Thursday 14th September to complete the Welsh Government template on responding to the CSE action plan, compile a report and presentation to WBSCB at the end of the month and to review its work plan to ensure actions are being followed up.

A Gwella project briefing is attached to this report as Appendix 1 for further explanation.

Financial Impact

None

Equality Impact Assessment

This function does not require an Equality Impact Assessment

Workforce Impact

None

Legal Impact

None

Risk Management

None

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendation

It is recommended that Members note the Report.

Officer Contact

Nick Jarman

Director of Social Services, Health and Housing

Email: n.jarman@npt.gov.uk

Tel: 01639 763279



Children's Social Care
Research and Development Centre
Canolfan Ymchwil a Datblygu
Gofal Cymdeithasol Plant

GWELLA PROJECT: Briefing September 2017

Aim: To reduce the risk of vulnerable children and young people experiencing Child Sexual Exploitation (CSE) or demonstrating Sexually Harmful Behaviour (SHB), through the development of a **Prevention Model** for use in Social Care, in order to improve the wellbeing of children and young people and respond to the Social Services and Wellbeing Act (SSWA) requirements.

1. Project rationale

There is a strong case for targeting children exposed to trauma with evidence based interventions in childhood and early adolescence to prevent the risk of sexually harmful behaviour or abuse through child sexual exploitation in later adolescence. There is also a need to support Local Authorities and other agencies to equip them in readiness for the SSWA requirements by developing a more informed approach to safeguarding practice with vulnerable adolescents before their risks are escalated to the point at which CSE or SHB manifest themselves as the outcomes of vulnerabilities: 'If we do not recognise and work with adolescent agency and choice, it will remain a potent force in their various vulnerabilities' (SSWA 2014).

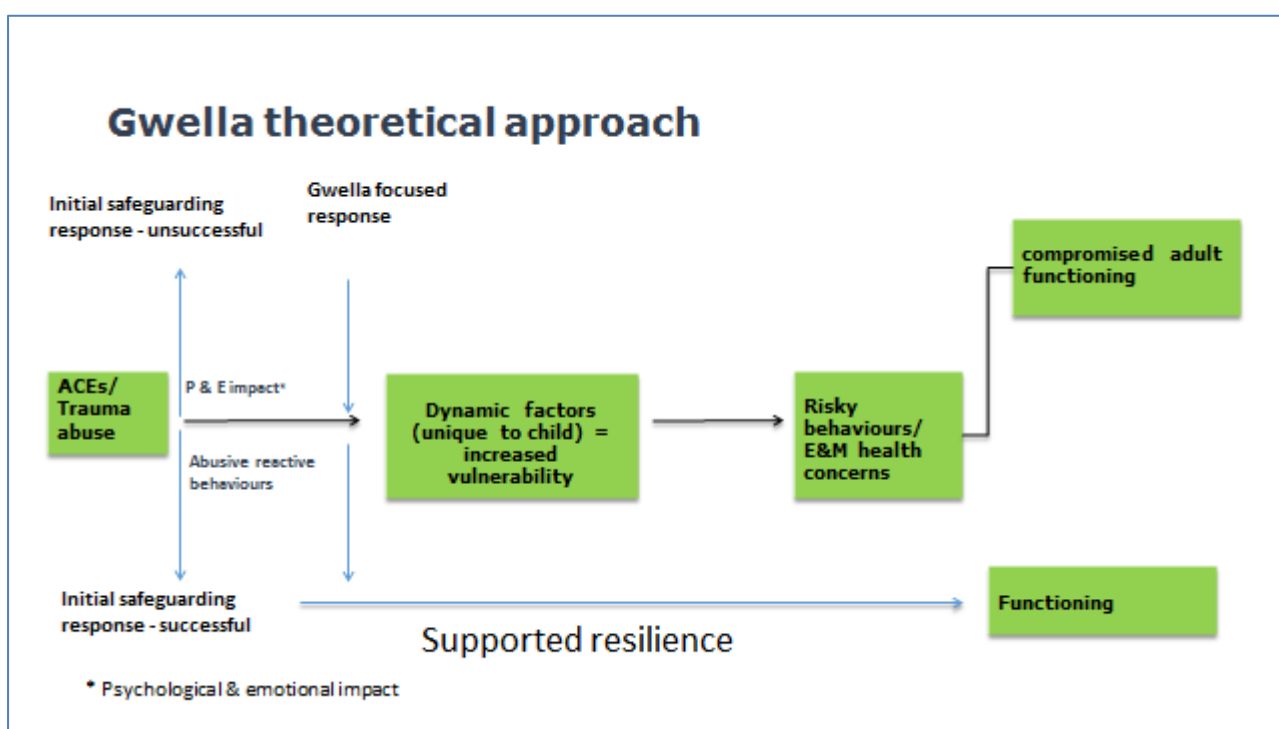
Current response comes at a time when children and young people have been identified for their behaviour to others or have experienced sexual exploitation and when such historic factors of abuse and trauma have not been recognised and reconciled. Children and young people are referred to our Taith Service because of concerns around sexually harmful behaviour following a second or third incident of concern. It is common for no work to have been undertaken with the child or young person following the first or second incident of concern and before the third incident. Similarly, in the year ending 31st March 2015, a total of 515 SERAF forms were shared with our Seraf Service and 76% of these were

assessed as at significant risk of CSE. We know that pressure on resources means that very few multi-agency strategy meetings are held in relation to children and young people assessed as at moderate risk of CSE (in line with the All Wales CSE protocol) so that preventative work can be undertaken. Table 1 evidences the abuse histories of Taith and Seraf service users:

Table 1

	Taith (SHB)	Seraf (CSE)	Child Protection Register
Exposure to domestic abuse	62%	43%	21%
Reported sexual abuse	40%	29%	7%
Reported physical abuse	38%	32%	16%
Reported emotional neglect	55%	51%	38%

This project will support the early identification of risk to CSE and SHB, through establishing risk indicators and required responses according to the appropriate level of need. It will develop a good practice solution-based approach for responding to victims of childhood trauma.



Overarching outcomes:

The principal aim of the project will be to build capacity in, and provide an evidenced practice model for, the multi-agency workforce that work with children, young people and their families so that they:

- are equipped to identify and respond to childhood trauma and abuse at the earliest opportunity to reduce the risks of CSE or SHB later in childhood/adolescence
- can identify when referral to more specialist services is appropriate.

Timeline:

Year 1: research and development

Year 2: pilot phase & evaluation

Year 3: end of pilot phase & evaluation, dissemination of learning

2. Research element

Children's Social Care Research and Development Centre (CASCADE) at Cardiff University

The hypotheses:

1. That there is a link between childhood trauma, child sexual exploitation and sexually harmful behaviours.
2. That support for a child in their early years will reduce the likelihood of experiencing abuse through sexual exploitation, and/or displaying sexually harmful behaviours.

Overarching research questions

The research will aim to answer the following two questions:

RQ.1: What is the relationship between childhood trauma, child sexual exploitation and sexually harmful behaviours?

RQ.2: What approaches and interventions are successful in prevention and intervention work with children and young people who have experienced childhood trauma and about whom there are concerns regarding sexual behaviour?

Four areas of research and knowledge generation:

1. Literature review
2. Service mapping
3. Systematic mapping of evidence based interventions
4. Quantitative research

3. The practice element

Barnardo's project delivery

Six project practitioners (social worker or equivalent) have been recruited on a regional footprint synonymous with the Regional Safeguarding Children Boards in Wales. These posts will support the pilots which will take place in identified Local Authorities across Wales. The Gwella practitioners will support the rollout of the pilots and ensure that the practice model is implemented effectively. The practitioners will also work with families in the home with the aim of improving the relationship between the primary carer and the child concerned.

The Gwella Model:



*TRM – Trauma Recovery Model

Eligibility criteria:

1. Child between 5 & 11
2. CPR, LAC or other SSD involvement
3. Historic concerns/evidence of developmental trauma between 0 & 5 years; neglect, sexual abuse, physical abuse, emotional abuse and exposure to DV

4. Evidence of psychological & emotional impact (including...)
 - Emotional & behavioural concerns (inc concerning sexualised behaviour)
 - Learning & educational difficulties
 - Speech, Language & communication needs

The Pilot Areas:

4 Local Authorities have been identified as the sites for the pilots, they were identified on the basis of readiness to engage with the project. A fifth Local Authority remains to be identified for North Wales. The aim is to work with approximately 20 families across Wales. The pilots are planned to begin on a staggered timeline as follows:

1. Swansea (Western Bay RSB) July 2017
2. RCT (Cwm Taf RSB) September 2017
3. Merthyr (Cwm Taf RSB) September 2017
4. Carmarthenshire (Mid and West Wales RSB) November 2017
5. North Wales LA (to be confirmed) December 2017

The pilots will run in each case for a period of 12 months. Running concurrently with the pilots CASCADE will undertake an independent evaluation of the model, the findings of which will be presented in the final year of the project.

Appendix 1 – Trauma Recovery Model (TRM)

PRESENTATION / BEHAVIOUR

LAYERS OF INTERVENTION

NEED

- Provide a supportive safety net for learning

Confidence
Achieving
goals
Independence

- Autonomy within the supported context
Increased self-determination

- Guided goal-setting · Targets · Scaffolded structure · Support into education / training placement · Help to structure free time constructively · Motivational interviewing

FUTURE PLANNING: · Increased self-belief / esteem · Acceptance of abilities / potential

- Adult guided and supported planning · Sense of purpose & achievement – structured to maximise the chances of success

- Cognitive interventions e.g. anger management, consequential thinking

INSIGHT / AWARENESS
· Calmer · Increased insight into behaviour · More balanced self-narrative

- Integration of old & new self

COGNITIVE READINESS

- Specialist therapeutic intervention re: trauma · Containment · Co-regulation · Interactive repair · Bereavement counselling

WORKING THROUGH TRAUMA
· Return to difficult behaviours as trauma is processed · Clingy with staff / rejecting of staff

- Processing past experiences · Grieving losses

DISCLOSURE

- Maximum 1:1 times with adults · Clear boundaries · Maintenance of structure / routine

TRUST / RELATIONSHIP BUILDING
· Smiling more · Building closer relationships with 1 or 2 staff · Increased willingness to comply with routines · Ongoing peer relationship difficulties · Ongoing confrontational / challenging outbursts

- Need to develop trusting relationships with appropriate adults · Need to develop a secure base

READINESS TO BUILD RELATIONSHIPS WITH ADULTS

- Regular meals / bedtimes · School · Clear boundaries

INSTABILITY / CHAOTIC
· Challenging behaviour (aggression, absconding, self-harm · Chaotic lifestyle · Drug use · Poor sleep / hygiene · Offending · Poor nutrition · Inappropriate relationships · Over-reliance on peers

- Need for structure and routine in everyday life

FOUNDATIONAL BELIEF - REDEEMABILITY

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health and Wellbeing Scrutiny Committee

5th October 2017

Report of the Scrutiny Officer- S.Curran

Matter for Decision

Wards Affected:

All Wards

Elected Members Visits to Social Care and Nursing Homes

Purpose of the Report

1. To seek Members approval to continue the Lay Assessor programme of visits to Care Homes within the County Borough.

Background

2. A pilot Lay Assessor programme commenced in September 2015 which provided training to nine elected Members of the Social Care Health and Housing Scrutiny Committee who conducted visits to care homes throughout the County Borough during the period of October 2015 to March 2016. Reports were written by the Lay Assessors on their visits and submitted to the Contract Monitoring Officer (a report template is attached at Appendix 1)
3. Lay Assessors were provided with 'Dignity in Care' and 'Introduction to Dementia' training; feedback was positive about the standard of training received.

4. The Commissioning Officer and Contract Monitoring Officer accompanied Lay Assessors on their first visits to provide support and guidance. A rota schedule, guidance booklet and a quick reference guide were issued to provide additional guidance (as included at Appendix 2). Feedback was positive regarding the quality of the information and support provided.
5. All Lay Assessor visits during the pilot were announced and organised in advance. Teething problems were encountered with the planned dates/times of visits. Lay Assessors communicated that their preference for future visits be conducted on an unannounced basis which is the preferred option to prevent any problems arising from cancelled or re arranged visits.
6. It is recommended that Members approve the continuation of the Lay Assessor programme which will consist of annual 'unannounced' visits to be carried out by Lay Assessors to all independent residential and nursing homes in NPT.
7. Members will be expected to undertake mandatory training before undertaking visits as Lay Assessors. The visits will be undertaken in teams of two and a standard report will be completed and submitted following each visit.

Equality Impact Assessment

8. An Equality Impact Assessment (EIA) was undertaken and included within the previous Committee Report dated 2nd April 2015.

Workforce Impacts

9. The only workforce impacts are likely to be operational in providing additional duties to administer the programme.

Legal Impacts

10. There are no legal impacts associated with this report.

Risk Management

11. There are no risk management issues associated with this report.

Consultation

12. There is no requirement under the Constitution for external consultation on this item.

Recommendations

13. It is recommended that Members to approve the continuation of the Lay Assessor programme which will consist of annual 'unannounced' visits to be carried out by Lay Assessors to all independent residential and nursing homes in NPT.
14. If approved, Members agree to attend mandatory training sessions on the Lay Assessment Programme.

Reasons for Proposed Decision

15. It is the Council's intention to establish a Lay Assessor programme where Elected Members will visit residential/nursing care homes annually on a rota basis to monitor the delivery of care at these establishments and help ensure that people who need care and support receive it to an appropriate and safe standard.

Implementation of Decision

16. The decision is proposed for implementation after the three day call in period.

Appendices

Appendix 1- Report Template

Appendix 2- Guidance for Elected Members and Care Home Managers

List of Background Papers

17. Social Care Health and Housing Cabinet Reports 2nd April 2015 and 20th October 2016

Contact

18. Stacy Curran

Democratic Services Officer

01639 763194

s.curran@npt.gov.uk

APPENDIX 1



Neath Port Talbot County Borough Council

Report of Visit by Elected Member

Name of establishment:

Date of visit:

Names of Members visiting:

Name of staff member conducting the visit:

Date Report Forwarded to SSHH Directorate:

Member Report:

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Lay Assessor (Elected Council Members) Visits to Care Homes in Neath Port Talbot County Borough

A Guide for Elected Members & Care Home Managers

**Version 2.0
May 2017**

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1. BACKGROUND

For the purpose of brevity within this document the term 'Lay Assessors' applies to Elected Members of Neath Port Talbot County Borough Council (NPTCBC) who have undertaken the appropriate training and are participants in the Lay Assessor visit programme.

- 1.1. Independent sector residential and nursing care homes are key to providing support to older people who have care and support needs.
- 1.2. An increasing number of Local Authorities in England and Wales have successfully introduced a programme where Lay Assessors carrying out visits to independent sector care homes.
- 1.3. Research has shown that Lay Assessors have a significant role to play in ensuring citizens are able to express their views and concerns on the quality of care that they are receiving at their home, on a one-to-one basis.

2. PURPOSE

- 2.1. The main purpose of Lay Assessor visits is to help ensure that elderly or vulnerable adults who are living in care homes receive appropriate care and a quality service which is holistic, appropriate and safe to meet their needs.
- 2.2. Care is provided to the most vulnerable people in our community and it is essential that people with support needs are afforded suitable safeguards.
- 2.3. Lay Assessor visits complement the work done by Local Authority and NHS Monitoring Officers. They bring fresh ideas into the monitoring regime; assisting in applying standards effectively and evenly across all sectors.
- 2.4. The programme of Lay Assessor visits contributes to safeguarding by providing a mechanism where quality of care is reviewed.
- 2.5. As a Lay Assessor, Elected Members play a key role in providing a view of services which is independent of the management of those services.
- 2.6. Further advantages with Elected Members undertaking the role as Lay Assessors are:
 - It will assist Elected Members in decision making by providing a better understanding of the independent care home sector.
 - It ensures that the rights of people receiving care are respected and their needs met.
 - They do not work for agencies that are tasked to inspect/monitor.
 - They do not have any financial interest in the services.
 - They will help to spot where improvements can be made.
 - They can assist in ensuring that citizens are safe.

3. REMIT OF LAY ASSESSORS

- 3.1. The visits are conducted on a voluntary basis by Lay Assessors that are Elected Members of Neath Port Talbot County Borough Council.
- 3.2. Visits are carried out in accordance with the programme, focusing on the quality of care that care home residents receive. Each care home will receive one Lay Assessor visit per annum.
- 3.3. The visits are non political and are not confined to Elected Members' own wards.
- 3.4. Lay Assessors will receive an induction and training programme which will include classroom based training on 'dignity in care' and 'dementia care' and they will be accompanied during their first visit by an Officer from the NPTCBC Commissioning Unit for advice and support. All Lay assessors will be required to have an enhanced Discloser and Barring Service check prior to commencing visits.
- 3.5. As Lay Assessors, Elected Members will be able to obtain the views of people who use the services including families and staff. Guidance on good practice questions and the format of a typical Lay Assessor visit are provided within Appendices A and B.
- 3.6. Following each visit, Lay Assessors will provide verbal feedback to the Manager/ Senior Staff present at the care home and a completed Feedback Report will be sent to the Manager. This feedback will be taken into account during the annual monitoring regime.
- 3.7. All Lay Assessors will be required to give a written undertaking to safeguard the confidentiality of all information they receive in the course of their role.
- 3.8. Any concerns or problems raised during their visit will be referred to the NPTCBC Safeguarding Team or Commissioning Unit.
- 3.9. Any Lay Assessor who identifies a potential conflict of interest in any of the visits scheduled should contact the Commissioning Unit for advice.

4. PREPARATION FOR LAY ASSESSOR VISIT – ELECTED MEMBERS

- 4.1. Lay Assessors are scheduled to take place for each care home within a particular month. Lay Assessors are requested to follow the rota and not visit establishments that are not scheduled for them during that particular month.
- 4.2. Visits are made by Lay Assessors in pairs.
- 4.3. If, due to unforeseen circumstances, a Lay Assessor's partner is unavailable, another Lay Assessor can be asked to replace the partner on the planned visit.

- 4.4. If the decision is made to complete the visit alone, the Lay Assessor **MUST** ask the care home Manager/member of staff to accompany them when meeting residents.
- 4.5. If a Lay Assessor cancels a visit, they must inform the Commissioning Unit who will make arrangements to reschedule the visit.
- 4.6. It may be beneficial if Lay Assessors telephone the establishment approximately 15 minutes before arrival. This decision is left to individual Lay Assessors' discretion.
- 4.7. Each Lay Assessor will receive:
 - Lay Assessor Visit Rota (containing names of Elected Members, establishments, month of visit)
 - Details of the establishments (addresses, telephone numbers, brief descriptions of the care home)
 - Visit Feedback Report (Appendix D - please photocopy as necessary)
- 4.8. Lay Assessors should always be aware that the visits should focus on the care and support provided to residents.
- 4.9. It is also important for Lay Assessors to have the opportunity to meet residents and families therefore, timing of visits is key.
- 4.10. Security should always be a priority and Lay Assessors should show their identity cards on arrival at the establishment.
- 4.11. The dress code for Lay Assessors is smart/casual.

5. PREPARATION FOR LAY ASSESSOR VISIT – CARE HOME MANAGERS

- 5.1 Care homes will receive one Lay Assessor Visit per annum. Each care home will be notified in advance of the particular month in which the Lay Assessor Visit is scheduled to take place. (The exact date of the visit will not be provided).
- 5.2 If, due to unforeseen circumstances, a Lay Assessor's visit is cancelled or postponed to another month, the Commissioning Unit will inform the Care Home Manager as soon as possible.
- 5.3 Care Home Managers are responsible for ensuring that all staff are informed about Lay Assessor visits and are able to respond appropriately to such visits. A quick reference guide for staff will be made available to help staff understand what the Lay Assessor visit will entail.

6. THE LAY ASSESSOR VISIT

- 6.1. It is important that Lay Assessors recognise that on visiting a Care Home they are visiting a person's 'own home'. Care home residents can be vulnerable and often emotionally upset, resulting in an atmosphere which can sometimes be strained.

- 6.2. On arrival, Lay Assessors should ask for the Manager or senior member of staff on duty, show their identity card and sign the visitor's book.
- 6.3. Lay Assessors should also be aware that because their visits are not by appointment (although Lay Assessors may wish to notify the establishment in advance of their visit), it might mean that their arrival comes at a time when a serious issue is being dealt with. If this should happen, staff may need to ask the Lay Assessor to wait and will ensure that appropriate arrangements are made for them.
- 6.4. During the visit, Lay Assessors will focus on the quality of care delivered by obtaining feedback from residents regarding their experiences of living at the care home.
- 6.5. Confidentiality is paramount and Lay Assessors will need to respect the fact that staff cannot breach confidentiality in relation to individual residents.
- 6.6. Ideally, the Lay Assessor should talk to residents during their visit independently of staff. However, staff will use their discretion to advise the Lay Assessor to ensure the care and safety of the residents. The principle of enabling residents to freely express their views should be maintained where ever possible.
- 6.7. Questions should be asked which enable the Lay Assessors to ascertain the residents' views about the care they receive. (Appendix B refers to possible conversation topics to be considered / observations to be made). Such questions could include asking about arrangements for visitors or about the menu choices available.
- 6.8. Lay Assessors should also talk to staff and ask them about the organisation and management of the establishment.
- 6.9. A tour of the building is beneficial to assess the state of repair and the physical environment which plays a part in the delivery of quality care.
- 6.10. Finally, Lay Assessors will need to complete a brief feedback report, providing details of the visit, any comments and quotes from residents where possible and any recommendations. The report must be sent, either by email, or internal mail, to:

Neil Evans,
Senior Scrutiny & Member Development Officer,
Social Care Health and Housing,
Port Talbot Civic Centre,
Port Talbot
SA13 1PJ
Tel: 01639 763747
Email: g.n.evans@npt.gov.uk

- 6.11. During the visit, Members will need to use the Visit Feedback Report as a guide of areas to cover during their visit.

7. ROLES AND RESPONSIBILITIES

7.1. The Corporate Director, Social Care Health and Housing

The Corporate Director, Social Care Health and Housing, has overall responsibility for the rota visiting process.

All Lay Assessor feedback reports submitted will be recorded and responded to where any issues raised are a serious cause for concern or when a Lay Assessor particularly request a response.

Lay Assessor feedback reports will be provided to the NPTCBC's Commissioning Unit Manager who will use the findings to help gather resident's views which can feed into the on-going contract monitoring arrangements for the independent sector care homes.

7.2. Care Home Managers

- All Care Home managers will be given information in relation to the purpose of Lay Assessor visits. Managers welcome these visits and value the comments and interest of Lay Assessors and they also acknowledge the importance of these visits to residents.
- Managers are responsible for ensuring that all staff are informed about Lay Assessor visits and are able to respond appropriately to such visits.
- They will therefore ensure that on arrival either they, or the senior member of staff on duty, will check Lay Assessors identity cards and ensure that the visitor's book is signed.
- They will provide Lay Assessors with information about the establishment and the service provided e.g. how many residents there are and what needs the establishment caters for.
- They will then make arrangements for a tour around the building and introduce Lay Assessors to residents.
- The Manager or senior member of staff will advise Lay Assessors on the appropriateness of speaking with residents and the best methods of engagement.
- On the very unusual occasion when the Lay Assessor visit occurs at a time when staff are not able to immediately assist with the visit because of a particular difficulty, staff will explain this and make arrangements for Lay Assessors to wait.

7.3. Elected Members/ Lay Assessors

- Lay Assessors are responsible for co-ordinating their visit in accordance with the rota schedule, i.e. arrange with their partner to visit the identified establishments in the identified month.
- Lay Assessors are to carry their identity card and report to the Manager at the establishment.
- The visit will include discussions with staff and residents. Lay Assessors must pay particular regard to the rights of the residents in respect of privacy and dignity (e.g. do not visit users' rooms without permission).
- Lay Assessors are to be alert to any adult protection issues and report these matters to the Corporate Director, SSHH as a matter of urgency.
- Rota visiting reports are to be completed as soon as possible after the visit and returned to the Neil Evans (details provided earlier in the guidance).

8. **MONITORING**

- 8.1. The feedback obtained from Lay Assessor visits will help NPTCBC to gather the views from care home residents about the services they receive.
- 8.2. The feedback from the visits will be provided to the Commissioning Unit Manager to help inform annual contract monitoring reports for independent sector care homes.
- 8.3. Where there are specific issues or concerns identified during the visits the Commissioning Unit Manager will liaise with the care home directly to ensure that they are resolved adequately.

9. **FORMS AND REPORTING**

- 9.1. The feedback report is an important aspect of the Lay Assessor visit. It provides essential information to the Director and Managers, and should be as straightforward as possible.
- 9.2. A feedback report (Appendix D), is to be completed as soon as possible following the visit.
- 9.3. The report must state the name of the establishment, the date of the visit, the names of the visiting Members and the name of the Manager/ senior member of staff who assisted the visit.
- 9.4. Elected Members need to state whether or not they were able to talk to residents and what their views were, including quotes where possible and about how the establishment is organised and managed.

- 9.5. The report should be signed (hard copy or electronically) and dated by the visiting Members and sent to Neil Evans (details in section 6 of this report).
- 9.6. On receipt of the report, any concerns and issues raised will be noted and appropriate staff, managers and service areas will receive a copy of the report. Any actions or response required will be followed through.
- 9.8. A copy of the report is retained on the Lay Assessor Programme file.
- 9.9. **If Lay Assessors have an immediate concern that a person is at risk/not safe then they need to report this to the NPTCBC Safeguarding Team immediately.**

10. SUMMARY

- 10.1. Lay Assessor visits will play an important aspect of monitoring services. It is valued by Managers, who appreciate the involvement and interest of Elected Members in their work, and by care home residents. It is also an important reflection of NPTCBC's commitment to its citizens and the partnership approach required to make that commitment a reality.
- 10.2. Lay Assessors who take part in the programme will be making an important contribution to the monitoring and development of the service and will also find that rota visiting is an informative and valuable experience.
- 10.3. Should Lay Assessors or Care Home Managers have any queries, please contact:

Neil Evans
Senior Scrutiny & Member Development Officer
Port Talbot Civic Centre
Port Talbot
SA13 1PJ
Tel: 01639 763747
Email: g.n.evans@npt.gov.uk

11. APPENDICIES

Appendix A: *Lists some observations / discussion topics for consideration and describes the format of a typical visit.*

Appendix B: *Good practice questions*

Appendix C: *Frequently asked questions to assist Lay Assessors*

Appendix D: *Visit Feedback Report Template*

Appendix A

Observation/ discussion topics for consideration when undertaking a Lay Assessor visit

You do not need to cover all these issues on every occasion. They are a guide to the range of subjects that concern residents from time to time. Residents must not feel that they are being interrogated but that you are there to help ensure that they have good care.

- Involvement in decision making – food choices, bed times, bathing/washing hair etc
- Access to their own personal items
- Access for visitors / contact with family and friends – is this encouraged?
- Privacy and Dignity
- Facilities for reading/learning/studying
- General atmosphere/environment - appropriate to residents
- Resident feedback on their experiences of living at the home
- Resident feedback if they feel safe at the home

Example of a Lay Assessor Visit

- Telephone call to the Care Home Manager to inform them of the visit (at the discretion of the visiting Lay Assessors)
- On arrival, introductions and sign visitors book
- During the visit (in no particular order):
 - An accompanied tour of communal areas within the home by the Manager/ staff (can include a sample of resident bedrooms with permission from the occupants/ Manager)
 - Introductions with residents
 - Conversations with residents on their experiences of living at the care home
 - Conversations with staff on their experiences of working at the care home
 - Conversations with visitors on their experiences of visiting the care home
 - Conversations with the Manager to explore how the home operates
- Verbal feedback of visit with Manager/ Senior Staff

Appendix B

Good Practice questions

Involvement in decision making

- What did you have for breakfast/dinner today? Do you like it?
- Is there a good choice of meals here?
- I like your cardigan. Did you pick it out? (i.e. do they have choice of what to wear?)

Visits from family and friends

- Check with manager if appropriate to ask as the person may not have any family
- Can ask visiting families/ visitors:
 - Are they able to visit at any time?
 - Are you made to feel welcome when visiting?
 - How do you find the staff and the Manager – are they supportive?

Leisure time

- Do you have any hobbies? Do you continue your hobbies here? (i.e. do you knit/ do jigsaws here? etc.)
- What do you like to watch on the TV?
- Have you anything planned for the weekend?

Trips out

- Do you like going out?
- Where's your favourite place to go?
- Have you been anywhere nice lately?

Get a feel for:

- The atmosphere – is there a “buzz”
- General cleanliness (look and smell)
- Do people look happy?
- Observe if residents are interacting/playing/involved in something
- Observe security
- Privacy – do residents feel their rooms are “theirs”
- Do residents have personal possessions on show?
- Do residents look particularly drowsy

Remember:

- All people like to be listened to
- Enquire with staff if disabled residents use any specialist form of communication aids which may assist them to interact during the visit
- Some people have off days – speak to the staff if you are concerned
- Ask the staff to interpret the behaviour you see if you are concerned
- In a lot of cases, the premises you visit is the resident's home.

Appendix C

Frequently asked questions for Elected Members:

Q. Why should I volunteer to participate on the Council's rota visiting programme to Social Services establishments?

A. Because as an elected Member, you have responsibility for the care and support we provide vulnerable people in Neath Port Talbot County Borough Council. You are the voice of the people that we serve.

Q. What support will I get?

A. Comprehensive guidance is provided and training is offered. Officers are also available to discuss any queries or concerns you may have during the process.

Q. What kind of things should I be reporting on?

A. The quality of care provided to care home residents is the main thing that needs to be reported on. A safe and positive environment is also very important to the wellbeing of care home residents.

Q. How often do I have to visit the establishments?

A. This is dependent on the number of Councillor's that volunteer to participate in the rota visiting programme. The more Members that volunteer, the less visits there will be per month.

Q. How do I know when the best time to visit is?

A. We would advise that you ring the establishment (although this is at your discretion) before you plan to visit to ensure that staff are available to show you around. We would also advise you to look at the attached guidance which will show a contact name and number for establishments.

Q. What happens with my report?

A. Copies are distributed to the Commissioning Unit, NPTCBC Social Services Head of Service and Care Home Managers. A copy is retained on the master Lay Assessor Programme file.

Q. Will I get feedback?

A. Elected Members will get a response to any serious concerns they have raised. For example on the level of care provided to a service user, or Health and Safety issues. If Care Home Managers provide feedback on their experience of the visit that they wish to pass onto the Lay Assessors who conducted the visit, this feedback will be passed on to the relevant Elected Members.

Q. What happens if my partner can't make the visit (through illness etc)?

A. Good practice indicates that Members should not go alone. This is for the benefit of both residents and the Members themselves. However, Members should contact Neil Evans in the first instance to see if an alternative Elected Member is available to conduct the visit. On occasions, if a Member feels confident, it is acceptable to visit alone. The Commissioning Unit can provide further advice on this.

Appendix D

Neath Port Talbot County Borough Council Lay Assessor Care Home Visit Feedback Report

Care Home Name:	
Visit Date:	
Lay Assessors who Conducted Visit:	
Care Home Staff who Assisted with Visit (Manager/ Senior Staff):	
Date Report Completed:	

Summary Feedback (✓ / ✗)	
<i>If you answer no to any question, please provide more detailed feedback overleaf</i>	
Welcome and Arrival	
Did you receive a warm welcome at the care home?	
Were you asked to sign into the visitor's book?	
Safe and Positive Environment	
Was the home in a good state of repair?	
Do residents feel the care home is appropriately decorated i.e. homely?	
Do residents feel the care home has a positive atmosphere?	
Were staff present and on hand to assist residents?	
Were staff engaging with residents during your visit?	
Did staff appear positive, friendly and relaxed?	
Resident Feedback	
Do residents feel they can exercise choice over their daily living e.g. when to get up/ go to bed/ menu choices/ activity choices?	
Do residents feel safe at the home?	
Do residents feel staff treat them with respect?	
Do residents feel the activities provided at the home which meet their interests?	
Do residents feel there are trips/ days out to locations which meet their interests?	

Staff Feedback	
Do staff feel supported by the Care Home Manager/ Senior Staff?	
Do staff feel the training they receive fully enables them to fulfil their role?	
Do staff feel there is a positive morale at the care home?	

Comments/ Quotes from Care Home Residents:

Comments/ Quotes from Care Home Staff:

Lay Assessor Feedback and Recommendations:

Large empty rectangular box for feedback and recommendations.

Lay Assessor Name		Signature		Date	
Lay Assessor Name		Signature		Date	

OFFICE USE ONLY – FOR COMPLETION IN THE SSHH DIRECTORATE	
<i>Date Report Received:</i>	
<i>Date Report forwarded to Service Manager:</i>	
<i>Date Report forwarded to Care Home Manager:</i>	

