

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care Health and Housing Cabinet Board

20 October 2016

Report of the Head of Commissioning & Support Services - A.Thomas

Matter for Decision.

Wards Affected: All

ELECTED COUNCIL MEMBERS VISITS TO SOCIAL CARE AND NURSING HOMES IN NEATH PORT TALBOT COUNTY BOROUGH

Purpose of the Report

1. To provide a review of progress to date following the completion of a Lay Assessor pilot programme, where Lay Assessors (Elected Members) carried out visits to independent Social Care and Nursing Homes in NPT during the period 19th October 2015 - 31st March 2016. A decision is required for the continuation of the Lay Assessor programme.

Background

2. As agreed by the Committee in April 2015, a pilot Lay Assessor programme commenced in September 2015 which provided training to nine Elected Members. Eight of whom conducted seventeen visits to five care homes during the period of 19th October 2015 to 31st March 2016.

Pilot Programme Feedback

Lay Assessor Feedback

3. Lay assessors were provided with 'Dignity in Care' and 'Introduction to Dementia' training, feedback was very complimentary regarding the standard of training provided.
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 lay assessors to provide additional guidance. Feedback from lay assessors 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 have communicated their preference for future visits to be conducted on an 'unannounced basis', which is a preferred option to prevent any problems arising from cancelled or re-arranged visits.

Independent Care Home Feedback

6. Feedback received from the 5 independent care homes regarding the conduct of the Lay Assessors was positive. Many commented how residents and staff enjoyed the visits and found the Lay Assessors to be approachable, professional and courteous.
7. Most lay assessor visits concluded with a report which was sent to the independent provider for consideration. Feedback from care homes regarding reports were mixed, with delays in receiving reports and the quality of feedback cited as the most common issues. These issues can be addressed through further training and a revised report template.
8. All independent care homes have actioned feasible improvements which were recommended by the Lay Assessors, resulting in many positive outcomes for residents.

Equality Impact Assessment

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

Workforce Impacts

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

Legal Impacts

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

Risk Management

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

Consultation

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

Recommendation

14. It is recommended for 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.

Reason 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.

List of Background Papers

17. Report of the Head of Community Care and Commissioning - C. Marchant 2nd April 2015.
18. A Guide for Elected Members and Managers of Care Homes

Both documents are accessible using the following link:

<https://democracy.npt.gov.uk/documents/g285/Public%20reports%20pack%2002nd-Apr-2015%2014.05%20Social%20Care%20Health%20and%20Housing%20Cabinet%20Board.pdf?T=10>

Officer Contact

Gemma Hargest
Contract Monitoring Officer
Older Persons & Disabled Residential Services
01639 684767
g.hargest@npt.gov.uk