

| No | Theme | Question | Comment | Activity | Response | Adjustment |
|----|-----------------------|----------|--|----------|---|--------------------------------------|
| 1 | Alternative provision | Choice | Very little choice for respite care, both residential and nursing | Event | Noted | Insertion to 6.4.5 |
| 2 | Alternative provision | Choice | Block purchasing respite beds reduces the limited choice available | Event | Noted | Insertion to 6.4.5 |
| 3 | Alternative provision | Choice | Introduce care beds in sheltered housing so that if peoples needs increase they don't need to move | Event | Noted. This relates to Extra Care Housing. | Insertion to 6.4.4 |
| 4 | Alternative provision | Choice | Availability of step up and step down beds within a single care home to give individuals and families time to discuss/make arrangements/organise equipment/choose care home – families need time to digest | Event | Noted | Already included in 6.4.6. Retitled |
| 5 | Alternative provision | Quality | Home adaptations for carers to sleep | Event | Noted - not within the scope of this strategy | |
| 6 | Alternative provision | Choice | Step down process to give people more time to make more informed choices | Event | Noted | Already included in 6.4.6. Retitled |
| 7 | Alternative provision | Value | Respite is more time consuming and costly. Staffing at an appropriate level can be difficult. | Event | Noted | Insertion to 6.4.5 |
| 8 | Alternative provision | Choice | Day care in care homes provides people with taster sessions – needs to be properly funded. | Event | Agreed | New section 6.4.8 |
| 9 | Alternative provision | Choice | Need to help people help themselves and more options to be available e.g. step down beds, day care, respite. | Event | Agreed | Already included in 6.4.6. Retitled |
| 10 | Alternative provision | Choice | Alternate staffing/equipment is sometimes the issue e.g. with the availability to give IV antibiotics in the home. ACT supports with this (rapid response, 4 hour response from Community Resource Teams) | Event | Noted | |
| 11 | Alternative provision | Choice | Dementia villages should be considered to add to choice | Event | Noted | See Section 6.4.12 |
| 12 | Alternative provision | Choice | Try before you buy to make a clear and informed choice e.g. respite and day care available in homes to ease transition/help potential residents have fears dispelled/make informed choice. | Event | Noted | |
| 13 | Alternative provision | Choice | Health Board – responsibility in developing flexible bed options | Event | Noted | |
| 14 | Alternative provision | Choice | Sheltered housing isn't sheltered housing any longer – wardens aren't 24 hour and people need that safety net to keep them living there for longer. | Event | Noted - we need to make sure there are a flexible range of options for accommodation with support including Extra Care Housing. | See Section 6.4.4 |
| 15 | Alternative provision | Choice | Health and social care support available in people's own homes to delay admission to long term care home placement particularly needed at night e.g. night sitters. | Event | Noted - not within the scope of this strategy | |
| 16 | Alternative provision | Choice | Capitalise on preventative services - telecare, pressure mats, befriending services | Event | Noted | |
| 17 | Communication | Quality | Lacking information about availability in central point of access | Event | Not clear. However this relates to the availability of a single point of access within each LA area and is not within the scope of this strategy. | |
| 18 | Communication | Quality | The 'category of care' the person is assigned to is not known until later in the process stopping people from making decisions about available options | Event | Noted | |
| 19 | Communication | Quality | General information about the process of choosing a care home is lacking e.g. a simple fact sheet or clear information about different types of beds | Event | Agreed | Addition to commissioning intentions |

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| 20 | Communication | Choice | Educate people to make early choices on care homes | Event | Noted | Addition to commissioning intentions |
| 21 | Communication | Choice | Care plan that travels with the person from (own/care) home to home. | Event | Care plans are already expected to do this. | |
| 22 | Communication | Choice | Choice of places to live where residents are treated "normally" e.g. by going down the pub if that's what they like doing, having shared rooms for married couples. | Event | Noted - links to Regional Quality Framework | |
| 23 | Communication | Choice | List of care homes available for older people and their families with clear information on what the care homes provide and their recent vacancies etc. | Event | Agreed | Addition to commissioning intentions |
| 24 | Communication | Choice | Brochures for different care homes available to patients and families remembering that not everyone is computer literate. | Event | Agreed | Addition to commissioning intentions |
| 25 | Communication | Choice | Ensure Family Information Services are up to date with most recent information. | Event | Agreed | Addition to commissioning intentions |
| 26 | Communication | Choice | Support care homes - ensure robust care plan available early and up to date | Event | Noted | Addition to commissioning intentions |
| 27 | Communication | Choice | Support care homes - allow better access to patients for care home manager | Event | Comment not clear | |
| 28 | Communication | Choice | Improve communication with care homes/families and LA/Health Board staff – more joined up working | Event | Agreed | Already in commissioning intentions |
| 29 | Communication | Choice | Highlight individuals' favourite foods and if they need assistance with eating | Event | Noted | |
| 30 | Communication | Choice | Lack of information and communication on alternative services e.g. "shared lives scheme". | Event | Noted | Addition to commissioning intentions re provision of information |
| 31 | Communication | Value | Value for money is different for different individuals – must be VFM for them! | Event | Noted | |
| 32 | Communication | Value | Joined up planning requirement | Event | Noted | Already in commissioning intentions |
| 33 | Communication | Quality | What is quality? It's different to different people, subjective measures. Is it the service user's choice? | Event | Noted. The Regional Quality Framework seeks to define commonly agreed quality standards. | |
| 34 | Communication | Quality | Reputation | Event | Comment not clear | |
| 35 | Communication | Quality | Lack of engagement across sectors to resolve issues having effect on quality | Event | Noted | |
| 36 | Communication | Quality | Important to recognise the journey of the individual and their families | Event | Noted | |
| 37 | Communication | Quality | Individuals preferences are respected and not ignored – "What Matters To Me" questions are asked to gather individuals' likes and dislikes as a starting point that can be revisited and reviewed | Event | Noted | |
| 38 | Communication | Quality | Activity programmes that are individualised – some people just want a chat, some want activities e.g. bingo, some want help in practising their faith etc. | Event | Noted. These issues should be covered in more detail in service specifications and the Regional Quality Framework. | |
| 39 | Communication | Quality | Tailoring services to fit need/Person-centred – multi-skilled staff | Event | Noted | |
| 40 | Communication | Quality | Highlight what families can do to help/provide support | Event | Noted | |

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| 41 | Communication | Quality | RQF – capture real life experience of residents, families and carers? | Event | Agreed - RQF aims to capture this. | |
| 42 | Communication | Quality | Engage with carer – share what residents have done whilst they have been away, include and involve them | Event | Noted | |
| 43 | Communication | Quality | Shared understanding of quality – service user/professionals/commissioners/family etc. | Event | Agreed. The Regional Quality Framework seeks to define commonly agreed quality standards. | |
| 44 | Communication | Quality | Communication – if quality of information to care homes from hospitals and social workers is improved it would also drive up overall quality of service – care home managers would like to see relationships being built up across service | Event | Agreed | Addition to commissioning intentions re provision of information |
| 45 | Communication | Quality | Provider meetings really helpful for sharing best practice and information | Event | Noted. WB LAs commit to building on this - already a commissioning intention. | |
| 46 | Communication | Quality | Complaints procedure needs to be clear – including relatives and residents meetings | Event | Noted. Effective complaints procedure is included in the development of the Regional Quality Framework. | |
| 47 | Cost | Quality | Gwalia homes Vs other homes in Neath Port Talbot – significant cost difference | Event | Noted. Commercial issue | |
| 48 | Cost | Quality | Low fees make it difficult to build a business case for more provision | Event | Noted. WB Partners are committed to working towards a sustainable care home market. | |
| 49 | Cost | Quality | Huge cost for care homes in training staff – with no guarantee of retention, staff can move on | Event | Noted. WB Partners are committed to addressing this issue. | See specific commissioning intention. |
| 50 | Cost | Quality | National financial impact – no housing benefit | Event | Comment not clear but financial challenges are noted. | |
| 51 | Cost | Quality | Affordability of the public purse – how does this meet the needs of the future? | Event | Noted. The Commissioning Strategy seeks to address the issue of meeting future need. | |
| 52 | Cost | Quality | Spending life savings on being able to access the care home you want | Event | Noted | |
| 53 | Cost | Quality | Not for profit options – can be more costly | Event | Noted | |
| 54 | Cost | Quality | Barriers for providers entering the market - availability of capital | Event | Noted | |
| 55 | Cost | Quality | Clarification of voluntary contributions | Event | Noted | |
| 56 | Cost | Choice | Un-level playing field – distribution of resources to invest in the sector – some providers are given finances to build and develop premises – where others will not be given funds from banks due to lack of stability of the sector and costs attributed e.g. living wage | Event | Noted. Specific circumstances and comparisons cannot be addressed in this strategy, but WB is committed to working in equal partnership with providers across the sector. | |
| 57 | Cost | Choice | Choice is often dependent on cost and affordability – this needs to be fair as lack of resources can impact on the choice made by individuals requiring care and their families | Event | Noted. | |
| 58 | Cost | Value | Discourage block contracts | Event | Noted. We will work collaboratively with providers to develop a range of commissioning options to the meet the demands of our market. | |

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| 59 | Cost | Value | Financial climate difficult | Event | Noted. WB Partners are committed to working towards a sustainable care home market. See key strategic intentions. | |
| 60 | Cost | Value | Clarification of voluntary contributions – on booklets for care homes identify which require “top-up”. | Event | Noted. This should be included in the provision of good quality information to support choice. | New strategic objective added. |
| 61 | Cost | Value | How do you define value for money when you are paying two different fees for the same services? | Event | Noted. Specific circumstances and comparisons cannot be addressed in this strategy, but WB is committed to working in equal partnership with providers across the sector. | |
| 62 | Cost | Value | Living wage | Event | Not specific but the challenge of supporting a sustainable and committed workforce is recognised. | |
| 63 | Cost | Value | Wage percentage increases/pension costs etc. | Event | Not specific but the challenge of supporting a sustainable and committed workforce is recognised. | |
| 64 | Cost | Value | Funded nursing care £140 per week - not enough to provide good quality nursing care | Event | Noted. WB Partners are committed to working towards a sustainable care home market. See key strategic intentions. | |
| 65 | Cost | Quality | Investment in service and training of the sector can lead to a positive view of the caring profession which resonates through the residential home sector...encourages career pathway through care sector in the wider community/forging a career in the care sector will receive family support. Link to job centre for support. | Event | Noted. WB Partners are committed to developing and promoting a sustainable workforce. Key strategic intention. | |
| 66 | Cost | Quality | Task orientated staff due to resources e.g. washing, cleaning, feeding. Chatting to residents about their lives, interests etc. is just as important but limited resource to allow the staff to spend quality time with residents. | Event | Noted. WB Partners are committed to developing and promoting a sustainable workforce. Key strategic intention. | |
| 67 | Cost | Quality | Cost implications on excellent quality e.g. staff time/recruitment and retention of good staff | Event | Noted. WB Partners are committed to developing and promoting a sustainable workforce. Key strategic intention. | |
| 68 | Cost | Choice | Time pressure on choice when admission to care home is from a hospital bed – urgency to move people on | Event | Noted | New strategic objective |
| 69 | Cost | Choice | As there is a lack of nursing beds across Western Bay, appropriate placements sometimes need to be identified out of county. This process increases length of hospital stay. | Event | Agreed. This relates to the key strategic objective of ensuring an appropriate range of care home capacity to meet need. | |

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| 70 | Geography | Quality | Location of care homes available relating to usual place of residence – local availability and transport available | Event | Noted. This relates to the key strategic objective of ensuring an appropriate range of care home capacity to meet need. | |
| 71 | Geography | Choice | Geographical divides – locations of some homes limits choice | Event | Noted. This relates to the key strategic objective of ensuring an appropriate range of care home capacity to meet need. | |
| 72 | Geography | Quality | Location of care home extremely important to some people to link with family/friends/visitors | Event | Noted. This relates to the key strategic objective of ensuring an appropriate range of care home capacity to meet need. | |
| 73 | Infrastructure | Quality | Design of rooms in care homes even in purpose built homes e.g. no lifts | Event | Noted although not entirely clear. This relates to the key strategic objective of supporting care homes to meet regulatory standards. | |
| 74 | Infrastructure | Choice | Not only care but also the environment needs investment | Event | Noted. Financial challenges are noted. WB Partners are committed to working towards a sustainable care home market. | |
| 75 | Infrastructure | Choice | Environment in care home is calmer and cosier than hospitals | Event | Noted | |
| 76 | Infrastructure | Value | Other costs for care home providers – heating/maintenance/contracts/food | Event | Noted. Financial challenges are noted. WB Partners are committed to working towards a sustainable care home market. | |
| 77 | Infrastructure | Choice | Anxiety towards the long term use of the buildings of some care homes when prospective residents visit them when there are rumours or long term plans | Event | Comment not clear but respect the need for commissioners and providers to have a clear understanding of future commissioning intentions. | |
| 78 | Leadership | Quality | Risk adverse approach in hospitals – could patients try and go home if this wasn't the case – different behaviour in hospitals compared to if at home. | Event | Noted | |
| 79 | Leadership | Choice | Leadership is key! | Event | Agreed. | |
| 80 | Leadership | Value | RQF – achievable but cost is the issue in meeting each criteria | Event | Noted. | |
| 81 | Leadership | Quality | Move away from form filling and move towards achieve each individual resident's personal outcomes | Event | Noted. | New strategic intention re: reducing the burden of bureaucracy. |
| 82 | Leadership | Quality | Celebrate good practice and good care e.g. Magic Moments in Care Homes | Event | Noted. It is expected that the implementation of the RQF facilitates celebrating good practice. | |
| 83 | Leadership | Quality | Take time to recognise positive feedback, not just negative. | Event | Noted. It is expected that the implementation of the RQF facilitates this. | |

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| 84 | Leadership | Quality | Provision to share best practice | Event | Not clear. However our commitment to the Regional Quality Framework, together with the promotion of partnership through, for example, provider forums will enable us to share good practice. | |
| 85 | Leadership | Quality | Acknowledgement made of the benefits of having a structured quality system against which services are measured e.g. RQF | Event | Agreed. We regard this comment as an endorsement of our work developing a RQF | |
| 86 | Leadership | Quality | Quality led by the care home manager | Event | Noted | |
| 87 | Legislation | Quality | Individuals' care needs changing e.g. receiving a diagnosis of dementia whilst in a care home – need flexibility to be able to keep people in their existing placement if made before diagnosis BUT registration limits the flexibility | Event | Agreed | New strategic intention |
| 88 | Legislation | Quality | Need more fluidity with registration – availability depends a lot on recruiting qualified staff | Event | Agreed | New strategic intention |
| 89 | Legislation | Quality | Recommendation of dual registered homes i.e. residential and nursing so residents don't have to move if their needs change. | Event | Agreed | New strategic intention |
| 90 | Legislation | Quality | Barriers for providers entering the market - minimum standards | Event | Noted although not clear | |
| 91 | Legislation | Quality | Barriers for providers entering the market - regulations | Event | Noted although not clear | |
| 92 | Legislation | Choice | Care standards policy can be restrictive – care standards staffing is an issue because people have complex needs | Event | Noted | |
| 93 | Legislation | Value | Government funding/grants/needed to help reduce costs. | Event | Noted but outside the scope of this strategy. However the need to support easy access to capital funding is noted. | New Strategic intention |
| 94 | Legislation | Value | Pooled resources | Event | Not clear | |
| 95 | Legislation | Quality | CSSIW Inspections | Event | Not clear | |
| 96 | Legislation | Quality | CSSIW regulations help to set a standard | Event | Not clear. CSSIW regulations are standards. | |
| 97 | Legislation | Quality | Improvement in quality observed for inspections – ensure this raise in level is continued | Event | Noted | |
| 98 | Legislation | Quality | Raise wider awareness of ratings e.g. CSSIW reports/RQF | Event | Noted | |
| 99 | Cost | Quality | Evidence of profit | Event | Not clear. | |
| 100 | Sector | Quality | Variance of availability of care home services across different areas of Neath Port Talbot | Event | Noted. The availability of sufficient care home capacity to ensure adequate choice of good quality care homes is a key objective of this strategy. | |
| 101 | Sector | Quality | Requirement to map care home provision | Event | We feel that Section 6 of our document achieves this. | |
| 102 | Sector | Quality | Difficult to increase provision of care homes across Western Bay due to the instability of the sector | Event | Noted. This strategy seeks to promote a more stable care home market across the Western bay region | |
| 103 | Sector | Quality | Availability of spare capacity rather than full utilisation e.g. occupation. | Event | We are looking to develop a care home market that meets needs. | |
| 104 | Sector | Quality | Difficult to increase provision & choice when forecasts show a reduction in need e.g. residential beds | Event | We are looking to develop a care home market that meets needs. | |

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| 105 | Sector | Quality | Need to update terminology and stop using EMI (elderly mental infirm) | Event | Agreed - we do not use this language in this strategy. | |
| 106 | Sector | Quality | Placements are for shorter periods of time now compared to historically | Event | Agreed | |
| 107 | Sector | Quality | Attraction of market | Event | Not clear | |
| 108 | Sector | Quality | More availability of information to promote choice – not just based on whether there are vacancies in a particular home | Event | Agreed | New strategic intention |
| 109 | Sector | Choice | Demand and supply of care homes has direct effect on choice | Event | Agreed | |
| 110 | Sector | Choice | Do we need homes with a combination of NHS & Private Sector? | Event | The mix of funding sources in care homes will be the subject of ongoing discussion between commissioners and providers in the Western Bay area | |
| 111 | Sector | Choice | Choosing to live in residential care should be seen as a positive choice | Event | Agreed | |
| 112 | Sector | Choice | Need to show providers confidence in the market leading to eventual stability in the market | Event | Agreed | |
| 113 | Sector | Value | Top up fees are inevitable to make a sustainable business model | Event | Agreed that an appropriate use of 'third party contributions' can be beneficial for providers - when delivered in accordance with guidance such as that provided by the Older Person Commissioner | |
| 114 | Sector | Value | Realistic – better value for money may not mean cheaper | Event | Agreed | |
| 115 | Sector | Value | Share resources across providers | Event | Agreed | |
| 116 | Sector | Quality | Care homes need to be a community in its own right and to be part of the wider community – link to schools, colleges etc. for events and visitors | Event | Agreed | |
| 117 | Sector | Quality | Sector needs to be forward thinking i.e. for tomorrow's generation of older people | Event | Agreed | |
| 118 | Sector | Quality | Basic quality – we expect to be fed and watered in a home that is warm and comfortable. | Event | WB RQF seeks more than this basic level of quality. | |
| 119 | Sector | Quality | Quality decisions include - best interests, environment e.g. bright/light/space for visitors/outside space | Event | Noted - included in the RQF | |
| 120 | Sector | Quality | More emphasis on care over environment – 5* accommodation doesn't always mean good care | Event | Noted. RQF seeks to set acceptable standards for both care and the physical environment. We do not accept that one needs to be traded off against the other. | |
| 121 | Sector | Quality | KEY – care homes are people's homes | Event | Agreed | |
| 122 | Specialist Care | Quality | Lack of availability for older adult mental health placements (with a direct effect on safety), especially nursing/dementia care as people are living at home for longer | Event | Agreed. Section 6.4.13 notes this. | |
| 123 | Specialist Care | Quality | Lack of availability for specialist placements e.g. for people living with Huntington's | Event | Noted - although this strategy relates to Western Bay commissioners commissioning approach for older people, the requirement for placements for those with specialist complex needs is noted in Section 6.4.13 | |

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| 124 | Specialist Care | Quality | Specialist bed availability – delay in funding decisions – patient experiences | Event | Noted | |
| 125 | Specialist Care | Quality | Lack of homes for life and provision for end of life care | Event | Agreed. This issue is noted in Section 6.4.7 | |
| 126 | Specialist Care | Choice | Limited choice available across dementia care services | Event | Agreed. Section 6.4.13 recognises this. | |
| 127 | Specialist Care | Choice | More difficult to get funding for dementia care services | Event | Agreed. Section 6.4.13 recognises this. | |
| 128 | Specialist Care | Choice | Needs of early onset dementia – patients in care homes are an issue on respite and placements | Event | Agreed but out of the scope of this strategy | |
| 129 | Specialist Care | Value | Standards incur costs that are passed onto relative – moving care is expensive | Event | The challenge of balancing quality care with affordable costs is noted. | |
| 130 | Specialist Care | Quality | End of life care – when a care home rings 999 for an individual to go to hospital at the end of their life, the individual would invariably rather remain at home – recently discussed at Unscheduled Care Commissioning Board. Good practice needed to be shared for end of life care. | Event | Noted. | |
| 131 | Specialist Care | Quality | Dietetic support – being offered what they need when they want it | Event | Agreed | |
| 132 | Specialist Care | Quality | Access to specialist services when needed and closer links to be established | Event | Agreed | |
| 133 | Staff | Quality | Difficulty recruiting trained nurses – need improved access to recruit | Event | Agree. This is noted in Section 6.4.3 and a specific strategic intention relates to this. | |
| 134 | Staff | Quality | Delay in social workers being allocated to individuals to progress with the process | Event | Noted. | Yes strategic intention |
| 135 | Staff | Quality | Support workers for families in this situation | Event | Not clear | |
| 136 | Staff | Quality | Lack of night sitters is the main reason for placements | Event | Noted | |
| 137 | Staff | Quality | Nurses in hospital wards are very busy so no one to talk to – need liaison link with family | Event | Noted | |
| 138 | Staff | Quality | Early identification of who will need assistance on discharge and not just when they get well | Event | Noted | |
| 139 | Staff | Quality | Barriers for providers entering the market - availability of suitably qualified staff | Event | Noted. We have specific strategic intentions relating to working with prospective new providers and taking a collaborative approach to workforce. | |
| 140 | Staff | Quality | Utilise workforce appropriately - skills/empowerment/shared responsibility between health and social care/retrain workforce to meet needs | Event | Agreed - strategic intentions relating to a collaborative approach to workforce. | |
| 141 | Staff | Value | Cost of staffing | Event | Not clear | |
| 142 | Staff | Value | Collaborative training approach can save money | Event | Agreed. Already a strategic intention | |
| 143 | Staff | Value | Flexibility of workforce | Event | Not clear | |
| 144 | Staff | Quality | Increased staff levels and better pay = better quality | Event | Agree | |
| 145 | Staff | Quality | Staff treated well and with respect as they work very hard – whilst skills can be difficult to quantify | Event | Agree - WB partners are committed to supporting a sustainable and motivated workforce. | |
| 146 | Staff | Quality | First year staff are in post - very important to ensure levels of quality delivered – 6 to 10 months' probation | Event | Noted | |

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| 147 | Staff | Quality | Registration of care workers a good thing – see it as a profession? Cost of registration? | Event | Noted | |
| 148 | Staff | Quality | Funding for training for over 25s (Level 2) have little assistance but may have life skills to deliver exceptional care. | Event | Not clear | |
| 149 | Staff | Quality | Poor quality – poor records e.g. food charts missing | Event | Not clear | |
| 150 | Staff | Quality | Staff caring/friendly/interested | Event | Noted | |
| 151 | Staff | Quality | Education (e.g. NVQs) can be a barrier | Event | Noted. | New strategic intention |
| 152 | Staff | Quality | Link social workers to individual homes? | Event | Noted. | |
| 153 | Staff | Quality | Importance of trust | Event | Agree - WB partners are seeking to build and demonstrate trust. | |
| 154 | Staff | Quality | Staffing at night ratios – uniformity needed | Event | Staffing levels need to be based on service user need and therefore cannot be uniform. | |
| 155 | Staff | Quality | Training needs to be consistent across homes with one standard approach – standard assessment centres for QCF/NVQs – and needs to be high quality | Event | Agreed - strategic intentions relating to a collaborative approach to workforce. | New strategic intention |
| 156 | Staff | Quality | Requirement for more qualified nurses – could nursing assistants be introduced for some of the nursing tasks e.g. medication | Event | Noted - opportunities for development of skills across whole workforce should be explored | |
| 157 | Staff | Quality | Importance of Welsh Language and its importance in people's lives – true for many different cultures | Event | Agree. We are committed to meeting our duties and responsibilities under the Welsh Language (Wales) Measure and supporting others with their language choices | Additional section |
| 158 | Staff | Quality | Team work important and innovative approach taken to keep things 'fresh' | Event | Noted | |
| 159 | Sector | Availability | 1 stop shop | Survey | Not clear | |
| 160 | Communication | Availability | A central coordination hub / management hub organising services in a systematic manner. | Survey | Noted. | |
| 161 | Cost | Value | Affordable care for the future | Survey | Not clear | |
| 162 | Communication | Quality | Better outreach services engaging with the elderly and their families before someone actually needs to go into a home. Reduce the stigma attached to residential homes, reach out to a younger audience, invite people in to see the homes when they are fit and well enough to make informed choices. | Survey | Noted | |
| 163 | Alternative provision | Availability | Better provision during working years to allow saving for retirement and care if required, better distribution of the budget between NHS and community care | Survey | Noted. Beyond the scope of this strategy | |
| 164 | Alternative provision | Availability | Care homes like Arwelfa in Croeserw, Cymmer must stay open | Survey | Noted. Individual circumstances cannot be considered within the scope of this strategy | |
| 165 | Infrastructure | Quality | Consistently high standards in truly caring environment at reasonable cost that the majority can afford | Survey | Noted as an aspiration. | |
| 166 | Specialist Care | Availability | Enough specialist beds i.e. dementia care for challenging behaviour (currently lack of) | Survey | Agreed. Section 6.4.13 notes this. | |
| 167 | Cost | Availability | Extra funding | Survey | Not clear | |
| 168 | Sector | Availability | Finance / Accessibility / audit and monitor of standards / consistency of care. | Survey | Not clear | |
| 169 | Communication | Choice | Forward planning with potential residents - involve us in the design stage when we are fit and well | Survey | Noted. | |

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| 170 | Cost | Value | Funding for individuals, local authorities and providers to ensure that the service provided can be delivered at a cost that can be afforded | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 171 | Cost | Value | Funding takes into account the increasing costs to smaller homes | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 172 | Legislation | Value | Joint NHS and Social Services budget | Survey | Agreed. WB partners will be required to develop pooled budgets as a requirement of the SS&WB Act for care home placements by April 2018 | |
| 173 | Sector | Availability | More care homes needed | Survey | This strategy aims to ensure sufficient good quality care home capacity to meet future need. | |
| 174 | Communication | Quality | More emphasis on person centred planning to fit the service to person rather than person to service | Survey | Noted - this is being picked up as we develop our approach to assessing need reflecting the requirements of the SSWB Act. | |
| 175 | Communication | Choice | More information needs to be made available and the information to be easily accessed | Survey | Agree | New strategic intention |
| 176 | Cost | Value | Standardisation of costs for admission into homes | Survey | Not entirely clear. | |

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| 177 | Sector | Availability | Sufficient flexible/spare capacity to be retained within the homes to support changing demands | Survey | Keeping "spare capacity" would be an individual business decision for care home managers. | |
| 178 | Infrastructure | Availability | A mix of modern, affordable and accessible care home places | Survey | Noted | |
| 179 | Infrastructure | Quality | Access to information, use of IT e.g. Skype where families are unable to visit. | Survey | Noted. | |
| 180 | Communication | Choice | Advocacy where appropriate to support individuals and families - stop the railroading of "professionals know best" | Survey | Noted. The provision of information, advice and advocacy is a requirement of the SSWB Act. | |
| 181 | Communication | Choice | More and better information available | Survey | Noted | New strategic intention |
| 182 | Sector | Availability | Care homes are allowed to differentiate themselves and not become one size fits all | Survey | Noted | |
| 183 | Cost | Value | Better financial support for care homes to pay decent wages and have decent staffing levels | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. | |
| 184 | Communication | Choice | Good access to all easily comparable information available in one place for a suitable broker or helper to present choices to potential residents | Survey | Noted | New strategic intention |
| 185 | Communication | Choice | Good quality choices of home services and care homes available. Information that categorises and gives a quality mark for each service or grade. Gives what areas they specialise in so carers and families can make informed choices. | Survey | Noted. | New strategic intention |
| 186 | Sector | Availability | In Bridgend, more care homes for local residents | Survey | This strategy aims to ensure sufficient good quality care home capacity to meet future need. | |
| 187 | Sector | Quality | Local provision is best - if consistent quality across the region then issue of 'choice' becomes less important | Survey | This relates to the common Regional Quality Framework | |
| 188 | Geography | Availability | Location should be paramount, ensuring that all homes that are likely to meet patients' needs are acknowledged to the person or advocate. | Survey | Noted | |
| 189 | Sector | Availability | More care homes for the ageing population | Survey | This strategy aims to ensure sufficient good quality care home capacity to meet future need. | |
| 190 | Legislation | Quality | More transparency. The care homes website for example, differs from CSSIW statements. | Survey | Not entirely clear, but the provision of accessible and good quality information is a new strategic intention. | |
| 191 | Sector | Availability | Stop closing the available care homes | Survey | WB partners recognise that the decommissioning of care homes is likely to be difficult for individuals and communities. We are committed to commissioning and, where necessary, remodelling services to meet the needs of communities and individuals. | |
| 192 | Geography | Availability | Sufficient care homes across the areas served, at least one per ward/neighbourhood | Survey | This strategy aims to ensure sufficient good quality care home capacity to meet future need. | |

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| 193 | Alternative provision | Quality | Better outreach services engaging with the elderly and their families before someone actually needs to go into a home. | Survey | Noted - not within the scope of this strategy, but part of our overall "What Matters to Me" model. | |
| 194 | Sector | Quality | Reduce the stigma attached to residential homes, reach out to a younger audience | Survey | Noted | |
| 195 | Communication | Quality | Invite people in to see the homes when they are fit and well enough to make informed choices | Survey | Noted | |
| 196 | Communication | Quality | Be consistent. Be honest. And speak to all staff and residents not just the chosen few. | Survey | WB partners are committed to working with care home residents, providers and stakeholders in an open, honest and transparent way which is reflected in our RQF.. | |
| 197 | Sector | Quality | Be research based, and up to date. Boot out old fashioned ways of working. | Survey | Noted | |
| 198 | Staff | Quality | Better trained managers and staff | Survey | Agree - WB partners are committed to supporting a sustainable and motivated workforce. | |
| 199 | Infrastructure | Quality | Good standard premises | Survey | Not clear | |
| 200 | Communication | Quality | Care homes should be located in a community setting with lots of community input | Survey | Agree | |
| 201 | Sector | Quality | Care Standards Act 2000 - Should this question really be needed or has no progress taken place in 16 years?? | Survey | Not clear | |
| 202 | Sector | Quality | Flexibility and partnership working - trust. Positive risk taking. | Survey | Noted - WB partners are committed to building trust | |
| 203 | Cost | Value | Funding needs to increase to reflect the costs that care homes have to pay for staff and other costs | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 204 | Legislation | Quality | Good legislation to stop abuse in care homes | Survey | Not clear | |
| 205 | Legislation | Quality | Higher standards and be inspected regularly | Survey | Agreed. | |
| 206 | Staff | Quality | Highly trained staff selected through robust recruitment processes, multi-agency support available at all times | Survey | Noted | |

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| 207 | Staff | Quality | Human kindness | Survey | Agree that this is a fundamental quality that should be nurtured in all care home environments | |
| 208 | Staff | Quality | Invest in staff/resources for caring staff | Survey | Agree - WB partners are committed to supporting a sustainable and motivated workforce. | |
| 209 | Legislation | Quality | Need to have set standards in all care homes with relevant reviews and validation | Survey | This relates to our Regional Quality Framework | |
| 210 | Staff | Quality | Onsite OT, Physio services, GP's appointment room, Rehab rooms with equipment so people are not bussed about when they have an appointment. | Survey | Noted | |
| 211 | Legislation | Quality | RQF in place and workforce development to support all frontline staff | Survey | Agree. This reflects our strategic intentions | |
| 212 | Legislation | Quality | Unannounced inspections, easier for families to complain and raise concerns | Survey | Agreed. | |
| 213 | Legislation | Quality | Very rigorous inspection | Survey | Agreed. | |
| 214 | Staff | Quality | First class staff training | Survey | Agree - WB partners are committed to supporting a sustainable and motivated workforce. | |
| 215 | Staff | Quality | A career / pay scale that values the importance and helps improve status of all care home staff | Survey | Agree - WB partners are committed to supporting a sustainable and motivated workforce. | |
| 216 | Staff | Quality | Well-trained staff, working in a person-centred way. E.g. for patients with hearing loss - 70% of people over 70 have a hearing loss - this requires excellent communication skills and high levels of deaf awareness | Survey | Noted. | |
| 217 | Legislation | Quality | A shared understanding and agreement on how to evidence the standards - quality means different things to different people | Survey | This relates to our Regional Quality Framework | |
| 218 | Legislation | Quality | Better regulation, set a standard in services and accommodation that all residential care homes have to achieve not just the private sector but public sector services. | Survey | This relates to our Regional Quality Framework which we will apply equally across the sector | |
| 219 | Legislation | Quality | Care Standards Act 2000 - Should this question really be needed or has no progress taken place in 16 years?? What has the Care Council for Wales achieved with regard to a register for care staff?? Over 10 years ago this register was meant to have been implemented. If the Care Council is not fit for purpose why is it still funded | Survey | Beyond the scope of the Western Bay Commissioning Strategy | |

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| 220 | Cost | Value | An understanding of what good value for money is - good quality is better value in the longer term - not cheapest is best | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 221 | Legislation | Quality | Better monitoring and set standards that homes have to achieve year in year out. No point achieving a standard if the home is judged against this standard every three years or so. | Survey | Noted. | |
| 222 | Cost | Value | Councils need to take into account that good value for money means supporting funding for statutory increases in costs such as the increase in wages, pensions and increased training. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 223 | Sector | Value | Do not commission with failing care homes | Survey | Noted | |
| 224 | Sector | Value | Do not privatise. In house is the best value for money | Survey | Noted | |

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| 225 | Cost | Value | Ensure funding for the provision of residential care is sufficient to meet increasing expectations of all stakeholders. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 226 | Legislation | Value | Good inspection regime | Survey | Not entirely clear although of course we are seeking to have a strong quality monitoring process in partnership with CSSiW. | |
| 227 | Staff | Value | Good value for money does not mean good quality services. Look at the standards of training and support provided to care staff rather than price | Survey | Agree. These are key elements of the RQF. | |
| 228 | Sector | Value | Level playing field in terms of fees paid across the regional market place | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |

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| 229 | Cost | Value | More finance available so that tenders are based on quality standards and not solely on the cheapest tenderer. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 230 | Legislation | Quality | Regular review and monitoring of the services being provided | Survey | Agreed - we are looking to build on a strong quality monitoring process we have in partnership with CSSiW | |
| 231 | Cost | Value | Sufficient financial resources (!), used effectively, strictly monitored | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 232 | Cost | Value | This may end up with poor quality homes. | Survey | Not clear | |
| 233 | Cost | Value | Vale for money does not necessarily mean quality. E.g. Cheap in continence product are a waste of resources, don't hold urines and degrade skin. But a decent product that has barriers protection built in. Tena, although expensive, will save money on continence care and skin damage. | Survey | Noted | |

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| 234 | Cost | Choice | More finance available | Survey | Noted. We are in a period of unprecedented pressure on resources, however, Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 235 | Alternative provision | Choice | All of the health service provisions that the elderly have to go to their GP or outpatients department for appointments. A rehab gymnasium, GP surgery on appointment, it's not just about having the hairdresser in every other Friday its about attending to the mental and physical health of residents without the fear of being a burden if you have to be taken to appointments by staff which takes all of your independence away | Survey | Noted. | |
| 236 | Sector | Choice | Allow for the ageing population and not expect the lower earning sector to miss out | Survey | This is not our intention. | |
| 237 | Sector | Choice | Ask the people living there what they need. E.g. someone to take them out shopping etc. | Survey | Our Regional Quality Framework places emphasis on the individual preferences and choices of care home residents i.e. person-centred approaches. | |
| 238 | Communication | Choice | Ask the people who use services and who care for the person. They are the experts. They know what the person likes to do or what engages him/her best. Think outside the box for suggestions, not the normal or what has been offered previously. People like simple things that actually cost very little to implement. | Survey | Noted. | |
| 239 | Cost | Choice | Consider block funding to ensure some financial security for providers. Consider alternative ways of contracting for them | Survey | Agree - already a strategic intention. | |
| 240 | Communication | Choice | Consult with residents and families to discover what THEY would like, source best providers, promote volunteer activities from within the community, universal access for all | Survey | Noted. | |
| 241 | Staff | Choice | Expand current chaplaincy provision in hospitals to Care Homes - this could incorporate current provision from local faith groups. | Survey | Noted. | |
| 242 | Staff | Choice | Follow the Cardiff and Vale elderly care services way of working. Care home nurses can refer direct to SALT, CMHT audio, dentist etc. without going through the GP which wastes time - respect nurses knowledge. | Survey | Noted | |
| 243 | Staff | Quality | Good quality trained staff ,specialist units , all homes that we commission from have to show training records etc. of all staff | Survey | This relates to our Regional Quality Framework | |

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| 244 | Cost | Value | Look at funding - it is difficult for smaller homes to offer wider services and maintain good staffing levels. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 245 | Sector | Value | More in-house services being made available, so any savings from this can be utilised elsewhere in the care system. | Survey | Noted. | |
| 246 | Alternative provision | Quality | More flexible day services and short stay/respite opportunities; work with providers to share good practice and identify where spare capacity is best utilised; better connection with local community activities; encourage inter-generational knowledge exchange through links with schools (see Hairy Bikers 'Old School' programme) | Survey | Noted. | New Section 6.4.8 re: Day Services |
| 247 | Staff | Quality | More peripatetic services offered like occupational health, nursing, podiatry, chiropody | Survey | Noted. We will seek to develop the relationship between care homes and community health and social care services. | |
| 248 | Specialist Care | Availability | More specialist beds for people at end stage of dementia | Survey | Noted. | |
| 249 | Cost | Availability | Resource needs to be looked at along with additional homes in the first place | Survey | Not clear | |
| 250 | Alternative provision | Value | Stop looking at traditional care homes, people can be supported in their own homes with assistive technology which in the long term is more cost effective | Survey | The overall Western Bay "What Matters to Me" Model emphasises the promotion of independence and the provision of flexible support to help people stay at home for as long as possible. However, we expect that people will still need/choose to live in a care home and we want to make sure this choice is equally available to all of our older population. This is the scope of this particular strategic document. | |
| 251 | Communication | Quality | Tell us what services they are looking for and ask us for ways to provide them. Also allow care homes to deliver the services that are person centred to the residents in their home, even if the councils do not rate them, the residents do | Survey | Noted. | |
| 252 | Communication | Quality | Work to find out what people really want in a care home for when they are older - we are a diverse community - care homes need to reflect this | Survey | Noted. | |

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| 253 | Sector | Availability | Work very closely with the independent sector to agree joint strategies on delivery | Survey | This is what WB partners are committed to doing through the development of this strategy. | |
| 254 | Cost | Availability | Better funding (e.g. funding for older people is a fraction of that for people with functional mental health problems and learning disabilities yet the needs can still be as great if not more) | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 255 | Cost | Value | Care home providers take a risk with their own money that they invest in the homes they buy. As with all business the return for this risk should be good value for money, so the price paid should cover the costs of running a decent service and a profit. Councils should recognise that they need to support private homes with placements and provide a list of those looking for placements to the homes. They should also speed up the assessments of those who need residential care. Also we have 3 staff working for us whose parents have been assessed as only needing a few visits whereas they need full time support. This incorrect assessment although cheaper to the council is causing families excess pressure and allowing too many vacancies to occur in homes. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 256 | Cost | Value | Cheaper tax, cheaper essential services Welsh Assembly and Central Government should reduce the overheads for care homes that provide high quality care and services to the elderly. Inspected regularly by COMPETENT inspectors will drive up the standards of care provision in this country. | Survey | Noted but this issue is outside the control of the WB partnership. | |
| 257 | Legislation | Quality | Emphasise the quality of life of the area, highlight the standards we are seeking to achieve | Survey | This relates to our Regional Quality Framework | |
| 258 | Staff | Quality | Ensuring positive links with community services to support the care needs of patients via staff training , end of life care issues, advanced care planning - collaborative working to support patients and services. | Survey | Noted | New strategic intention relating to links with community services |

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| 259 | Sector | Quality | Foster good working relationships with existing providers, promote existing good practice and resources, to make it clear that Western Bay expects, and will only settle for the best! | Survey | This relates to our Regional Quality Framework and our intention to foster stronger working relationships between commissioners and providers across the care home sector. | |
| 260 | Cost | Value | I think a number of care home providers would be keen to explore new opportunities but have to remain financially viable. For investment to be made up front in terms of the physical environment; up skilling staff; additional specialist equipment etc. providers need to have some certainty there will be future business and placements made. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 261 | Sector | Availability | Keep the care homes open. | Survey | Noted. Western Bay partners certainly wish to support the care home market and continue to access beds where these are of suitable quality and continue to meet need at a reasonable price. | |
| 262 | Sector | Availability | Make it attractive to investors in new care home providers. Get them involved. | Survey | Noted | New strategic intention re Market position Statement |
| 263 | Communication | Quality | Make them aware of the excellent collaborative working Western Bay Community Services offer | Survey | Noted | |

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| 264 | Staff | Value | Pay a decent rate so that they can get good quality well trained staff | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 263 | Communication | Availability | Providers engagement days, workforce development programmes, community engagement days, facilitated exchange of good practice | Survey | Agreed. Strategic intention regarding building relationships with providers | |
| 266 | Communication | Availability | Set out clearly what you want - co-operative approaches with groups of care home users, families, staff and providers is an attractive option | Survey | Noted | |
| 267 | Legislation | Quality | Set firm guidelines into the way care should be provided to all clients, and consistent, independent spot checks / audit made routinely. | Survey | This relates to our Regional Quality Framework | |
| 268 | Cost | Availability | The council to provide financial incentives. | Survey | This would require closer analysis and discussion. However, Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. | |
| 269 | Sector | Quality | The problem will not be solved by encouraging new care home providers to move to the area, it is about solving issues with the ones you have and encouraging existing providers to invest in existing homes and developing new homes or more innovative ways to deliver services which meet the needs of an ageing population | Survey | Noted. | |

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| 270 | Sector | Value | They are eager to expand in Bridgend as we have a severe deficit - but they will not do so without the large element of risk being accounted for i.e. resources (block purchasing for example) | Survey | The issue of shortfalls in capacity is understood. Otherwise the comment is not clear. |
| 271 | Sector | Availability | Value for money | Survey | Not clear |
| 272 | Staff | Quality | You need to get the GPs on side. Get each practice to take on one home rather many. It would improve care, in two ways. 1. Weed out the poor GP practices who are obstructive, and 2. Deliver a better service. The surgery could hold weekly clinics, rather than the ad hoc mess we have to deal with. | Survey | Noted. Engagement with Primary Care Services part of development of strategy |
| 273 | Staff | Quality | ALL staff - NVQs in Care (or similar), generic Western Bay induction training and CPD; more qualified nurses | Survey | Noted |
| 274 | Sector | Quality | https://www.jrf.org.uk/report/care-provision-fit-future-climate | Survey | Noted and thanks. |
| 275 | Communication | Choice | No mention of patient advocacy and processes that are required for patients who lack capacity. | Survey | Agreed - Information, Advice and Advocacy Services are currently being developed across the Western Bay Region in response to the SSWB Wales Act and are also included in the RQF. |
| 276 | Infrastructure | Choice | Place for family | Survey | Not clear although we recognise it is important for residents to maintain close links with their families. |
| 277 | Infrastructure | Quality | The safety of elderly residents from fire and poor old unsuitable converted care accommodation | Survey | Noted. |
| 278 | Sector | Quality | The strategy covers these areas fully. | Survey | Thank you for your endorsement. |
| 279 | Sector | Quality | Treat old people with great respect | Survey | Agree this is a very important value statement and it lies at the heart of our regional Quality Framework. |
| 280 | Sector | Choice | Yes - do not mark homes down if residents do not choose things inspectors would like to see | Survey | Noted. |
| 281 | Legislation | Quality | You need to see beyond the surface and behind closed doors. For instance, eat the food. | Survey | Noted. |
| 282 | Staff | Value | How providers are to care for people with more complex needs who need a higher staffing ratio. | Survey | Not clear although recognise the challenge |
| 283 | Cost | Quality | No-one should miss out on any aspect of quality care due to financial | Survey | Agree |
| 284 | Cost | Choice | Standardising costs as patients often can't have their first choice due to not being able to fund. | Survey | Noted. |

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| 285 | Cost | Value | The budget must meet the expectations of care. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. |
| 286 | Cost | Value | The importance for some homes the issue of 'top up fees' | Survey | Agreed that an appropriate use of third-party contributions can be beneficial for providers - when delivered in accordance with guidance such as that provided by the Older Person's Commissioner. |
| 287 | Legislation | Cost | There are very little incentives for care providers to provide and achieve high standards of care | Survey | Noted. This relates to our Regional Quality Framework |
| 288 | Staff | Cost | This needs to increase to cover statutory wage costs | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. |
| 289 | Cost | Value | Why should people who are self-funding have to pay more? | Survey | Noted. WB partners will explore this issue in partnership with providers. |
| 290 | Sector | Quality | A very well written, detailed strategy | Survey | Thank you for your endorsement. |

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| 291 | Sector | Cross cutting | Covers all key areas related to care homes, Choice is important however ensuring choice can be met, capacity and best interest principles to be considered. Acknowledging when ACP and end of life principles should be considered? Use of standardises frailty score (Rookwood) to red flag key levels of management i.e. levels of 7-9 may indicate this need. Creating more links with secondary care and CRT teams to provide quality teaching sessions or for NH staff to link into around all aspects of care - this principle is reflected in the document with the dementia training team. | Survey | Helpful point. We have added a new strategic intention regarding strengthening links with community health and social care services. |
| 292 | Legislation | Quality | Gold, Silver, Bronze and fail, should be awards on the door like the food standards agency scores. You must work on the floor and see what goes on. Don't just talk to the managers. | Survey | Noted. |
| 293 | Legislation | Quality | I have visited many local authority and private care homes in Wales over the past 7 years and the quality and standards vary from poor-good-excellent there has to be a minimum standard set not only for the care provision and the services on offer but for the overall fabric of the building. Why do we still have care homes over 2-3 floors isolating people if the lift fails, putting people at risk if there is a fire. Introduce new standards that assistance and money saving incentives will come with easily accessible care homes that are over 1 or 2 floors but are designed without lifts, stair lifts etc. This will assist the elderly to walk with their chosen aid or self-propel their wheel chair and access the home they live in without the fear of "putting you out". | Survey | This relates to our Regional Quality Framework. In the context of this strategy, it is not appropriate to comment on individual situations, however if they are of concern, they should be noted to the appropriate CSSiW offices and Council Contacting Teams. |
| 294 | Cost | Value | It is a good idea to reduce your costs. We have reduced our costs as much as we can. To progress we need to see an increase in rates paid and for inspectors to be more person-centred as residents differ from home to home and one size fits all inspections do not work. | Survey | Noted. Western Bay partners are committed to building a sustainable care home market supported by reasonable fee levels. Local authorities are responsible for the social and personal care components of a care home placement. Each local authority has their own fee-setting arrangements and applies their own rationale, with each organisation working with the independent providers within their respective areas to agree the fees. This process is set to continue for at least the next three years. |
| 295 | Sector | Quality | Local Implementation Plans need to ensure full engagement with providers, carers and cared-for to build in the flexibility that will be required. | Survey | Noted. Local implementation plans are being developed subsequent to the publication of this strategy. Local authorities are responsible for the social and personal care components of a care home placement. |

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| 296 | Communication | Choice | No-one wants to put their loved ones into the care system / care home, however it is essential that when this happens, the family are made to feel that they have done their very best and that the best possible care has been taken, and that there is sufficient choice. I believe that engaging and communicating effectively with the family will benefit all parties. | Survey | Agree | |
| 297 | Cost | Value | Not a race to the cheapest , | Survey | Agree. WB partners seek in their commissioning to achieve a reasonable yet exacting balance between quality and affordable price. | |
| 298 | Communication | Quality | Please publish the results of this consultation soon and do repeat this process regularly | Survey | Agreed. The results if the consultation will be published alongside the strategy | |
| 299 | Communication | Quality | Principles appear well-thought out. Important to get this right for ageing population. | Survey | Thank you for your endorsement. | |
| 300 | Sector | Availability | There is a severe deficit position in Bridgend and urgent action is required to put interim measures in place as well as the longer terms strategy. | Survey | The issue of shortfalls in capacity is well understood by commissioners. | |
| 301 | Alternative provision | Availability | We have good care home facilities, we are jeopardising. Care in the community can only go so far, there comes a time people need 24 hr care. That should be in their local community, with other residents that they know | Survey | Agree. This strategy seeks to achieve that objective. | |
| 302 | Alternative provision | Availability | Yes. To support more people to be independent at home, people will need better access to the right support and assistive equipment. Remembering that 70% of 70 year olds have a hearing loss, this will require new pathways to ensure that people are aware of equipment that can help them live at home safely e.g. adapted telephones, visual doorbells, TV listening devices, visual fire alarms and other communication devices that can prevent isolation for people with hearing loss. The increased focus on complex needs will need more highly trained staff able to support people for example that have dementia and hearing loss. Taking a few simple steps to address a person's hearing loss can then make it easier to communicate and support the person more effectively. Our research (Joined Up, 2013) shows that ensuring people with dementia receive a timely diagnosis, benefit from digital hearing aids, and receive communication support and assistive technology while living in their community would reduce residential care home placement by 28%. | Survey | Very helpful point. Alongside the development of this strategy, Western Bay partners are seeking to implement the "What Matters to Me" service model which promotes independence and supports people to remain at home for as long as possible. | |
| 303 | Legislation | Quality | You need to change Regulations & Inspections Bill to Act | Email | Done. Thank you. | |
| 304 | Staff | Quality | The Committee expressed concerns over the nursing staffing issues reported for care homes in that Agency staff were being used to fill the gaps at a likely higher cost. The Committee commented that this needed addressing as a priority and proposed looking towards improving the pay for permanent staff to try and recruit and retain more, instead of paying the higher cost of Agency nurses. The Committee requested that these concerns be fed back to the Western Bay Group in general as Members felt that this was not just a Health Board issue as the Partners within Western Bay should be looking at addressing this together. | Scrutiny | Noted | |

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| 305 | Sector | Availability | The Committee recommend that the figures for the numbers of self-funders be gathered as is done in England, in order to determine the extent of the risk to the Authority in terms of the resources required for future funding for Care for Older People. | Scrutiny | We recognise the importance of this information. During the establishment of a pooled fund for care homes required by 2018, this information will be collected as part of the scoping exercise. This will allow us to have a full and true picture of future resources required. | |
| 306 | Communication | Cross cutting | The Committee requested that they receive the responses to the public consultation once they have been analysed and sorted. | Scrutiny | Agreed. The results if the consultation will be published alongside the strategy | |
| 307 | Communication | Quality | The Committee requested that the Commissioning Strategy be revisited at an appropriate time when the performance measurements for the region have been developed and finalised and there has been some reporting against them. Members agreed that this would also provide the Committee with the opportunity to consider the responses to the consultation in detail and specifically, the responses and receptiveness of Care Home Providers to the proposed increase in complex needs and dementia care beds. | Scrutiny | Agreed | |