

## **Response to Older People's Commissioner request for update on recommendations in A Place to call Home**

### **1. The extent to which specialist continence support is available to care homes**

Requirement for action 1.3 - specialist care home continence support should be available to all care homes to support best practice in continence care, underpinned by clear national guidelines for the use of continence aids and dignity.

#### Proposed response:

*National guidance has been developed and an all Wales Continence Forum has been established to share good practice and ensure support is provided for staff working in care homes.*

In November 2016 the Cabinet Secretary for Health, Well-being and Sport launched the 'Best Practice Guide to Reduce Unplanned Admissions to Hospital due to Urinary Incontinence'. This provides clear guidance on actions that should be taken to minimise the risk of admission to hospitals and care homes.

The regulations and guidance being developed under the Regulation and Inspection of Social Care (Wales) Act will place requirements on providers of regulated services, including care homes, in relation to meeting care and support needs and personal outcomes for people. The guidance issued under section 29 of the Act will provide more detail on how providers will be expected to comply with the regulations including how services can demonstrate (to CSSIW) their support to individuals in with maintaining and managing the continence.

There are also Health and Care Standards which set out the Welsh Government's common framework of standards to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings. The Health and Care Standards came into force from 1 April 2015 and incorporate a revision of the 'Doing Well, Doing Better: Standards for Health Services in Wales (2010)' and the 'Fundamentals of Care Standards (2003)'. The Standards include a specific section on Dignified Care.

An all Wales Continence Forum has been established by health boards. Officials from the Chief Nursing Officer's team have regular meetings with the chair to share information about developments and good practice in continence practice. Support has been developed for the care home sector with training provided by health board staff for people working in care homes. An example of this is the work undertaken by Hywel Dda University Health Board to provide training to staff in care homes in Ceredigion to help avoid hospital admission for continence or urinary tract infections.

A series of visits are being planned by Welsh Government officials to observe the work carried in by health boards on continence training in care homes.

The NHS Wales Outcomes Framework was launched in March 2016 and this included the requirement to develop a metric for 'incontinence'. Work is underway to develop a metric for incontinence and the work is scheduled to be completed by March 2018.

## 2. The prevention and management of falls, including national monitoring and reporting in respect of falls in care homes

Requirement for action 2.1 - A National Falls Prevention Programme for care homes is developed and implemented. This should include:

- Enabling people to stay active in a safe way
- Up-skilling all care home staff in understanding and minimising the risk factors associated with falls
- The balance of risk management against the concept of quality of life and the human rights of older people, to ensure that risk-averse action taken by care staff does not lead to restrictive care.

### Proposed response

*Good progress has been made on the falls prevention agenda. Welsh Government has supported Public Health Wales to establish a National Taskforce for falls prevention. The Welsh Ambulance Service Trust has also implemented a number of initiatives that are helping to prevent falls and supporting people who have fallen.*

*The Intermediate Care Fund (now renamed the Integrated Care Fund) has also provided funding for regions to support older people to maintain their independence. £60 million is available for 2017-18 (although there is a Ministerial commitment to retain this important funding). A number of integrated falls prevention services and initiatives have been taken forward as a result of this funding.*

The National Taskforce for falls prevention was formally launched in October 2016 under the prudent healthcare agenda. The role of the taskforce is to identify good practice to reduce the risk of falls and keep people independent and in their own homes. Work includes:

- Sourcing a high level representative/advocate for Care & Standards in Scotland (which is an excellent framework and replicable in Wales).
- Developing a Train the Trainer programme to standardise the falls prevention brief intervention home assessments. Three pilots will be undertaken in Carmarthenshire, North Wales and SE Wales aimed at organisations which provide a home based service across Wales.
- Embedding a nationally consistent approach to falls prevention across Wales through a series of national and locally based workshops.

The Welsh Ambulance Service Trust (WAST) has taken forward a range of work through pilot projects including:

- Devices such as the Mangar ELK lifting cushion have been purchased for care home staff to use in the event of a resident sustaining a fall. Training for all staff in participating care homes has also been provided.
- Work with Cardiff and Vale University Health Board to empower care homes to make prudent use of emergency services in the escalation of urgent care. The intention is to reduce unnecessary 999 calls from care homes identified

as frequent users of the ambulance service. Regular meetings with management and training sessions are being provided to staff within these care homes. Falls prevention is a key part of these training sessions.

- Trialling a response and warden service in Cardiff which was launched on 31 October 2016. The scheme consists of dedicated wardens trained in AED/lifting equipment who provide a 24/7 service to assist people from the floor and to enable vulnerable people to stay safe and independent in their own homes.

Funding has also been provided to Age Cymru to help keep older people active and includes a number of initiatives for care home staff and residents such as individuals in care homes being trained to deliver LIFT (Low Impact Functional Training) and tai chi/mobility sessions.

Regulations and guidance under the Regulation and Inspection of Social Care (Wales) Act strength the arrangements that care homes and other services must have in place to ensure individual are not deprived of their liberty, rights are supported and safe practices are in place to ensure is that control and restraint are only used in exceptional circumstances to prevent a risk of harm to an individual or another person.

Whilst there has been much work undertaken, a significant proportion of this has focused on generic falls prevention for older people. We are in discussions with the National Falls Prevention Task Force about focusing part of their work programme in the coming year on specific falls prevention work in care homes.

### **3. An integrated approach to the inspection of nursing homes between CSSIW and HIW with a particular focus on assessment and reporting of clinical care in nursing homes**

#### Proposed response

*CSSIW and HIW undertake joint reviews and inspections where there is a common interest or duty regarding the safeguarding of people. The annual monitoring of Deprivation of Liberty Safeguards (DOLS) and inspection of local authority and health board services for people with learning disabilities are good recent examples.*

The Inspectorates have acknowledged however that more can be done towards integrated inspection of regulated care, where there are overlaps in CSSIW and HIW activities. The CSSIW Chief Inspectors Annual Report for 2015/16 set out a clear commitment to pilot joint inspection with HIW in care homes. Chapter seven refers <http://cssiw.org.uk/docs/cssiw/report/160922annualreporten.pdf>

CSSIW and HIW are planning to pilot work looking at healthcare support for care home residents later in the year. The focus will be on commissioning arrangements and support systems that primary and community care services provide to care homes. The pilot will test the interface between health and social care and its impact on the quality of care and wellbeing outcomes for people.

A common standards framework for health and social care, similar inspection methodologies and language, together with more joint planning, should support a more integrated approach.

We are taking forward the Ministerial commitment to review the functions of HIW and CSSIW following the Ruth Marks Review and the 'Our Health, Our Health Service' Green Paper consultation <https://consultations.gov.wales/consultations/green-paper-our-health-our-health-service>. Consequently, we are now exploring improved approaches to integrating the system of health and social care inspection. We have been looking at what can be achieved within the current arrangements, as well as what would need to be addressed in legislation. Engagement continues with HIW and CSSIW to explore common ground and the potential for more joint working.

We expect a joint approach to inspection in nursing homes to move away from settings-based approaches towards achieving a holistic view of the outcomes that matter to people. The National Inspection of Care and Support for Adults with Learning Disabilities undertaken by CSSIW and supported by HIW, between July 2015 and February 2016 shows the potential for working in this way, although additional work will need to be undertaken to develop this further. A joint approach to inspections is expected to result in better planning by local authorities and local health boards to understand the needs of local populations. It is also expected to provide clarity in roles and accountability. This will lead to better care and support for individuals.

The Cabinet Secretary for Health, Well-being and Sport has announced his intention to publish a White Paper during 2017 to include issues on inspection and regulation and whether legislation may be required in this area.

**4. The extent to which robust workforce planning projections have been developed by Welsh Government in respect of future nursing staff requirements within the residential and nursing care sector. Also the extent to which Welsh Government and Health Boards have worked with the care home sector to develop it as a key part of the nursing career pathway.**

*Requirements for action 7.2 and 7.3 - NHS workforce planning projections identify the current and future level of nursing required within the residential and nursing care sector; including care for older people living with mental health problems and cognitive decline and dementia. The NHS works with the care home sector to develop it as a key part of the nursing career pathway, including providing full peer and professional development support to nurses working in care homes.*

Proposed response

There is a requirement through the integrated medium term plans (IMTPs) for NHS organisations to liaise with independent, private sector and local authority organisations when compiling education commissioning numbers. The latest plans (drafts as at January 2017) detail the educational requirements for new nurse graduates for academic intake 2018-19, including requirements from independent sector and local authority organisations.

The sustainability of the health care workforce is dependent on making education and training opportunities available for the duration of an individual's career. This funding will support those at the very beginning of their careers, including those electing to train as nurses, with more than a 13% increase in for example pre-registration nurse training places. An increase on top of the 10% increase in 2016/17 and 22% increase in 2015/16.

For already qualified NHS staff it will provide access to advance practice and extended skills education and also provides provision for Health Care Support Workers to develop their skills; with the opportunity to work towards becoming a registered professional over a prolonged period of time taking into account the individual's circumstances.

Preliminary discussions with the Workforce Education Development Service (WEDS) regarding the commissioning of 'return to practice' bespoke for exit to care homes and 'pre-registration' courses funded by care home employers have taken place. We have also asked WEDS to look into the number of pre-registration placements there are in care homes to see if there is scope there to expand the opportunities for students in care homes. The Nursing and Midwifery Council is currently reviewing their pre-registration education standards and the new standards may have more flexibility for placement experiences.

The £95 million package of support announced on 20 February 2017 builds on Welsh Government funding already in place for health professional education and training across the sector which includes care homes. It represents a £10m increase on the package of support agreed for 2016/17 and will enable more than 3,000 new

students to join those already studying healthcare professional education programmes across Wales. The total number of people in training and training places available for 2017/18 is 8,573 compared to 7,384 in 2016/17.

Other work which has been undertaken which impacts on the workforce includes:

- Publishing a Welsh Health Circular of 'Third Party Delegation governance framework'. The document sets out guidance to support the safe delegation of specific health tasks by NHS health professionals to non NHS support workers to support the needs of individuals. This supports the implementation of the overarching duties of the Social Services and Well-being (Wales) Act 2014, by putting the citizen at the centre of their care and by enabling organisations to work safely in a coordinated integrated way. The framework follows the Prudent Healthcare principles of developing safe, sustainable services that are coproduced to meet the individual's specific needs. It pulls together current guidance and best practice and provides guidance on the governance framework required to facilitate delegation across health and social care activities. The framework is published on NHS Wales Governance e-Manual <http://www.wales.nhs.uk/governance-emanual/working-in-partnership>
- The All Wales Prescribing Advisory Group is currently consulting on the All Wales Guidance for Nurses and Care Home Providers in Respect of Medicines Administration and Support Workers - Consultation Draft. This guidance has been developed to support the delegation of medication administration by a registered nurse (registrant) to a support worker, not under the direct supervision of a registrant, within adult care homes providing nursing care in Wales. This guidance also sets out the recommended education and training standards. The proposed arrangements will ensure delegations only occur when it will benefit the individual, and where standards meet the requirements of the care home regulator.
- Last September, CSSIW issued interim guidance on the use of care workers to support Registered Nurses in nursing homes. The guidance clarifies CSSIW's position in relation to the regulations and national minimum standards as they currently stand and their expectations of providers who use senior nursing care worker to undertake nursing task under the delegation and direction of a registered nurse. This is available at <http://cssiw.org.uk/docs/cssiw/general/160919nursingguidanceen.pdf>
- WEDS are running three workshops on delegation for care home nurses to explore the guidance note from CSSIW and the guidance on delegation used in NHS Wales.
- Registered nurses are required by their regulator to undertake a three yearly revalidation, this requires them to ensure they are up to date with their practice. Health Boards have established a number of mechanisms to assist

registered nurses to do this across the care home sector. These include the creation of matron forums as well as dedicated senior nurse roles in each health board. In many health boards care home staff can access training provided by the health board at no or low cost.

- The next phase of the *Train, Work, Live* campaign will focus on the nursing workforce, in order to alleviate the pressure from global shortages within the profession. We are working with our partners to develop a Wales 'offer' for nursing to support the launch of the campaign at the RCN Congress in May. The campaign will extend to the care home sector.
- Requested the development of a Dependency / acuity workload tool for use in care homes. This work is led by Lynda Williams, Nurse Director Cwm Taf UHB and funded by the health board. It aims to undertake a programme of work to determine the development of a workload tool for care homes. This will be initiated by a 6 month research or scoping project to develop principles for a workload tool for the sector based on the complex and dependency of care home residents. It is hoped this will then progress to develop tool.