

**UKHCA**  
**WALES CONFERENCE 2009**  
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## Overall message

‘Improvements to be positively recognised but must maintain these and increase pace of change’

3 areas covered –

- Integrated Inspectorate
- CSSIW findings on state of sector
- The future direction

# CSSIW – the inspectorate



- CSSIW Statutory Function – to encourage improvement
- Carry out regulation of individual services and review of local authority performance
- Joining the ‘circle of care’ – commissioning, contracting, care management, provision, leadership - linked through to individual services
- Structure – 4 regions provide integrated regulation and review
- National Office – analysis of all Wales trends, national reviews/inspections and provision of professional advice to Ministers and Policy. Encourage all Wales improvement.

# Modernisation of regulation, inspection and review

- Understanding the outcome of a service from the service users experience,



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Context

- 150,000 people annually use social care services.
- £1.4bn spent on services which employ 70,000 people.
- Citizens have a right to expect quality services regardless of where they live in Wales.
- Effective partnerships with commissioners, positive partnerships with providers has resulted in good quality services.
- Regulations and NMS have provided a strong framework
- Poor services are unacceptable - CSSIW are taking action when necessary.

# General Findings across all services

- People are receiving more personalised services.
- Care plans are being put in place more swiftly.
- Quality of care plans has improved, Reviews are more timely.
- Improvements in services to carers in their own right.
- Increase use of technology, telecare and direct payments.

# General Findings (cont'd)

- High levels of satisfaction with the services provided.
- Services have helped to maintain/regain independence.

# Areas for Improvement

- Variability in performance with unacceptable gap between good and poor performance.
- Some services are still not good enough. Poorer services are not achieving the standards expected.
- Changing needs and expectations mean services will continue to need development.
- Embedding adult protection which is still 'relatively' new.

# Focusing on Domiciliary Care



- 340 Domiciliary Care Agencies registered, small decrease in number
- Offset by increase in agencies providing in excess of 200 hours personal care (237 in '06-'07 to 252 in '07-'08)
- Growth in some specific areas – e.g. South East Wales
- 49 Applications to vary registration ( increase in hours, additional categories)
- Increase in manager applications by 5%

# Focusing on Domiciliary Care

- Increase in the numbers of people making a positive choice to remain at home
- Increase in complexity and intensity of needs of service users
- Higher expectations of service providers
- Care workers often the first / only point of regular contact therefore need to;
  - Be appropriately trained to recognise new conditions (e.g. dementia)
  - Feel supported by their organisation
  - Feel valued and safe as care workers

# Domiciliary Care Improvements

- Significant improvements across the sector
- Self Assessment and QA positive start
- Co-ordinated approach with care pathways and service delivery (84% of reports show achievement compared to 40% last year )
- Timely reviews (81% of reports highlighted)
- Essential checks being undertaken (CRB,Ref,history)
- Improvement in basic medication procedures (9% gaps)
- Moving and Handling Risk Assessments but still more to do (19% issue)

# Domiciliary Care – Areas to Address

- 41% of reports had requirements around some aspects of recruitment practices.
- 22% of reports had requirements around competencies to undertake their work. Care workers have generic skills but lack specialist training.
- 34% of reports had requirements around appropriate supervision and support (some improvement but needs to be implemented more vigorously).
- 66% of reports had requirements around lack of training and appraisal opportunities for staff compromising the quality of care provided.

# Complaints and Protection

- Decrease in complaints and adult/child protection investigations dealt with by CSSIW.
- AP knowledge and skills base improved
- Protection investigations and complaints not evenly distributed throughout Wales
- Medication and physical abuse investigations highest
- Complaints – staff training, management / operations, care practices, attitude of staff

# Complaints and Protection(2)

- Largest proportion of alleged victims live in their own homes
- Older women most common victims of alleged abuse
- High proportion of victims known to social services
- Largest category of referrals of alleged abuse made by independent sector provider agencies
- 37% of allegations concerned staff (all services)
- CSSIW undertaking a national review and inspection of Adult Protection in 2009/10

# Conclusion

- People are remaining independent for longer- Domiciliary Care has a key role to play in this
- The nature of care required has changed
- Services need to be able to respond flexibly
- Evidence of a continued commitment to improve services which is recognised
- Consistency/Variability must be addressed
- Training and appraisal for staff must be a priority
- Context our increasing expectations as citizens

“Improvements to be positively recognised but must maintain these and increase pace of change”