

Prevention and promotion of independence for older adults

A summary

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Our work for this report took place during 2019 across all 22 local authorities in Wales.

We looked at progress made by local authority social services and health boards towards ensuring that older adults stay independent for longer, in line with the Social Services and Well-being Act (Wales) 2014.

What we did

We looked at the experiences of people aged over 65 while they had support from social care and health services. We followed people's journeys as they went into a care home or until they no longer needed help and support.

We worked with Healthcare Inspectorate Wales (HIW) to find out how health and social care services work together, and contribute to the experience and outcomes for people who need support.

We looked at these topics:

- People – are their voices heard and do they have control?
- Partnerships, integration and co-production – who is working together and who is producing things together?
- Prevention – stopping people from reaching crisis or from needing as much care and support
- Well-being - what matters to people?

We also looked at the following areas:

- What outcomes do people achieve?
- How well do services respond to people day-to-day?
- How well do organisations work together at the senior level, and how well are budgets and resources meeting the local need?

Our findings

People – voice and control

Almost all of the time, people were treated with dignity and respect by care staff who made a positive difference to their lives. Care staff were looking for opportunities to ensure people had their voices heard more often, and were able to make choices about things that matter to them. More work is needed to make sure that carers have their voices heard. Leaders and managers must work towards bringing information, advice and assistance (IAA) together, and apply the Mental Capacity Act 2005 in all their work.

Well-being

The importance of helping older people to maintain their well-being was increasingly recognised as a positive way to promote independence, and an aspect of work many care staff found rewarding. The right for carers to have an assessment hasn't yet helped carers with some of the challenges they face. The law says that carers must have their well-being prioritised, but there isn't much explanation, which means that carers' expectations and available resources are not the same.

Partnerships and integration

Many people benefitted from positive relationships they developed with care staff who treated them as equals and helped people to achieve what matters to them. More focus is needed by leaders and senior managers across local authorities and health boards on their responsibility to recognise and develop a culture of sustainability, through working together and designing services together. To date, people in our communities have not seen much benefit from this.

Prevention

The duty to support people before they reach crisis is not consistently carried out across Wales. Sometimes managers misunderstand their duty and believe that if a person is not eligible for care and support plans then they are not eligible for other help. Welsh Government will want to give more clarity in this area and around the role of personal finance in assessments for care and support.

You can read the full report on our website: <https://careinspectorate.wales/our-reports/national-and-thematic-reports>