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We will endeavour to make this document available in alternative formats on request
1. SUMMARY FEEDBACK FROM CONSULTATION

During the consultation period information on the Older People’s Services Commissioning Strategy were widely distributed to Stakeholders in Neath Port Talbot. The information pack consisted of Welsh and English Language versions of the full strategy document, a two page summary document and consultation questionnaire. This information was also available on Neath Port Talbot County Borough Council website, enabling individuals and organisations to respond electronically. The Service Development Officer undertook to attend stakeholders meetings at their request; this offer was taken up by Neath Port Talbot Council for Voluntary Service Health and Well-being Forum. In addition a workshop was arranged for Monday 23rd September for the Older Persons Services Strategy Stakeholder group.

Responses were received from older people and representatives of older people, Statutory and 3rd Sector organisations.

Consultation responses were grouped together under common themes and presented to Older Person’s Services Commissioning Strategy Project Board for consideration.

The following is a summary of the main theme raised with corresponding comments/actions.
<table>
<thead>
<tr>
<th>Theme</th>
<th>Comment/ Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most comments agreed that on the whole the format of the document</td>
<td>Review strategy document, wherever possible replace ‘jargon’ and acronyms ensure two page summary is as jargon/ acronym free as possible.</td>
</tr>
<tr>
<td>‘user friendly’.</td>
<td></td>
</tr>
<tr>
<td>Some ‘Jargon’ is used</td>
<td></td>
</tr>
<tr>
<td>Some acronyms are used</td>
<td></td>
</tr>
<tr>
<td><strong>Documents should have been available in hard copy and larger font</strong></td>
<td>Hard copies of the consultation documents were available. We will endeavour to supply alternative formats of the Older Peoples’ Services Commissioning Strategy documents on request.</td>
</tr>
<tr>
<td><strong>size</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Lack of referencing for outcomes in section 9</strong></td>
<td>The outcomes referred to in section 9 will be added at the beginning of this section.</td>
</tr>
<tr>
<td>There were positive comments on the content of the strategy,</td>
<td></td>
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<tr>
<td>including ‘very comprehensive’, ‘very through’, ‘The aims of the</td>
<td></td>
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<tr>
<td>strategy and outcomes for older people are well stated’; The</td>
<td></td>
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<tr>
<td>emphasis on working collaboratively is welcomed.</td>
<td></td>
</tr>
<tr>
<td><strong>Bereavement is not recognised as an issue within the strategy</strong></td>
<td>The issue of bereavement will be noted in the strategy document, links will be made with emotional well-being.</td>
</tr>
<tr>
<td>There is no references to specific disabilities i.e. incontinence</td>
<td>We will work closely with ‘Housing’ colleagues who will make reference to this in the revised Housing Strategy. The will be links between the Housing Strategy and the Older Peoples’ Services Commissioning Strategy.</td>
</tr>
<tr>
<td>The focus of this strategy is older people, it is not clear this</td>
<td>The connection to other client group strategy documents will be made clearer as will references to other specific or over-arching strategies such as Neath Port Talbot Working in Partnership – Single Integrated Plan 2013 -2023.</td>
</tr>
<tr>
<td>means older people with a learning disability.</td>
<td></td>
</tr>
<tr>
<td>**References should also be made with other strategies such as **</td>
<td></td>
</tr>
<tr>
<td><strong>Transport and Environment Strategies, both internal and National.</strong></td>
<td></td>
</tr>
<tr>
<td>Reference Social Housing being built to ‘life time standard’</td>
<td>With the exception of Dementia it would be difficult to make reference to specific conditions within a generic strategy as it would be impossible to include all conditions experienced by Older People.</td>
</tr>
<tr>
<td>There is no references to specific disabilities i.e. incontinence</td>
<td></td>
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<tr>
<td>Theme</td>
<td>Comment/ Action</td>
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<tr>
<td>the strategy will provide clarification and a more efficient service for service users, their Carers and other stakeholders</td>
<td></td>
</tr>
<tr>
<td>Independence and well-being of older people should not be solely the concern of Social Services and health services</td>
<td>There is recognition within the Strategy that this is very much the case.</td>
</tr>
<tr>
<td>There should be links to Transport and Environmental Strategies</td>
<td>Within the Strategy there are not specific references to Transport and Environmental Strategies, however high level outcomes which focus on healthy, feeling safe and are safe, communities and environment, Strong &amp; prosperous economy leading to reduced poverty and Learning can be found in Neath Port Talbot Working in Partnership Single Integrated Plan 2013 – 2023. Copies of the Older Peoples’ Services Commissioning Strategy will be sent to other directorates within NPT CBC.</td>
</tr>
<tr>
<td>Older peoples’ day services are under review to modernise the service that is currently provided.</td>
<td>The Strategy document will be updated to reflect this.</td>
</tr>
<tr>
<td>A focus on early intervention / community services will require additional investment</td>
<td>In the current financial climate identifying money for additional investment can be problematic. The Older Person’s Services Commissioning Strategy promotes the notion that we need to make the most of every £ spent and ensuring value for money; this comes back to having the right range of services which effectively assist Older People to achieve their outcomes.</td>
</tr>
<tr>
<td>There is an issue with lack of availability of services ‘out of hours’</td>
<td>There are services which Older People can access out of hours including routine services such as Homecare, Reablement and early response service. There are also facilities to access a Social Worker in an emergency.</td>
</tr>
<tr>
<td>The use of assistive technology should be user-led</td>
<td>The use of assistive technology should be linked to individuals identified need and will be part of an overall care package.</td>
</tr>
<tr>
<td>I would like to have seen more reference to use of Digital Technology and how this can be integrated into services.</td>
<td></td>
</tr>
<tr>
<td>The flow of information to Older people, service users and carers needs to improve</td>
<td>The need to improve access to the right information at the right time is recognised within the Strategy document.</td>
</tr>
<tr>
<td>There are existing projects which tackle issues of loneliness and isolation</td>
<td>Neath Port Talbot Council for Voluntary services Befriending scheme is noted in the strategy.</td>
</tr>
<tr>
<td>Theme</td>
<td>Comment/ Action</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>The 3rd sector broker is currently in place in the Community Resources team</td>
<td>The Strategy will be update to reflect this.</td>
</tr>
<tr>
<td>Strengthen Advocacy for older people particularly for those considering moving to alternative accommodation</td>
<td>Advocacy is highlighted within the strategy. Specific reference to advocacy as part of moving to residential accommodation will be included in the Care Home Commissioning Strategy which is currently under development.</td>
</tr>
<tr>
<td>Taking up Direct Payments may be stressful for many older people</td>
<td>Older service users should be provided with the option of Direct Payments, those who make an informed choice to take up the offer can access support to help them manage the direct payment. Direct Payment users have the option of withdrawing for Direct Payments and access other services if they find that Direct Payments are not suitable for them.</td>
</tr>
<tr>
<td>Volunteering should be seen as adding value to statutory services; it is not cost free.</td>
<td>This will be reflected in the strategy document.</td>
</tr>
<tr>
<td>Will low level befriending at home be an extension of current volunteering services or a project with paid sitters?</td>
<td>There should be a range of options which best meet the needs of the individual, for some people this will be very low level which can be meet through a befriending service for those with higher level of need e.g. personal care needs they might require a sitting service provided by trained paid staff.</td>
</tr>
<tr>
<td>There is a current generic 3rd Sector broker post</td>
<td>Remove reference to the Older Persons 3rd Sector Broker post</td>
</tr>
<tr>
<td>Will Carers Aware e-learning package be available to third sector organisations</td>
<td>Yes, this will be included in the roll out plan for Carer Aware e-learning</td>
</tr>
<tr>
<td>P36 – Stakeholders – the 3rd sector should be included</td>
<td>Include third sector as a stakeholder in the strategy document</td>
</tr>
<tr>
<td>External funding streams open to 3rd sector organisations can be uncertain and time limited</td>
<td>There is a recognition that such funding cannot be viewed as ‘guaranteed’ and has other limitations however it must be acknowledged that it is potentially an important resource</td>
</tr>
<tr>
<td>The role of Communities 1st should be acknowledged</td>
<td>This will be noted in the strategy document</td>
</tr>
<tr>
<td>Specific comments relating to Environmental factors which relate to older people e.g. suitable street furniture.</td>
<td>These detailed comments noted and have been forwarded to NPT CBC’s Environment department.</td>
</tr>
<tr>
<td>Specific comments relating to Transport which relate to older people e.g. type of vehicles used.</td>
<td>These detailed comments noted have been forwarded to NPT CBC’s Transport department.</td>
</tr>
<tr>
<td>How will the identified outcomes be evidenced?</td>
<td>Section 10 of the Strategy document outlines how the strategy will be monitored with 6 monthly updates presented to the project board, project team and stakeholder group. The strategy is a ‘live’ document and will be updated and amended in a timely manner.</td>
</tr>
<tr>
<td>How will the Council work collaboratively with neighbouring Local Health boards namely, Hywel Dda Health Board and Powys Health Board</td>
<td>There are examples of cross boundary working with local health boards other than Abertawe Bro Morgannwg, and we will endeavour to build on this at operational and strategic levels.</td>
</tr>
</tbody>
</table>
2. INTRODUCTION

Neath Port Talbot County Borough Council’s Older Peoples’ Services Commissioning Strategy will address the care and support needs of people over the age of 50, with emphasis on need rather than age.

It is intended that this document be used by the Council and its partners to drive service planning and commissioning. It describes the services required to support older people within Neath Port Talbot to maintain independence wherever possible and improve quality of life. It will also look at how through commissioning we can develop responses to prevent or postpone the need for services and interventions.

The document explores the current and projected needs of the older population, the demand and supply of services and analyses gaps in current provision. It also examines ways in which to develop services within the context of current strategic direction from Welsh Government and a difficult local and national economic climate.

This Strategy is a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focussed on the changing needs of older people living in Neath Port Talbot County Borough.

2.1 HOW THIS STRATEGY WAS DEVELOPED

This strategy has been produced by the Older Peoples’ Services Commissioning Strategy Project Team, with input from the Older Peoples’ Commissioning Strategy Stakeholder group. Membership of these groups include representatives from the Abertawe Bro Morgannwg University Health Board, Neath Port Talbot Local Authority, the 3RD/ Voluntary Sector, Carers and Older People, Adult Education, The Pensions Service and Housing provider. The groups received support throughout the process from The Older Peoples’ Services Commissioning Strategy Project Board.

2.2 LINKS WITH OTHER KEY LOCAL STRATEGIES

This Strategy is a generic strategy for older people with care and support needs therefore it should be read in conjunction with other Neath Port Talbot Council Commissioning Strategies for example, People of working age with Physical Disabilities (including sensory Impairment), Learning Disability, Mental Health and NPT Joint Carers Strategy. It should also be considered within the context of the Council’s policy for older people’s services ‘Choices for living for Life’ and Neath Port Talbot Working in Partnership Single Integrated Plan 2013 – 2023.

Older People with a learning disability
There are a number of people in Neath Port Talbot with learning disabilities aged 50 and over. Details of the future demand and services for all people aged over 50 with a learning disability are detailed in the Learning Disability Commissioning Strategy.

Older People who experience mental illness
There will be people over the age of 50 who over a number of years have experienced enduring and severe mental illness such as schizophrenia and bi-polar disorder. In addition, some people will experience mental illness/distress for the first time in older age; for example a significant proportion of older people report feelings of depression. Details of
demand and services for older people with a mental illness/ experiencing mental distress will be detailed in the Mental Health Commissioning Strategy.

Older People who have a physical disability or a sensory support need
It is also acknowledged that both long-terms conditions and some services for physical disabilities will affect people over 50. However, details of specific services will be contained within the relevant commissioning strategy.

Whist clearly dementia, domiciliary care and care homes are subjects within this strategy, there will also be sub strategies will be developed to address these specific areas.

2.3 THE ECONOMIC CONTEXT

Health and social care services are facing an unprecedented financial challenge; dealing with austerity, pressures to reduce budgets and meet growing demand. We must ensure that services are cost-effective, provide value for money and achieve good outcomes for older people in Neath Port Talbot. The work that Neath Port Talbot County Borough Council had commenced as part of the 2009 – 2014 Forward Financial Plan (FFP) has enabled the Council to plan many service changes to have the least possible impact on services and service users in 2013/14. However, the position for 2014/15 and onward to 2017/18 is showing the need for a further reduction in the Council Budget.

We need to collaborate with partners in health and neighbouring local authorities and 3rd sector organisations wherever possible to avoid unnecessary service duplication and make the best use of all our resources. We also need to work with other departments within the local authority when maximising opportunities for older people. Within Social Care Health and Housing we must work with in-house and external service providers to redesign or decommission unproductive services to make savings and transform the way services are delivered.

Getting services right for older people is key to managing the rising costs of providing services to increasing numbers of older citizens. We want to improve how and what we deliver, by helping people stay well and independent for as long as possible. We will achieve this through the provision of reabling services; doing the right thing for (and with) older people will reduce the need for long term care and alleviate financial pressures on statutory services. We need to ensure that people receive care and support in the most appropriate and cost effective way to meet identified outcomes by focusing spend on frontline services.
3. THE AIMS OF THE STRATEGY

The central **Aims of this Strategy** are to;

- Ensure commissioning decisions are based on the evidence of need of older citizens of Neath Port Talbot
- Commission services which work with and for older people in meeting their identified outcomes
- Commission services which enable older adults and their carers to maximise their independence
- Commission services which support older people to remain safely at home or in their local communities (should they wish to do so) for as long as possible
- Commission services which help to maintain or improve the older person’s quality of life and well being
- Commission services which are in line with the NHS across one care pathway
- Commission services which support the carers of older people and recognise that many older people are carers themselves.
- Make sure that when an older person faces a crisis in their health or well-being the right services are available at the right time so that the person can get back to their everyday life as soon as possible.
- Ensure commissioning decisions are consistent with best practice, local and national strategic direction and current legislation
- Inform the commissioning of effective, affordable and sustainable services of the highest possible quality
- where possible work with other departments within NPT CBC, ABMU, the 3rd sector and independent providers to delivery the outcomes noted in this strategy
4. SHARED VISION, VALUES AND OUTCOMES

VISION AND VALUES

The document, entitled ‘Choices for Living, for Life’, approved by Neath Port Talbot County Borough Council in December 2009 sets out the vision for the future pattern of services for older people who have care or support needs, placing an emphasis on preserving dignity, whilst promoting independence, providing quality services for all who need them and offering freedom of choice.

We recognise that older people are not all the same. Within the older population there is a great diversity. In addition to frailty or poor health some individuals also experience other challenges such as discrimination. For example older people with learning disabilities, mental illness, individuals from Black and Minority Ethnic Communities, ex-offenders, people who have issues with substance misuse, transgender, gay, lesbian and bisexual people. We will work non-judgementally with individuals in a way which respects and maintains their autonomy and support them to overcome barriers which hinder their use of services.

4.1 OUTCOMES FOR OLDER PEOPLE

In summing up we want to ensure that every older person with care/support needs:

A. is able to live independently in their own home for as long as possible/they wish to
B. is able to access high quality information and advice
C. is treated as an individual who’s dignity and choice is respected
D. is not subjected to discrimination, prejudice or abuse
E. experiences a timely, joined-up approach when he/she requires support
F. is introduced to services which are the most suitable to support him/her achieve something which is important to them and is actively involved in guiding their own support wherever possible
G. is supported to recover from episodes of ill-health or injury without becoming over reliant on services
H. is supported to overcome loneliness and get involved again with activities which are important to that person
I. receive services that are safe, efficient and effective from appropriately trained staff

4.2 OUTCOMES FOR CARERS OF OLDER PEOPLE

We want to ensure that every carer of an older person

J. is supported to provide care as long as they are able and willing to do so
K. is supported as far as possible to have a life of their own

4.3 OUTCOME FOR MAKING THE BEST USE OF RESOURCES

We want to ensure that we

L. Supply safe, efficient and effective services which in addition to providing value for money focus on respectfully supporting individuals in meeting their specified outcomes
5. NATIONAL, REGIONAL, LOCAL CONTEXT AND GUIDANCE

The main themes emerging in all recent and current national and local strategies are reflected in this commissioning strategy.

5.1 NATIONAL CONTEXT

National policy and guidance provides clear messages about the development of commissioning as a core activity for both local government and health and in relation to the services that commissioners should be encouraging and procuring. There are a number of key documents that set out the direction in which health and social care should be moving. The following national policies should have particularly influence on the development of the Older Peoples’ Services Commissioning Strategy.

The key and most current documents which have an influence on the development of older people’s services in Wales include:

- Sustainable Social Services for Wales: A Framework for Action
- Fulfilled Lives, Supportive Communities
- Together for Mental Health 2012
- The Strategy for Older People in Wales 2008 - 2013
- The Strategy for Older People in Wales (Phase 3) 2013 -2023
- National Dementia Vision for Wales
- Mental Health Measure
- Carers Strategies (Wales) Measure 2010
- Setting the Direction 2010
- Framework of Services for Older People
- Supporting People Programme Grant (SPPG) Guidance (Wales) 2012
- Programme for Government: Welsh Homes
- Housing Bill
- Social Care and Wellbeing (Wales) Bill

This document proposes major legislative change which will result in the transformation of Social Services in Wales.

- Proposed changes include:– *A move to use the definition of ‘people in need’*
- *Greater emphasis on improving ‘wellbeing’*
- *Greater integration and collaboration between health and social care providers*
- *Strengthening the voice and control of people who use services and their carers*
- *Portable Needs Assessments*
- *Extending the range of services for which a Direct Payment can be used*
- *Focus on outcomes that people themselves are seeking*
- *The provision of easily accessible and up to date information about Social Services*
- *Earlier intervention*
- *National Outcomes Framework*
- *National Eligibility Framework*
- *Improved rights for Carers*
The key messages for Local Authorities running through these documents include:

- promote health, prevent ill health and maintain well being
- a belief that people and their care and support needs should be viewed within the wider context of family and community
- support / services should be person centred and meet individual need and not based on age or tenure
- older people and carers should have a stronger voice (including a greater awareness about access to advocacy) and greater control and choice over the services they use.
- we need to promote positive images of ageing, and assist older people to participate fully in their communities
- we have services which provide outcomes focused responses when supporting older people.
- we avoid increasing dependency and promote recovery and reablement
- we assist older people to remain in their own homes or as close to their homes as long as they wish or are able to do so
- we focus on prevention, early intervention and the development of empowering approaches in the way we care and support older people. Building wellbeing and resilience, reducing dependence and improving overall health.
- we work with health partners to develop and promote responses to support older people that move away from traditional services.
- continue to develop better joint working across health, social care, the third sector and other agencies
- social services should be at the heart of local government, drawing on its community leadership duties and wide range of services to deliver preventive services.
- providers and commissioners of services are accountable for quality and safety, and for driving improvement in a more coherent way.
- ensure that services are delivered, whether by individual agencies, or in partnerships, in ways which enable the individual’s needs to be met in a flexible, integrated and co-ordinated way
- services must be delivered by workers with the relevant skills and knowledge and are able to operate across organisational boundaries
- provide specialist interventions and treatment that might be required in order to respond to the needs of the individual build upon and develop further our relationships with the third sector when exploring the needs for development within our local communities.
- The current levels of services and expenditure cannot be maintained
- Developing integrated service models across Councils, with the NHS and other partners, which deliver improved outcomes and efficiency and reflect geographical boundaries that make financial and business sense

- develop the use of technology to play an increasing role.

- encourage leadership and accountability.

- Our commissioning should be effective in securing high quality, reliable and accessible services that people need.

- Develop a balanced and managed market

- have clear performance management arrangements in place, which provide robust scrutiny and lead to year on year service improvements.

5.2 REGIONAL CONTEXT

Western Bay Health and Social Care Programme
The primary aim of the Western Bay Health & Social Care Programme is to ensure services are resilient and sustainable and that there are demonstrable improvements in service delivery for all service users across the AMBU footprint.

The programme will also develop a regional response that addresses the significant financial challenges facing the three local authorities and the ABMU Health Board and optimises collective effort to deliver high value sustainable Health and Social Services.

This programme will build upon the initial feasibility work undertaken between:

*City & County of Swansea  *Neath Port Talbot CBC  *Bridgend CBC
*Abertawe Bro Morgannwg University Health Board (ABMU)

The initial key projects (which focus on services) identified within the first phase of the programme are:

1. Adult Learning Disability Services
2. Adult Mental Health Services
3. Older and disabled People
5. Commissioning and Contracting

Supporting People Regional Collaboration
A Supporting People Regional Collaborative Committee has been established for Western Bay: representation includes the three constituent local authorities, Health (ABMU), The Probation service as well as Provider and Landlord representatives. The committee’s focus is to improve outcomes for people using services, ensure accountability and transparency and provide oversight and direction in line with national, regional and local strategy. Each Regional Collaborative Committee will advise the Welsh Government on proposed regional spend for the Supporting People Programme Grant which are based on a Regional Commissioning Plan.
5.3 REGIONAL – HEALTH

‘Changing for the Better’
During the winter of 2012 ABMU Local Health Board consulted on the document ‘Changing for the Better’. This document was available for key stakeholders including patients and the public to comment on. Issues outlined in the consultation included getting a better balance between hospital and community-based health services; making more services available outside ‘office hours’ to cut down on waiting times; making services easier to contact and use; and to work more closely with social care to provide seamless and integrated services.

“It’s not only about improving the way we deliver clinical care. We also want to do more to support our population to stay as healthy as possible by making better informed lifestyle choices”.

**Extract - ABMU - Changing for the Better (consultation document 2012)**

**Frail, Older People**
The number of people who are older and frail is increasing fast and this is expected to continue. We want to focus on their needs throughout all the services they use. We need to deliver care in partnership – with the patient, the community, family, carers, GPs, hospitals, Councils and the voluntary sector all working as a team to support them to stay at or near their own home for as long as possible.

**The key components of care are:**

- **Staying Healthy** – supporting frail older people to live independently at home, to keep well and reduce the risk of deterioration: e.g. checking medicines prescribed for them; house adaptations, health screening and community activities to reduce isolation.

- **Proactive Community Care** – proactively identifying older people at most risk of deterioration so support can be provided before a crisis is reached: e.g. through key workers and the use of technology to alert problems.

- **Preventing Hospital Admission** – making sure admission to hospital is not the automatic way of caring for frail older people; by making access to integrated services in the community quicker and simpler.

- **Inpatient Hospital Care** – Ensuring we have specialist staff with skills in dealing with multiple health problems in the frail older person and a rapid treatment approach and speedy discharge home. A very important aspect is to ensure that the 25% of hospital inpatients across all departments, who also have dementia, receive appropriate care. Maintaining the dignity of all patients is essential.

- **Discharge to Assess** – to ensure the frail older person only stays in an acute hospital while they need acute care, and once well enough for discharge are supported to live as independently as possible whilst their needs are assessed carefully by an integrated care team.

- **Maintaining Independence** – developing support for the frail older person, their families and carers to self care and remain independent for as long as possible.
Medicines Management – for safer healthcare and to help make the best possible use of medicines.

To achieve all this we want to invest in and develop community services by using some of the money we spend currently on hospital services.

5.4 LOCAL CONTEXT – COUNCIL WIDE

NPT Single Integrated Plan
Neath Port Talbot’s first Single Integrated Plan replaces the Community Plan 2010-2020, Health, Social Care and Well-being Strategy 2011-2014, Community Safety 2009-2012 and Children and Young Peoples’ Plan 2011-2014. This Plan sets out priorities for action and how progress will be monitored as plans are implemented. It also describes wider local partnership that will continue to take work forward. The Vision for Neath Port Talbot is Creating a Neath Port Talbot where everyone has an equal chance to be healthier, happier, safer and prosperous.

This means that over the next 10 years, we will work towards this vision so that:
• People in Neath Port Talbot are physically and emotionally healthy,
• independent and enjoy a good quality of life;
• People in Neath Port Talbot “feel safe and are safe”;
• Neath Port Talbot’s communities and environment are sustainable;
• Neath Port Talbot has a strong and prosperous economy leading to
• reduced poverty
• People in Neath Port Talbot fulfil their learning potential.

The work will embrace the following principles:
• Early intervention
• Collaboration and service integration
• Community cohesion
• Sustainable development
• Equalities
• Reducing poverty

5.5 LOCAL CONTEXT - SOCIAL CARE AND HOUSING

Community Resource Service Programme
The vision of the Community Resource Service Programme is to deliver a sustainable and cost effective model of care and support that enables people in need of health and social care services to live as independently as possible within their own homes and communities. In cases where ongoing care is needed beyond an interagency assessment and re-ablement service; appropriate and timely care and support will be arranged that reflects the preference of the individual.

As a result of this we will be looking to integrate the front end of our services to create a holistic single point of access for individuals across Neath Port-Talbot. Development of a multi-disciplinary ‘gateway’ service for access into health and social care services in Neath Port Talbot in which everyone (whether in hospital or the community) will receive a multi-disciplinary screening and assessment. People will move quickly into the right ‘pathway’ for them: either advice, information and low level community support; or an integrated reablement service for up to 6 weeks, or straight into long term care (social care or Continuing Health Care)

By working together with our health colleagues and community/voluntary services we can make better use of our resources to meet local citizens’ needs in a timelier manner.
Transforming Adult Social Care (TASC)

In January 2012, the Council began a programme which will transform adult social care in the county borough.

Adult social care refers to social services support for people who are aged 18 and over and for their families and carers, which encompasses older people.

The idea behind the programme is to enable people to live as independently as possible in the homes they value and the communities they belong to. The Council and its partners must achieve this by meeting the needs of adults requiring care and support in a way that is person centred, cost effective, of high quality and sustainable.

The TASC Programme aims to deliver:-

- high quality services
- services that are modern and fit for purpose
- services that are flexible and focus on personal aspirations and agreed outcomes
- services that maximise people’s independence
- a wider choice of community based services

The Local Housing Strategy Local Housing Strategy (2007-2012)

The Neath Port Talbot Local Housing Strategy (2007-2012) is currently being revised and will considers how people’s housing needs and aspirations can be met within a national, regional and local strategic context which includes the following;

- Housing supply, needs and demands in the area across all tenure
- The housing needs of all sections of the community including older people
6. NEEDS ASSESSMENT

6.1 DEMOGRAPHY
The latest census (2011) figures indicate that Neath Port Talbot has a population of 139,812 people, made up of 60,393 households containing at least one usual resident. According to the 2011 census approximately 2% of the population of Neath Port Talbot identify themselves as Black Minority Ethnic (BME). The population from the 2011 Mid Year Estimate rose from the Census figure to 139,880 people.

Neath Port Talbot has a higher than average proportion of older people compared to the Welsh and UK average. From the 2011 Mid Year Estimate, there were almost 54,700 people over the age of 50 living in the County Borough. This equates to 39% of the total population compared to 36% in Wales. Source: 2011 Mid Year Estimate, ONS

6.2 FUTURE PROJECTIONS
Forecasts of the number of older people only give indications of population projections if the current trends from births, deaths and migration remain at consistent levels, and does not take into consideration any policy effects that could shape population profiles.

Over the proposed period the local population of Neath Port Talbot is projected to increase by around 10,500 people by the year 2026. People who are over the age of 65 years old will be in the age group that most predominately fuel the population boost across the projection period. This age group is projected to increase by 44% from 25,400 in 2008 to over 36,500 in 2026.

The increase in the number of older people is not the only significant conclusion from the population projections. According to the Welsh Governments population projections, the number of people who are of working age (aged 16-64) is said to decrease by over 3%
from the start to the end of the projection period in Neath Port Talbot. This phenomenon will not only have implications for the economy but may also factor in to the future provision of unpaid care for older and vulnerable people. In addition, Health and Social care has been identified as possible area of employment that could be severely effected by the decrease in the working age population.

**6.3 THE HEALTH AND WELL BEING OF OLDER PEOPLE IN NEATH PORT TALBOT**

Life expectancy within Neath Port Talbot is just slightly lower than the Welsh average, with males expected to reach the age of 76.6 years and females 80.9 years. (Stats Wales)

<table>
<thead>
<tr>
<th>Life Expectancy</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wales</td>
<td>77.6</td>
<td>81.8</td>
</tr>
<tr>
<td>Neath Port Talbot</td>
<td>76.5</td>
<td>80.9</td>
</tr>
</tbody>
</table>

Source: Stat Wales

Despite average life expectancy rates increasing, according to the Welsh Health Survey, Neath Port Talbot has some of the highest incidence of chronic and long term illnesses in Wales. These include high levels of heart diseases, cancer, smoking related illnesses and respiratory disease. The reason for such high levels are primarily linked to poor physical activity, obesity and smoking. The Health and Well Being Strategy highlights some of the preventative work that is required in overcoming some of these issues.

At 16.1% NPT has the highest percentage of people in Wales who are **limited a lot with day to day activities**, only 45% of people in NPT described their health as ‘very good’ compared to the Wales average of 46.6%. While 2.6% of NPT residents described their health as ‘very bad’ which was the 2nd highest level in Wales. (ONS, Census 2011)

Older people are the most vulnerable to chronic ill health and disability. The Welsh Health Survey results (observed) for selected conditions indicated that 53% of the population in Neath Port Talbot aged over sixty five were treated for high blood pressure; 33% of over 65’s were treated for a heart condition, 22% with a respiratory condition and 11% with a mental illness. One in Five residents of Neath Port Talbot over 65 were treated for Diabetes and 39% for arthritis.

**Self Care**

| People aged 65 and over unable to manage at least one self care activity on their own, by age projected to 2030 - Neath Port Talbot |
|-------------------------------------------------|----------------|----------------|----------------|----------------|----------------|
| People unable to manage at least one self care activity on their own | 2012 | 2015 | 2020 | 2025 | 2030 |
| aged 65-69 | 1,635 | 1,763 | 1,692 | 1,843 | 1,961 |
| aged 70-74 | 1,575 | 1,730 | 2,081 | 2,006 | 2,197 |
| aged 75-79 | 1,749 | 1,855 | 2,119 | 2,573 | 2,501 |
| aged 80-84 | 1,731 | 1,722 | 1,933 | 2,253 | 2,766 |
| aged 85 | 2,506 | 2,688 | 3,020 | 3,597 | 4,423 |
| Total population aged 65 and over unable to manage at least one self care activity on their own | 9,195 | 9,758 | 10,845 | 12,272 | 13,848 |

Source: www.daffodilcymru.org.uk

Activities include: bathe, shower or wash all over, dress and undress, wash their face and hands, feed, cut their toenails, take medicines.
Falls
Falls amongst the over 65’s are a major cause of hospital admissions and subsequent disability.

<table>
<thead>
<tr>
<th>People predicted to attend A&amp;E because of a fall</th>
<th>2012</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>aged 65-74</td>
<td>123</td>
<td>133</td>
<td>142</td>
<td>146</td>
<td>158</td>
</tr>
<tr>
<td>aged 75-84</td>
<td>227</td>
<td>235</td>
<td>268</td>
<td>321</td>
<td>345</td>
</tr>
<tr>
<td>aged 85</td>
<td>244</td>
<td>264</td>
<td>299</td>
<td>360</td>
<td>445</td>
</tr>
<tr>
<td>Total population aged 65 and over predicted to attend A&amp;E because of a fall</td>
<td>593</td>
<td>632</td>
<td>710</td>
<td>827</td>
<td>948</td>
</tr>
</tbody>
</table>

Source: www.daffodilcymru.org.uk

Dementia
As the older age population increases, it will be more likely that there will also be an increase in the levels of dementia, especially amongst people aged 85 and over.

<table>
<thead>
<tr>
<th>People with dementia</th>
<th>2012</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>aged 65-69</td>
<td>104</td>
<td>112</td>
<td>108</td>
<td>117</td>
<td>124</td>
</tr>
<tr>
<td>aged 70-74</td>
<td>174</td>
<td>192</td>
<td>231</td>
<td>223</td>
<td>243</td>
</tr>
<tr>
<td>aged 75-79</td>
<td>298</td>
<td>316</td>
<td>361</td>
<td>438</td>
<td>426</td>
</tr>
<tr>
<td>80-84</td>
<td>464</td>
<td>464</td>
<td>523</td>
<td>610</td>
<td>750</td>
</tr>
<tr>
<td>aged 85 and over</td>
<td>875</td>
<td>941</td>
<td>1,061</td>
<td>1,268</td>
<td>1,561</td>
</tr>
<tr>
<td>Total population aged 65+ with dementia</td>
<td>1,915</td>
<td>2,025</td>
<td>2,284</td>
<td>2,657</td>
<td>3,105</td>
</tr>
</tbody>
</table>

Source: www.daffodilcymru.org.uk

Healthy and unhealthy years (men)

Average expected years of healthy and unhealthy life for a man aged 65 in 2012

<table>
<thead>
<tr>
<th>BRIDGENED</th>
<th>10.5</th>
<th>7.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPT</td>
<td>9.7</td>
<td>7.7</td>
</tr>
<tr>
<td>SWANSEA</td>
<td>11.5</td>
<td>6.7</td>
</tr>
<tr>
<td>WALES</td>
<td>11.2</td>
<td>6.9</td>
</tr>
</tbody>
</table>

Source: Whole Systems Partnership

Based on PHWO life expectancy by LA + ONS health expectancy for Wales 2000-2010, projected forward and applied to LA health expectancy for 2001
Provision of Unpaid Care

From the 2011 Census, it was identified that the percentage of people in Neath Port Talbot who have or taken on a caring role since the 2001 census has increased by 8%. The estimated cost of replacing the contribution made by unpaid carers in Wales would be £7,720.8m. In Neath Port Talbot this would be approximately £461.9 million per annum.

Projections of Unpaid Carers in Neath Port Talbot

<table>
<thead>
<tr>
<th>Number of carers</th>
<th>2012</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing 1 to 19 hours care a week</td>
<td>12,621</td>
<td>12,792</td>
<td>13,020</td>
<td>13,339</td>
</tr>
<tr>
<td>Providing 20 to 49 hours care a week</td>
<td>3442</td>
<td>3488</td>
<td>3551</td>
<td>3638</td>
</tr>
<tr>
<td>providing more than 50 hours care a week</td>
<td>4590</td>
<td>4651</td>
<td>4735</td>
<td>4851</td>
</tr>
</tbody>
</table>

Source: www.daffodilcymru.org.uk
7. THE VIEWS OF OLDER PEOPLE AND CARERS

During the last few months the views of a diverse range of older residents of Neath Port Talbot have been sought. Some of the people we listened to were current users of social services other were not. Some views were gathered using a ‘What Matters…’ format. Individuals or groups of older people were asked to tell us ‘What Matters… to them about

- Community life
- Services / support
- Self determination

- Home
- Money
- Direction – the future

In addition, another group of older people were asked about Services. What services did they currently access, if any? What services do they imagine they might need for support with in the future? What matters about services for older people?

Summary of responses
On the whole the views of older people who engaged in the consultation were consistent with other national and previous local feedback.

<table>
<thead>
<tr>
<th>SUPPORT AT HOME (including maintaining a home)</th>
<th>SUPPORT AND ACTIVITIES IN THE COMMUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>People valued health care and social care services that were or could be available to them at home. It was felt that this was particularly important in view of those who had difficulty in accessing services by public transport. There was a need for timelier practical support e.g. repairs at home. Others felt they lacked information about reliable services when they needed repairs. It was highlighted that there should be the right range of flexible services which meets the older person’s needs</td>
<td>Older people value and use a range of community and 3rd sector services. Some older people felt there was a need for a person to bring groups together for example older people and schools. For older people who were in contact with community groups they recognised that ‘belonging’ combats loneliness and provides opportunities for social interactions. People also recognised that there are lots of activities in the community but sometimes people need help in being motivated to access them.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AUTONOMY</th>
<th>INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The issue of autonomy was a consistent theme. People gave examples of times when they felt others were making assumptions about them based on their age. They highlighted the importance of talking and asking older people what they wanted, and felt that consultation was vital as was choice. It was recognised that some people aren’t able to speak up for themselves and need support from others to assist them in getting their voice heard.</td>
<td>Lack of information on rights, welfare benefits and available services was a significant issue for older people. People identified a need for easily accessible information as it was particularly difficult for those who were not involved in their community to find what they need. Community or community groups were viewed as a valuable source of information. It was noted that Carers also need information and that this is sometimes difficult as they do not have time to search for it.</td>
</tr>
<tr>
<td>BEING CARED FOR BY FAMILY</td>
<td>LONLINESS AND ISOLATION</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>A number of older people who participated felt that they didn’t want to become a burden on their family. Other recognised that Carers need information.</td>
<td>There was a desire to have some kind of befriending service when people were no longer able to access social groups outside of the home.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPECIALIST ASSISTANCE</th>
<th>RESIDENTIAL CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>services considered important to the maintenance of independence included, Meals Services, Assisted Shopping, Home Improvement and Adaptation services, better heating allowances, support for rubbish collection, and Lifeline/Telecare.</td>
<td>On the whole the majority of people who participated wish to remain independent within their own homes, rather than move to residential or nursing care. Some people said that if it was a choice between residential care and being a ‘burden’ on their family they would choose residential care.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FINANCES</th>
<th>SAFETY</th>
</tr>
</thead>
<tbody>
<tr>
<td>While some participants felt financially independent, others had significant concerns about their current and future financial position. There were queries about how an older person might find out about benefit entitlements. People would prefer not to have to have financial assessments for services</td>
<td>Participants emphasised the importance of feel safe at home and in the community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOW OTHERS VIEWED OLDER PEOPLE</th>
<th>TRANSPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>There was concern expressed from some that the media and newspapers are reporting as a fact all older people are rich. This they feel is creating resentment from younger people and causing a ‘them and us’ mentality. Another source of frustration was that people make assumptions about the elderly. Some people said that they get the feeling that ‘we are living too long’</td>
<td>Another issues which were important to older people were accessible and regular public transport. (Although this is out of the scope of this strategy, people were well aware of the impact that lack of transport was having upon their wellbeing, quality of life and socialising).</td>
</tr>
</tbody>
</table>
THE VIEWS OF CARERS WHO SUPPORT OLDER PEOPLE

In January 2013, Neath Port Talbot County Borough Council’s Social Services department sent out almost 500 questionnaires to carers of adults known to social services. 140 were returned of these, 106 carers stated they cared for a person over the age of 65.

In response to the Question – What services have been the most helpful to you? By far the highest number of answers from carers of older people concerned domiciliary care (22) either provided by in-house services or by a commissioned private providers. Carers made comments about the assistance domiciliary care staff provide with personal care, medication etc. Some Carers stated that this help them remain in work, took some of the ‘pressure’ off and reduced their ‘worries’.

The second most popular answer about the most helpful service was ‘short breaks/ respite’ (12), closely followed by ‘Social Worker (11). There were six comments each for day services, equipment and sitting services.

Other services which carers of older people valued were :-
- Transition from hospital to home
- Disabled Facilities Grant
- Social Services generally
- Telecare/ assistive technology
- HEAT team
- The Community Psychiatric Nurse
- Age Concern day service
- The Red Cross
- CIIS Team
- Occupational Therapist
- OAP Club
- Crossroads
- Alzheimer’s Society
- Help accessing extra care housing

When asked ‘What improvements would you like to see in social services’? carers of older people had a disparate range of responses, however there were three themes which were raised most often –
- Better information/ easier to access
- Better communication
- More contact with Social Worker/ more frequent reviews

The suggestions about improving domiciliary care included time of visit, duration of visit, availability of service (24 hours), the level of experience and commitment of some staff, more physical help, help with chores, more continuity, remain as Social Service not to privatise service.

Other comments for improvements were:
- Better transport
- More help for families coping with dementia
- Leisure activities
- Sitting service
- Social worker to advocate for carer
- Increase in number of days cared for can access service
- More support for carers
- Social activities and events closer to home
- Listen to the family
- Expectations on accessing service not meet
- Cost of financial contribution
- Modern short break facilities
- Community meals to be chilled or frozen
- Suitable equipment for older person
- Short breaks that is better suited to service users needs
- Trips out
8. SERVICE REVIEW

Key to the commissioning process is an understanding of the resources and services available to meet current and future needs, setting priorities and agreeing outcomes.

This service review seeks to identify and map provision within the Neath Port Talbot social care and housing system, which currently supply care and support services to older people. The aim of this review is to establish what activity is being carried out and by whom. It will be used as the basis for gaps analysis and service development.

8.1 THE ROLE OF SOCIAL WORK

A person can contact social services themselves, or someone else can make a referral for example a relative or another professional. Where there is an indication that the need expressed by the person or referrer require a response which cannot be addressed by providing plain information, advice or signposting then the assessment process is initiated.

The views of the person should be at the heart of the assessment, with (where appropriate) supporting information from others who know the person well e.g. family member, health professional etc. The assessment should be proportionate to the person’s circumstances and presenting needs.

As a result of the assessment, and affirmation that the person’s needs meet Neath Port Talbot Council’s eligibility criteria, a care/ support plan will be drawn up with the person to record the actions / services required in meeting their stated outcomes. Support services may be required for a few weeks, months or on a longer term basis; they could be provided jointly by health and social services. The person can choose to access services provided or commissioned by Social Services to help them meet their identified outcomes or choose to have a Direct Payment in place of one or more of the services.

The Care/ Support plan should be reviewed on a regular basis to establish progress in achieving outcomes, or change service arrangements to increase the opportunity for the person in achieving their identified outcomes.

8.2 FUNDING SOCIAL CARE FOR OLDER PEOPLE

Currently more than 35% of the Social Services annual budget of £78,893,000 is allocated to services for older people, this is approximately a 1.5% increase on the annual budget for older person’s services in 2012/13. In addition £470,196 of Supporting People funding is spent on housing related support services for older people. This is 9% of the total Supporting People allocation for Neath Port Talbot.

It is anticipated that the funding available from the Welsh Government will be reducing in the foreseeable future. Health and social care services for older people place significant pressures on budgets and this is set to continue as evidenced by demographic projections. Other factors which may affect the demand on social care for older people include level of dependency, the availability of unpaid carers, changes to eligibility criteria, changes to local health services. Factors which could potentially affect the cost include inflation, unit price and changes in the way services are used.
Therefore, we want to improve how and what we deliver, by helping people stay well and independent for as long as possible. One way we will achieve this is through the provision of reabling services. We need to review and challenge the way in which services are currently provided, in order to reflect this approach and reconcile the pressures identified within the funding available.

8.3 SUMMARY OF SERVICES FOR OLDER PEOPLE WHO HAVE CARE AND SUPPORT NEEDS

Many older people need help because of a disability, long-term condition or illness, or because their needs change as they age. The focus should be helping older people to help themselves. Community Care and Housing Services provides information, support and a wide-range of services enabling older people to live in their own community and be independent for as long possible so that they have the optimum quality of life.

NEATH PORT TALBOT COMMUNITY CARE AND HOUSING SERVICES INCLUDES THE FOLLOWING

✓ Information, Signposting and Advice
✓ Assessment of Need
✓ Domiciliary care
✓ Day Services
✓ Assistive Technology
✓ Disabled facilities Grant
✓ Residential care homes
✓ Home from Hospital Scheme
✓ Short breaks/ respite
✓ Support for Carers
✓ Sensory support team
✓ Extra Care Housing

Information, Signposting and Advice
Both older people and their carers require information to make informed choices.

The Contact and Access Team provide a first point of contact and are able to provide information and signposting in addition to taking referrals.

Neath Port Talbot County Borough Council commission Age Concern Neath Port Talbot to provide information and advice to older people and their Carers.

Domiciliary care
Neath Port Talbot Council provides care and support to older people with personal and practical care need in their homes either directly through the in-house home care services or via services commissioned from private domiciliary care providers. This can be provided long-term or for a short period of time. The tasks that Domiciliary care service undertake are:

- personal care
- dressing/undressing
- preparing meals
- medication*

- shopping at local shops*
- collecting pensions*
- practical household tasks*

* As part of a personal care package
**Day Services**

Social Centre are designed to assist people to live at home (by reducing social isolation) by offering them respite and support. Social centres are not based in specialist building but utilise local community centres.

Day Care is designed to promote independence for older people in the community. The centres can help with the following:
- Stimulation: activities and crafts based on what people want
- Encouragement: help individuals to regain personal and domestic skills within the centre and by involving other professionals.
- Physical Care: bathing, nail care, mouth care, toileting etc.
- Support to carers
- Information Service
- Contact with professionals and relevant services

Age Cymru Afan Nedd provides daytime services to reduce isolation services provided range from a hot lunch, financial advice, a chiropodist service and a barber service.

**Assistive Technology (Telecare)**

Telecare in its basic form (Community Alarm Service) delivers reassurance to users and their families using a package of home safety devices, e.g. bogus caller alert. In its extended form it provides support for complex social care and health needs through a range of specialist sensors (e.g. flood detector) all linked to the monitoring service.

**Community Meals**

Community Meals is the provision of a hot, two-course meal at lunchtime delivered up to 7 days a week. Since October 2010 the contract for community meals has been with Apetito.

**Disabled Facilities Grant**

Disabled Facilities grants are available to provide essential adaptations to improve the individual freedom of movement into and around their home and to access essential facilities within it. Where necessary they can also provide the essential facilities themselves.

**Residential Care**

Neath Port Talbot Council do not directly manage ‘in-house’ residential care facilities for older people.

The fabric and facilities in the Neath Port Talbot County Borough Council’s care homes for older people fell short of modern expectations and standards for new homes. A new contractor was sought to achieve a shared vision of future care provision. Gwalia now manage the running of the councils former care homes, including staff that transferred under TUPE regulations. Gwalia have responsibility to design, build, and finance then operate four new homes on different sites across the County Borough.

**Private residential/nursing care**

As of March 2013 there were 10 private residential care homes (3 of which were on the local authority boarders); 19 private residential and nursing care homes (4 of which were on the local authority boarders).
Home from Hospital Scheme
The Home from Hospital scheme run by British Red Cross Enabling service users to be discharged from hospital at the earliest opportunity and support them as they regain their health and independence at home and to prevent re-admissions to hospitals.

The Handy Person Scheme
The aims of the Handy Person Scheme run by Neath Port Talbot Care and Repair is to enable the home of the Service User to be safe and suitable with equipment and adaptations to meet their mobility needs. The handy person provides and fits aids for disabled people. These aids are installed into the home’s of people living in the Neath Port Talbot Borough and usually consist of, hand rails, grab rails, drop down rails, floor fixings for WC frames and wall mounted shower stool with legs and portable ramps.

Support for Carers
Neath Port Talbot Carers Service provides confidential support and information to carers (aged 18 and over) and their families within Neath Port Talbot to sustain their caring roles. The service promotes health and wellbeing such as exercise, maintaining a healthy lifestyle, providing information and advice and accessing various health related organisations (e.g. signposting to various support groups, provision of regular events such as coffee mornings, information and advice on welfare benefit entitlements etc). During 2012 this service has been undertaking a pilot Carers Assessment scheme with Neath Port Talbot Council in addition to providing the information and support service. This pilot Carers Assessment scheme has been very successfully.

Short breaks/ respite
Short breaks can help sustain carers and families in their caring role for as long as they are willing and able to do so. Without the support of carers many older adults would be at risk, their quality of life would be poor and they may require admission to permanent long term care. Short breaks should be a positive experience, both for carers and the adults they support. In addition service users who do not have Carers may also benefit from a short-break. For some people this may be the most appropriate means to meet outcomes for example combating social isolation.

Sensory Support Team
This is a county-wide resource and provides specific care management and rehabilitation support to people with visual or hearing loss or dual sensory loss. The team also has responsibility for assessing and supporting people who require specialist equipment.

Direct Payments
If clients have been assessed as eligible to receive a service from the Local Authority, Direct Payments can be used by them to purchase their own support. Having agreed with their Care Manager (Social Worker) the type and level of support they require, they can access a cash payment which enables them to employ their own support worker to help them or they can buy care directly from a private registered agency, thus enabling them to make their own arrangements rather than accessing Local Authority services.

Shaw Trust Direct Payments Service
This is a tripartite agreement between NPTCBC, Bridgend County Borough Council and City and County of Swansea. The provider aims to empower the service user to become a successful employer and make them independent of the service after 3 months. The
service provides support for 60 adults requiring intensive support and 30 adults requiring medium and low level support.

SERVICES FOR PEOPLE WHO EXPERIENCE DEMENTIA
Alzheimer’s Dementia Support
This service provides personalised one to one support for people with dementia, and their carers, in their own homes. The support received is specific to the service user’s assessed needs.

Other services provided by the Alzheimer’s Society
- Information and signposting average
- Carers Information programme
- Look After Yourself Project
- Dementia cafes and support evenings

Welfare Rights Unit
The purpose of the Welfare Rights Unit is to maximise the benefit income of the residents of Neath Port Talbot. This is done in a number of ways: by complex casework including appeals representation, Training to other staff in the statutory and voluntary sectors, advice & information, liaison with other organisations and policy advice on benefit matters.

Sitting Service and Emergency Short Breaks
The sitting service provided by Crossroads Care enables the regular carer to have a break from their caring role by providing care support workers who will undertake tasks the regular carer would normally do, without changing the routine of the person cared for (e.g. personal and social care tasks and light domestic duties).

The emergency respite service enables the regular carer to be temporarily replaced (for an agreed number of hours) by a care support worker in a crisis.

Weekend Day Care
Weekend day care service run by SNPT Crossroads Care enables the regular carer to have a break from their caring role at the weekend with activities being provided at Ysbyd y Mor extra care home. Activities, guest speakers, lunch and day trips are arranged and the service user may be accompanied by their normal carer. The service is available 51 weeks of the year with a maximum of 30 service users attending the sessions each day.

Volunteering Service
This Neath Port Talbot Council for Voluntary Service (CVS) run service recruits and trains local citizens to become volunteers or independent visitors in the local community to support vulnerable people within Neath Port Talbot through their daily lives. The service provides one-to-one befriending support for service users referred by Social Services and also provides support for groups of service users who access social services’ provision. Volunteers visit service users for around 2 and 3 hours per week, with those supporting group settings for around 5 and 6 hours per week. This service runs jointly with an Independent visiting service for children and young people. There is a recognition that there are pressures in trying to balance a community based service for both adults and children and young people.
Housing options for older people

The vision in the Local Housing Strategy 2007-2012 (currently being updated) is that “Housing in Neath Port Talbot will be appropriate, affordable, of good quality, in sustainable communities, offering people choice and support if they need it”. This vision recognises that everyone wants a home that they can afford, that is safe, warm and secure, that meets their needs whether that be owned or rented and is in an area where they want to live and are supported to do so.

There is a range of provision within NPT for older people:-

- Owner occupation or rented from private or social landlord
- Social housing provision designated for older people
- Sheltered housing and hybrid extra care
- Extra Care
- Residential Care
- Nursing Care

Private Retirement Housing

There is currently no private or market retirement housing within the Borough or any mixed tenure extra care/sheltered accommodation for those who would prefer to retain ownership.

Social Housing

Housing Associations provide different models of housing accommodation for Older Persons (as distinct from residential or nursing care) including:

- Ordinary non-sheltered,
- Designated non-sheltered i.e. bungalows, blocks of flats, incorporated into general housing with no support provided and
- Sheltered Accommodation - There are a variety of types throughout the Borough. Provision of support is via a scheme manager
- Extra Care (see below)

It should be noted that some Housing Association partners have moved away from these models and placed emphasis on the provision to older people of support, taking services where-ever they live within their stock e.g. Coastal Housing Association.

Neath Port Talbot Homes has the largest portfolio of sheltered housing and has commenced a review of the accommodation.

Extra Care

Extra Care has an important role within the above range of accommodation and the schemes in Neath Port Talbot actively demonstrate the value of this type of provision to people’s lives, their health, wellbeing and continued independence.

Coastal Housing Association has worked in partnership with the Local Authority to develop with Social Housing Grant the now well established extra care schemes at Ysbyrd Y Mor and Ty Twyn Teg. These schemes were prioritised by the strategic housing authority to meet the housing, care and support needs of older people. These Extra Care housing schemes provide access to amenities and facilities as well as fully adapted/wheelchair accessible flats and Bungalows (Ty Twyn Teg) alongside support and care to meet people’s changing needs. Although these schemes are owned and managed by Coastal Housing Association, the waiting list is held via
Neath Port Talbot Council and Neath Port Talbot Homes’ joint allocation policy. In this way the Council has 100% nomination rights to these schemes through an allocations panel.

It should be noted that Neath Port Talbot Homes has recently re-developed its sheltered housing scheme at Ty Maes Machog delivering housing accommodation to extra care standards (i.e. adapted or wheel-chair accessible). Additionally some housing units within the recently renovated Llwynon sheltered housing scheme have been improved.
9. Gap Analysis, Service Development and Future Provision

The following ‘gaps’ have been identified as priorities areas for development locally based on:

- Evidence gathered for the needs assessment and future projections of the health and well-being of older citizens of Neath Port Talbot and the number of unpaid carers on hand to provide support
- The proposed transformation of social care in Wales which will result from the Social Care and Wellbeing Bill
- Modifications to the ways health services are provided in the area, outlined in ABMU Changing for the Better.
- NPT CBC’s Forward Financial Plan

The inference from the above is the need to achieve a rebalancing from traditional dependency inducing long term services in residential and home care to preventative and enabling services which support older people in retaining and regaining their independence. To realise this objective the following areas require attention:

- Further collaboration between health and social services in joint commissioning
- The provision of community services which support reablement and rehabilitation
- The provision of services which enable older people to live safely and comfortably in their own homes
- Access or signposting to services which are focused on the holistic needs of older people not just their physical well-being
- Accessible information
- A spectrum of housing provision and availability of housing support
- Long term care facilities including new focus on developing reablement, rehabilitation and convalescence services (where appropriate jointly with health)
- Flexible home and community support for older people and their carers.
OUTCOMES FOR OLDER PEOPLE
In summing up we want to ensure that every older person with care/ support needs:

A. is able to live independently in their own home for a long as possible/ they wish to
B. is able to access high quality information and advice
C. is treated as an individual who’s dignity and choice is respected
D. is not subjected to discrimination, prejudice or abuse
E. experiences a timely, joined-up approach when he/she requires support
F. is introduced to services which are the most suitable to support him/her achieve something which is important to them. and is actively involved in guiding their own support wherever possible
G. is supported to recover from episodes of ill-health or injury without becoming over reliant on services
H. is supported to overcome loneliness and get involved again with activities which are important to that person
I. receive services that are safe, efficient and effective from appropriately trained staff

OUTCOMES FOR CARERS OF OLDER PEOPLE
We want to ensure that every carer of an older person

J. is supported to provide care as long as they are able and willing to do so
K. is supported as far as possible to have a life of their own

OUTCOME FOR MAKING THE BEST USE OF REOURCES
We want to ensure that we

L. Supply safe, efficient and effective services which in addition to providing value for money focus on respectfully supporting individuals in meeting their specified outcomes
INFORMATION AND ADVICE

Link specifically to outcomes - B,C,D,E,J,K

Provide comprehensive accessible information about local authority (and other services) for older people and their carers

**Recommendation for future Service Development/ Provision**

- ✓ Under take a review of current information about Neath Port Talbot County Borough Council services for older people, identify gaps. Use the results to produce a Communication Plan.

- ✓ Define specific requirements (including monitoring) within Service Level Agreements where the provision of information and advice is primary or secondary product of the service.

ADVOCACY FOR OLDER PEOPLE/ OTHER SUPPORT

Link specifically to outcomes – A, B, C, D, E, F

There are two formal advocacy projects for older people in Neath Port Talbot, one with a regional scope focusing on complex advocacy issues (funded by the Big Lottery with 2 more years to run) and the other as part of an advice/information service specific to Neath Port Talbot (part funded by NPTCBC).

**Recommendation for future Provision / action**

- ✓ Explore with current and potential advocacy providers ways to continue services at the end of grant period.

The bereavement of a loved one can be a time of great emotional upheaval, in addition for carers the death of the person they support can result in feelings of loss of role and purpose.

**Recommendation for future Provision / action**

- ✓ Continue to work with organisations such as Cruse in providing support the people who are bereaved.

DIRECT PAYMENTS

Link specifically to outcomes – A,B,C,D,F,H,I

- Direct payments enable older people to have more choice and control over the way the service they require is delivered. Only a relatively small number of Older People in NPT currently use a direct payment.

**Recommendation for future provision / action**

- ✓ Promote and provide information to older people and their families highlighting the advantages of accessing support via a direct payment.
SUPPORT AT HOME
Link specifically to outcomes - A,C,D,E,I,J,K

It is envisaged that:
- a greater number of older people will require support/ care at home.
- the needs of older people supported at home will be more complex
- there will be a greater focus on reablement and rehabilitation
- the focus of the support/ care will be on achieving stated outcomes
- there will be a greater demand for low level support e.g. shopping. (currently, this type of activity is only provided as part of larger ‘personal care’ packages).
- There may be difficulty in recruiting/ retaining staff
- There are areas within the borough where it is difficult to secure a domiciliary care service due to insufficient service capacity.
- Not all domiciliary care staff have undertaken training on promoting ‘Dignity in Care’
- There are current no tenure neutral floating support for older people

Recommendation for future Provision / action
✓ Produce a Commissioning Strategy for Domiciliary Care
✓ Explore the development of a service to provide domiciliary care where the older person has complex care needs.
✓ There is a need to ensure that all areas of Neath Port Talbot have access to timely domiciliary care services.
✓ Explore commissioning domiciliary care service on the basis of outcomes rather than tasks required and time slots.
✓ Investigate community volunteering or ‘time banking’ to meet the demand for very low level support.
✓ Make NPT CBC ‘Dignity in Care’, Dementia training and other related training available to domiciliary care staff
✓ Investigate potential for Supporting People funded services in terms of floating support for older people.
✓ Explore with ABMU the further development of Hospital to Home Scheme
✓ Undertake a regional domiciliary care Market Mapping exercise.
✓ Explore ‘Just Checking’ as an assessment tool prior to commencing/ amending domiciliary care package
SITTING SERVICES
Link specifically to outcomes – A,C,D,E,F,I,J,K

- There is demand for a sitting service for people with dementia.
- Some organisations have had difficulty in the past in recruiting staff
- There is a difference in the hourly rate of ‘sitting’ services and domiciliary care.
- A percentage of hours allocated to ‘sitting’ type service have been used to provide domiciliary care
- A percentage of hours allocated to sitting breaks at short notice have been used to provide domiciliary care

Recommendation for future provision / action

✓ Produce a tender which focuses on ‘sitting’ services for older people and older people who experience dementia.

✓ Explore the feasibility of using a ‘befriending’ type of service in ‘sitting’ situations where the service user only requires companionship and low level assistance such as a making a hot drink. This option would not be ‘cost free’ and would require funding.

DAY TIME OPPORTUNITIES/ ACTIVITIES
Link specifically to outcomes – A,B,C,D,E,F,H,I,J,K

It is envisaged that:
- There will be a greater focus on day services/ social centres as part of reablement and rehabilitation
- The focus of day services will be on achieving stated outcomes
- Some older people will continue to require day services on a long term basis
- There should be a continuum between day services/ social centres and community activities
- Some Day Centres are on the same sites as care homes which will be part of the Gwalia residential home re-build.
- There will be greater focus on linking (via information) older people to community activities in their locality.
- Demand for befriending services is currently and likely to remain high.

Recommendation for future Provision / action

✓ review all in house and commissioned daytime activities/ day services and social centres for older people. Discuss with ABMU if appropriate to include health funded OP day services in the review.

✓ Resolve buildings issue of day services on same site as residential care

✓ Develop a flexible model of integrated specialist day care with outreach to the community.
✓ Increase availability of befriending services, Investigate community volunteering or ‘time banking’.

✓ Work with other key partners to explore taking a community development approach to assist older people to set up their own friendship, activity or local community groups.

CARE HOMES – RESIDENTIAL CARE
Link specifically to outcomes – A,B,C,D,F,G,I,K

- There is an emphasis on maintaining people in their community for as long as they wish and is possible
- There will be less use/reliance on ‘standard’ residential care
- It is envisaged that there will be a need for reablement and rehabilitation in residential settings, this will need to be provided on a short and medium term basis
- It is envisaged that there will be a need for convalescence in residential/nursing home environment
- There are potential changes to the registration requirements laid down by CSSIW
- Further consideration is needed on the nursing/residential care needs of people who experience dementia
- The focus of the care will be on achieving stated outcomes
- Not all residential care staff have undertaken training on promoting ‘Dignity in Care’

Recommendation for future Provision / action

✓ A ‘what matters’ consultation is undertaken with a number of older people who live in different residential care settings

✓ A regional Market Mapping exercise is undertaken

✓ A Care Homes Commissioning Strategy is produced

✓ Join up with NHS on the review of nursing care element

✓ Establish a joint social services and NHS client care/support plan

  o Promote NPT CBC ‘Dignity in Care’ and Dementia training and other related training available all residential care staff

✓ Establish ‘quality standards’ scheme.

✓ Explore ‘Just Checking’ as an assessment tool prior to admission to residential care
HOUSING
Link specifically to outcomes – A,B,C,D,E,F,H,I,J,K

- There is a wide spectrum of housing provision for older people in NPTCBC although there are gaps including private retirement housing options
- The Aylward review of Supporting people in Wales and subsequent Welsh Government guidance has given a direction regarding separating the link between tenure and the provision of support
- There are gaps in the provision of housing based support
- In the current economic climate and with the reduction in Social Housing Grant funding it is incumbent on the strategic housing authority and housing associations to work closely together to make the best use of resources, existing stock and opportunities that may arise (including new funding solutions)

Recommendation for future Provision / action

✔ Housing based support is to be provided and commissioned to promote independence and prevent homelessness according to need and not tenure

✔ The need for peripatetic support for older people will be considered as part of the Joint Homelessness & Supporting People planning and commissioning framework

✔ The strategic housing authority and Housing Associations will continue to work closely through the Local Housing Strategy to
  o Make the best use of existing stock, working together to consider for example remodelling opportunities
  o Extra care to be promoted as an option to residential care
  o Make it as easy as possible to apply for extra care
  o Accessible information on extra care and the alternatives to be updated
  o Mixed tenure solutions to be considered for future developments
  o Deliver older persons accommodation through the SHG programme

CARERS
Link specifically to outcomes – A,B,C,D,E,F,H,I,J,K

- There has been an 8% increase in the number of unpaid carers in Neath Port Talbot over the last 10 years.
- The Carers Strategies (Wales) confer new responsibilities on the local authority to recognise and provide information to carers in addition to consulting with carers on the services provide to themselves and the person they support and on the wider basis when developing services.
- Low numbers of Carers take up the offer of a Carers Assessment. However a pilot project which has the local carers service working alongside Social Services in undertaking some carers assessments has proved very popular with carers.
- The welfare reform agenda could potential affect the finances of carers.
Recommendation for future provision / action

✓ Work with partners within the ABMU locality to deliver the actions within the local Carers Measure Strategy.

✓ Make the Carer Aware e-learning package available to Neath Port Talbot County Borough Council Staff and partner organisations commissioned by Social Service, Health and Housing.

✓ Ensure robust systems are in place to engage and gather the views of carers of older people and older carers when commissioning services.

✓ Consider the secondary benefits of supporting unpaid carers when considering service re-modelling.

✓ Commission the NPT Carers service to undertake some aspects of carers’ assessments.

SHORT BREAKS/ RESPITE

Link specifically to outcomes - A,C,D,E,F,I,J,K

- There is a need to increase flexibility around the way residential respite for older people is provided e.g. can be as little as 1 night.
- More information should be available to inform older people and their carers about short breaks/ respite.
- There is a need for a transparent, equitable and fair allocation of residential short breaks/ respite across all adult service areas.

Recommendation for future provision / action

✓ Short breaks/ respite will be provided under the Gwalia contract, discussion needs to take place around establishing a system which allows flexibility in stay.

✓ A position paper including rational and allocation tool to be produced

✓ Work should be undertaken to comprehend the nature of crisis which result in unplanned/ emergency short breaks. Explore with ABMU short breaks for people who require a unplanned break in residential nursing care.

✓ Produce information for services users and carers on short-breaks

✓ Consider how specialist dementia short breaks residential care services may be enhanced.
ASSISTIVE TECHNOLOGY
Link specifically to outcomes – A,B,C,D,E,F,I,J,K

- Assistive Technology is not always considered as an option when assessing older people
- It is envisaged that demand for assistive technology will increase as a result of the Community Resources Team’s focus on reablement / rehabilitation

Recommendation for future provision / action

✓ Maintain systems to monitor demand on service
✓ Increase awareness amongst professional staff from health, housing and social care
✓ Place more emphasis on Assistive Technology as a cost effective, front end solution supporting continued independence at home
✓ Consider regional and collaborative options (e.g. Western Bay)

DISABLED FACILITIES GRANT
Link specifically to outcomes - A,B,C,D,E,FG,I,J,K

It is envisaged that demand for DFG’s will increase as a result of the Community Resources Team’s focus on reablement / rehabilitation

Recommendation for future provision / action

✓ Maintain systems to monitor demand on service

OCCUPATIONAL THERAPY AND JOINT EQUIPMENT STORE
Link specifically to outcomes - A,B,C,D,E,FG,I,J,K

- It is envisaged that demand for Occupational Therapy and specialist equipment will increase as a result of the Community Resources Team’s focus on reablement / rehabilitation
- There is a need to link provision of equipment with outcomes for clients

Recommendation for future provision / action

✓ Maintain systems to monitor demand on service
✓ Review efficiency and effectiveness of the Joint Equipment Store
10. MARKET MANAGEMENT

The objective is to turn the strategic vision into a reality, working closely with existing providers and where possible support the development of new ones. When services are provided to older citizens of Neath Port Talbot either provided directly by Social Services Heath and Housing (SSHH) department or by a contracted provider they will be of high quality and demonstrate value for money with a focus on assisting individuals in achieving their stated outcomes.

We will work closely with stakeholders; these include older people and their family and carers, care managers, contract officers, health and 3rd sector colleagues and senior managers within SSHH to monitor trends in identifying pressure points and service demand to ensure that we have access to the appropriate capacity within services.

In light of the above and as far as practicable within the current financial climate we would wish to develop the social care market within the locality. In addition we also wish to develop close links with relevant organisations and support community developments and voluntary sector capacity building.

We will continue to work with current and potential service providers to enable them to develop to meet local requirements. Where it is appropriate we will explore the possibility of assisting providers to change, develop or improve the quality of their services, rather than decommissioning or replacing them. Where fundamental changes are required in the model/ type of service or where the market is underdeveloped an open and competitive procurement process will be undertaken.

A key component of market development will be to attract new people into the social care workforce. The Social Care in Partnership is a regional partnership which actively engage with employers training organisations schools and colleges, job centre plus and Careers Wales. In addition to encouraging investment in current workforce development particularly in working with older people in achieving outcomes, supporting people with complex needs and promoting the ‘dignity in care’ agenda.

There are currently a range of services which are jointly commissioned Neath Port Talbot County Borough Council and Abertawe Bro Morganwg University Local health board. It is envisaged that as a result of the Western Bay Collaborative there will be greater opportunities to identify and deliver joint commissioning with the health board and neighbouring local authorities where this leads to service improvements and efficiencies.

Over a number of years Communities First have had a considerable role in developing community capacity within Neath Port Talbot. Further ‘community capacity’ could be secured as a result of the 3rd sector developing services funded from sources such as the grant making trusts. There are ranges of funding streams which are available to the 3rd sector but which are not open to bids from statutory services. There is recognition that such funding cannot be viewed as ‘guaranteed’
and have other limitations however it must be acknowledged that it is potentially an important resource.

11. MONITORING THE STRATEGY

11.2 MONITORING THE OLDER PERSONS COMMISSIONING STRATEGY
The strategy represents a medium term plan which will be implemented over the next 3 years; the Older Persons Services Commissioning Strategy Project Board will monitor and review progress every 6 months. There will also be 6 monthly meetings of the Older Persons Services Commissioning Strategy Project Team and Stakeholder Group to provide further information on strategic progress.

In line with Choices for living for life the success of this commissioning strategy will be demonstrated by

- More older people living independently and support at home and in their own communities
- Reduced percentage of unnecessary emergency admissions to hospitals and delays in the transfer of care
- Reduced percentage of people entering residential/ nursing care
- A greater understanding and meeting of service users’ expectations
- Consistent delivery of specified high standards for service provision
- Achievement of value for money and the savings within the Council’s forward financial plan
- Development of a culture that helps older people make full use of their potential, protect them from harm and ensures dignity and respect
- Full engagement of service users and their carers in the delivery and shaping of services