

# Pembrokeshire County Council

## Inspection Report



**Care Inspectorate Wales (CIW)** had a look into children and adult services in **Pembrokeshire County Council** in March and April 2022.



We did this to find out how well they are doing in their social services work.

We call this a **performance evaluation inspection**.

**We looked at how well the Council are doing  
in these areas:**



### **1. People - voice and control**

How well they check peoples need for care and support.



### **2. Prevention**

How well they check care and support plans for people.



### **3. Well-being**

How well they keep people safe and promote well-being.



### **4. Partnership and Integration**

How well they are meeting the needs of care and support, and how this makes people's lives better.

# People

## Good things we found:



Adults felt their voices were heard and they found social services helpful.



Carers had extra responsibilities over the pandemic with less support, but many said they were happy.



They were now able to access services such as day services and respite.



Direct payments are being used well.



Personal assistants working with people who need support were helpful.



We saw good examples of advocacy.  
Advocacy means helping people to  
speak up for themselves.



We saw good examples of  
communication with children.  
The records showed the child's own  
words.



There was positive feedback about the  
support from managers.



Staff are getting regular supervision  
meetings which focus on how well things  
are going.



There is not enough staff but things are in  
place to improve this.

## What needs to improve:



There are delays with people getting the care and support they need.



There are lots of people needing help and not enough staff to quickly help.



The Council needs to make sure responses and assessments are done quickly when carers ask for help.



The Council needs to find out a person's preferred language early on.



People said it could take a long time to get in touch with social care by phone.



People were worried about getting in touch in a crisis and suggested there should be a special social care phone line.



In children's services, supervision meetings happen but don't focus enough on:

- Well-being
- Learning
- Development



Parent and carer plans need to be simpler and need explanations so it is clearer.



The council had not agreed to give money to improve some services.

# Prevention

## Good things we found:



People we spoke to were happy about the Council's work on prevention.



There was a high demand for services but some were able to work quickly and to a high standard.



The Council have paid for extra help to reduce waiting lists.



Some reviews of care and support plans have a clear view of people's life and outcomes.





Services are working together to give people support quicker.



**Team Around the Family (TAF)** and education safeguarding are making good links between schools and the Council for sharing information.



There are **Emotional Literacy Support Assistants (ELSA)** in all schools and others have had training around trauma.



We saw fast responses to any worries about children and good work in children's services.



## What needs to improve:



The Council needs to respond quicker to needs across the social care system.

People were unhappy with:



- Slow responses
- Slow assessments
- Slow reviews
- Slow care and support planning



The Council is good at working with children early. This has not stopped increasing support needs for children.

This is because of a high number of referrals and children with higher support needs.



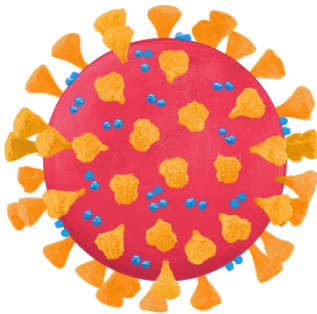
Staff workload was high. This makes it hard to decide what to work on first and for teams to share work.



How well social workers write about what they are worried about needs more detail. This is important in domestic abuse cases.



Many children are being seen but safety plans need to have more detail and be done quickly.



The Council's work has been affected by the pandemic and it is important to make sure people are getting the right care.

# Partnership and Integration

## Good things we found:



The Council is good at working with others. We saw this when people were leaving hospital and in adult safeguarding.



There are good examples of working together in:

- The joint discharge team
- **Information, Advice and Assistance (IAA)** service



Professionals can work well together, planning care and support.



The Integrated Care team supports people to stay in their own homes. The team are a good example of working together. This makes people's lives better.



We had good feedback from other groups who work with the council.



Dyfed Powys Police and service providers said the Council was good at talking to them.



The provider forum is getting better.  
The Council has worked well with care workers and their managers.



The Council's children services are good at working with other organisations.



There is good information being shared between:

- Police
- Schools
- Social care teams



Meetings about children were well attended.

Recommendations were clearly recorded.

## What needs to improve:



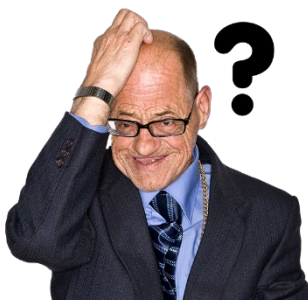
Senior managers from the Council and the health board must work together to fix any worries.



The health board and the Council need to agree who can have services and who gives them.



Sometimes support and care that had been agreed was taken away because there was not good communication between health and social care.



This shows services do not always understand what people need.



This can cause problems between services.



We heard about a problem when someone was leaving hospital. Services could not agree about the best help to provide.

This meant the person stayed in hospital longer than they should have.



The Community Mental Health Teams have had problems with staff from health and social services communicating.

Some people have had 2 assessments and their information is on 2 different computers.



There has not always been enough support and risks for people have been high.



Not all records were shared from the hospital and health services.





A lot of people told us it was important that health services are available to help support and protect the adults who are at risk.



It is hard to get support for specialist services like:

- Autism
- Learning disability
- Mental health



There is an autism team to help people find out if they are autistic.

But this team does not support people after they find out.



It is frustrating for professionals and for people with complex needs to not have enough specialist support.



It is very important that this is put right.



Some vulnerable people can be at risk if they do not have assessments and support.



**The statutory Code of Practice on the delivery of Autism Services** tells the Council what they must do. They need to work with partners to make sure they follow these rules.



There has been new training about autism and new meetings to make sure they are working well together.

There are important services that are not available enough.

These include:



- Sensory
- Speech and language assessments
- Support for children's emotional and mental health

The Council needs to work with partners to do this better.



**Child and Adolescent Mental Health services (CAMHS)** give advice but they do not always give support.



Staff told us it was difficult to have meetings between the Council and **CAMHS** to make sure the right help is available for children.



Support for children to move to adult services is called transition.



We found transition services were not good.

Services for young people with ongoing health care needs were not good.

We found:

- Gaps in support for people age 17 to 18 years
- Young People's needs getting worse
- People breaking the law when support may have helped them avoid this.



Care leavers have personal advisors.

Some personal advisors were doing the work of adult services.

# Well-being

## Good things we found:



The Social Services and Well-being (Wales) Act 2014 tells the Council what they must do.

The Council follows these rules and improves the wellbeing of people who need support and carers.



In safeguarding we found peoples voices were listened to.



Staff notes were clear and showed they understood the people they work with.



Staff understand and follow the rules about safeguarding.



Staff were good at finding out what people want and how they felt.



Staff showed they understood how to help people get what they wanted safely.



Some people with complex needs like autism have a worker just for them.

We saw people were able to get assessments and services by occupational therapists quickly.



We saw services were good at keeping children safe.



**The multi-agency child exploitation meetings (MACE)** are good at helping to make sure children are safe from being exploited.

# Well-being

## What needs to be improved:



More work is needed to make sure people are not at risk. Services need to show clear thinking, planning and show why they are making decisions.



The Council need to think about:

- Risks to each person
- Other people who may also be at risk from that abuse



Adult services were not always good at thinking about risks and support.

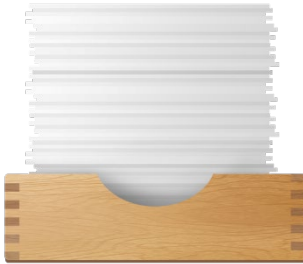


Someone who was at risk from falls had this written in their notes, but there was no thinking about what this could mean for the person.





The Council needs to make sure there are enough services for adult safeguarding.



There is a lot of safeguarding work. There is more work from the Court of protection.



Strategy meetings and conferences are important for helping to safeguard people.



The Council has to do more meetings and conferences because they are not done enough.



Sometimes people were given support without having an assessment.



The Council must offer an assessment and they must do the assessment if the person wants one.



There is a big problem for people accessing services who are:

- Autistic
- Who required specialist support for learning disability and mental health



The Council needs to do more work with autistic people with a learning disability. Autistic people's needs can be missed by different support services.



Some children did not have an assessment early enough.

The Council must make sure children has an assessment as soon as they seem to need care and support services.



Child protection needs to have regular visits by law. There were delays with this and this meant some plans were not up to date.



We could not be sure well being and safety were being looked after.



Some children are in care outside Wales.



The Council uses a care provider in England that is not registered.

This is because there are not enough care providers who can look after some children in Wales.



The Council needs to plan to improve their contract with this provider quickly.



Using unregistered care is a problem.  
**CIW** cannot be sure the care and care staff are good and properly checked.



Children being cared for a long way from home is not good for their well being.



It was hard to see if they had good health care or good education.



These young people said they were happy with the people working with them.



The police were good at sharing information when a child goes missing.



When missing children come back there need to be interviews.

This will help find any risks and can keep the child safer.



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