

Performance evaluation inspection of Ceredigion County Council



Easy read version

Care Inspectorate Wales (CIW) looked at how well Ceredigion County council is running its social services.



We did this in March 2023.

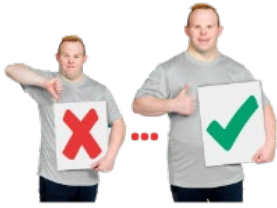


We looked at how well the local authority are working in their social service duties.

We looked at:



- **People - voice and control**
- **Prevention**
- **Well-being**
- **Partnerships**



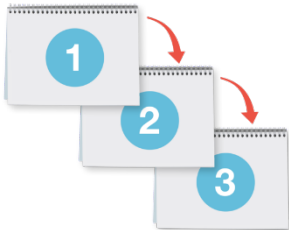
The council has a 5-year plan to make services better.



The plan is called the Through Age and Well-being Programme (TAW).



The council will work with people to make sure they get help at the right time. Getting help as early as possible will make their lives as better.



The plan has 3 parts, these are called:



Porth Cymorth Cynnar - helping people early and prevent them needing more support.



Porth Gofal – assessing people's needs and safeguarding.



Porth Cynnal – planned care and support.



The plan works with adults and children and the whole family.

All councils in Wales have found it hard to provide services. This is because:



- There are more people needing services.
- People need more complex services.
- The cost of living is high for everyone.





The council has had problems finding and keeping staff.

This includes social workers and occupational therapists.



This can be a problem if:

- new staff or agency staff do not know the service well
- if there aren't enough people to deliver the service.



This is a problem for councils across Wales.



The council has set up a new team of social workers and managers to make sure children are kept safe and adults have a good service.



Most children and young people have a good service. They have services in their own language and are supported to have a voice.



The people in charge of social care are supportive and approachable.



The leaders make sure services work on well being, working well together and safe outcomes for people.



The council has had Signs of Safety training. This mean everyone works in the same way.

What we found.

People's Voice and Choice

What the council does well



Most people have their voice heard.



We heard about good staff working with people to support what matters to them.



Most people we spoke to said they were treated with dignity and respect.



People can use their own language.
There are enough staff to provide a service in Welsh.



Children's services offer advocacy and advocates go to meetings to share the child's views.



Some children found it harder to get services and be supported to make big decisions.



Some children did not find it easy to know their rights.



Some adults had informal advocates.



Staff understood how important advocacy was.



People can use direct payments. This helps them plan their own services and support.



It is hard to find enough personal assistants.



There is a new website to help find more personal assistants to support direct payments.



Ceredigion has a loyal workforce but they have more people who need more support now.



Most staff feel they have good support from managers.



The council is working with Aberystwyth University to train and recruit new social workers.



The council is thinking about finding new staff from abroad.

New staff would need to learn Welsh and to be part of the community.



The Director of Social Services is an important role. The council needs to find a long term person to be the director.



Some carers said that social workers were good at listening to them.



Some children were very happy with the social workers.

A child said “they are funny and they always talk to us”.

What needs to be better



It is hard to work with social workers if they change all the time.



Not everyone felt listened to.
Not all adults had their voice heard.



The council must make sure that everyone has a chance to be heard.



Carers should have an assessment.



The council and staff need to make sure carers know they can have an assessment.



Being a carer can affect your

- Health
- Money
- Emotions



The council needs to think about this when it make plans.



The council has a duty to carers.

It must think about their well being. This means making sure they are offered an assessment.



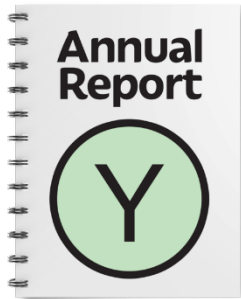
If a carer does not want an assessment they council should write down why.



There is not enough short break and respite care places in Ceredigion.



The council must make sure there are more short break and respite care places.



Each year the Director of Social Services must write a report to say how well their services have helped people.



Ceredigion has not been good at writing the report in time.



The Director's report must be published on time each year.



There have been big problems finding enough social workers and therapists.



The council has worked hard to make this better. There may still be problems in the future.



The council must make a plan to make sure it can find and keep enough staff in the future.



Most staff had regular supervision with their managers.



The supervision files were not all good and need to get better.



The council must have a good plan for supervision that help the staff support people better.



Some staff training is good.
Some specialist training is needed for staff.



The council must make sure staff are well trained so they are good at their jobs.



Staff support each other best when they can meet together.



The council should think about more places for staff to meet.



The council needs a good system to check how well it is providing services.



We told them this in 2021.
They still need to do it.



There is a draft quality framework. There will be a new system to keep records. This is important to make sure the council can see how well it is doing.



The council must have a good plan to check the quality of what they do.



The council does not reply to complaints as quickly as it should.



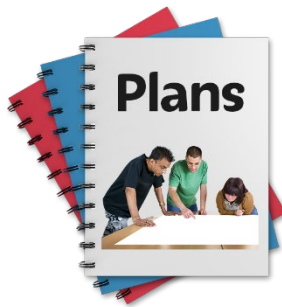
The council must reply to complaints in good time. They must learn from complaints to make services better.

Prevention

What the council does well



Supporting people early helps people have safer and better lives.



Ceredigion have a plan to support people early.

They support people's independence and try to keep families together.



The council are good at writing assessments and arranging meetings for children.



The assessments are written for the child and talk about what matters to the child.



Social workers work well with children.

We saw social workers:

- Playing games
- Colouring
- Playing football.



There are a lot of preventative services in Ceredigion.

The council works well with others to provide services.



Working with the community is good for wellbeing.

The council has made good links with community activities.



Technology can help people be independent.



The council use watches to check blood pressure and Fitbits to support young people to be active.



It is hard to find enough care staff.
This can make it harder for people to return home from hospital.



The council has been good at making sure people get their independence back when this is possible.

What needs to be better



Not everyone finds it easy to contact the council.



Reviews of care plans are delayed.
There are waiting lists.



Not everyone is asked to go to review meetings.



This can mean any support need changes are missed and people are not supported properly.



The council must make sure all reviews are done in good time.

It must make sure everyone is invited.



It is hard for many area to find enough care staff.

Ceredigion is harder as it is more rural.

This means:



- It is harder on carers.
- People go to care homes when they could be independent.
- Other services are under more pressure.



There are not enough services for people who are deaf or blind.



The council needs to work with deaf and blind people to make a better service for them.



There are more people needing services.

The council is mostly good at meeting the needs of new people.



Some children have more than 1 referral. The council needs to know if cases are being closed too early.



There are more children in care.
There is not enough work done to return the child to their home when things are ok again.



The council needs to make sure children can leave care when they are able to.



There are not enough care homes and foster places for children in Ceredigion.



The council needs to make sure they find more foster places.



Some third sector groups think the council can work with them better.



The council should look at finding out what groups are in Ceredigion. This will help the council to work with them better.



A lot of children in care do not have support plans.



The council must make sure plans are written and up to date.

Well being

What the council does well



Children's safety is put first by the council.
The staff understand the children and families well.

The staff are skilled and good workers.

Children are seen when they need to be.
The council supports families to come to meetings.



The reports show families strengths as well as risks.



Family group conferences help plan support for children. This helps keep families together when this is best for everyone.



There are now family group conferences for some adults.



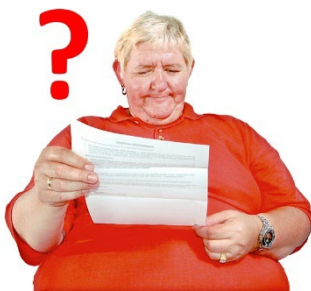
Staff are good at decision making and writing reports about what they have decided.

They think about what children want. There are good risk assessments. This helps staff work better with children.

What needs to be better



The council needs to be better at record keeping. It has to show how it has involved people in their safeguarding plans.



Groups that work with the council told us when they speak up to keep people safe they do not hear back from the council.



A lot of people go to meetings, but the minutes are not always sent in good time.



The council should make sure anyone who speaks up to keep someone safe knows what happens. They should send minutes in good time.



There are not always enough staff to do visits with the police and to do mental capacity assessments.



The council must make sure it is managing safeguarding well.



Some meetings about children do not have all the right people there.

The council must make sure everyone goes to child safeguarding meetings including:



- Education
- Social workers
- Health



We looked at how the council does adult assessments and care plans in 2021.



The plans were not always good enough. This has not changed.



The council must look at how it writes about assessments and care plans. They need to be a record of what matters to the person.



The council must look at how it checks reports and reviews. It needs to make sure records are kept better.

Partnership and integration

What the council does well



The council is good at working with other groups.



Different departments of the council work well together.



Senior managers are good at working with others to make sure things are done.



The council works well with the health board.



Working together helps everyone.
We saw how this has helped find new care homes for children in Ceredigion.



Professionals and teams work well together.



This means people get support for all their needs. It can mean someone coming from hospital to home easier.



A lot of professionals go to meetings that decide how someone is supported. This helps make important decisions.



Reports are shared but this is not always in good time.



The council works well with schools.
Children in care can have support for their emotional health.



Social work staff told us partners work well with them. They work together to support families and keep children safe in their family.



Groups that provide services work well with the council. They said tendering can be difficult.

Tendering is when providers try to win contracts and work from the council.



The council helps providers with workshops and other support.

What needs to be better



They need to make sure the person's needs are more important than what services are available.



The council teams and partners understand the new plan for social care. Some of the public do not know what it means or how the new plan will work.



The council needs to look at how it shares information about services with everyone.



The council needs to make sure providers are now working under the new plan.

What happens next



The council needs to look at this report.

1	✓
2	✓
3	✓
4	✓

They need to make the changes we have told them about.



We will check that they have made the changes and services are better.



The council should share the good work we have told them about. This will help all councils be better at supporting people.

What we did to write this report



We looked at 32 social care records.

We looked at 10 records in more detail.



This meant:

- Talking to the person
- Their family and carers
- Key workers
- Other professionals

We talked to:



- Council staff
- Partners and providers
- Children and adults who use services.

We met 114 people.

We looked at:



- Staff files
- Compliments and complaints
- Documents we asked for.
- Surveys of staff and others.

Welsh language



We believe people should be able to work with us in Welsh or English without needing to wait.

We were able to do this when we looked at Ceredigion services.

Thanks



We would like to thank the staff, partners and people who helped us write this report.

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