



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Impact report 2017-18

Making a positive difference to social care in Wales



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This report is also available in Welsh.

This is our first impact report as Social Care Wales. The report looks at some of our main areas of work in 2017-18. It shows how we have worked with people and organisations to support the Welsh public service.

You will find links within the report which will take you to more detailed reports about the work. The report does not contain all the detail of our work, but if you would like to find out more, please visit: socialcare.wales

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Introduction

The vision for social care in Wales is clear: the focus is on well-being. Social care has an important role in improving the well-being of people to help them achieve what matters to them, by working with partners across public services and communities.

There are examples of excellent social care and early years practice in Wales, provided by many committed and experienced professionals who are highly valued. Our role in leading and supporting continuous improvement, and new models of support, will help make sure good practice is rolled out by the sector across Wales.

We can only achieve our aims by working with people, and with other public service bodies and care providers, across Wales. We are answerable to the people of Wales through the National Assembly and Welsh ministers.

Our approach is focused on good outcomes for people, and the social care and early years workforce. To achieve this, we focus on three strategic aims. These are:

- **Providing public assurance:** We regulate the workforce to assure the public that those regulated workers are of good character, confident and competent to provide safe care to the people of Wales and support for their families.

- **Developing the workforce:** We support the workforce so they are able to work in ways that are collaborative, effective and grounded in the values of social care, and are open to new ways of working.
- **Leading and supporting improvement:** We use information from data, research and evaluation, as well as inspection and policy, to support our work and the sector to explore and understand the models, practice and workforce skills needed to provide more effective support.

Setting the scene

Social care in Wales is changing. More people require care and support. They are rightly demanding care and support that meets their personal needs and choices.

The social care and early years sectors provide a critical contribution to life in Wales: improving well-being by protecting vulnerable children and adults, offering reassurance they will receive care and support when they need it, and supporting people to take part in their communities.

These sectors are important as they make a substantial contribution to the Welsh economy as major employers and by enabling people to pursue education or work opportunities. Most parts of the sector generate jobs and demand is growing.

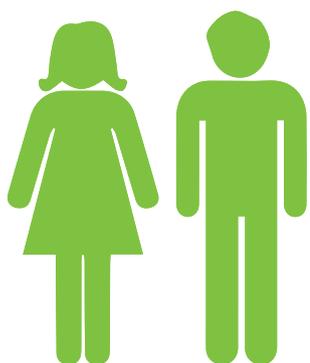
Our purpose

Building confidence in the workforce and leading and supporting improvement in social care

Our vision

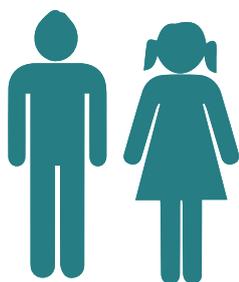
We want every person who needs support to live the life that matters to them

Social care in Wales



175,000

adults received care in Wales in 2016-17.



16,000

children received care and support services in 2016-17.



Number of children looked after by local authorities increased by **5.8%** between March 2016 and March 2017 – an increase from **5,665** to **5,995**. It's increased **16%** since March 2010.

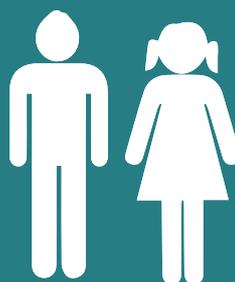


It is predicted that **500,000** adults aged 18+ will have a limiting long-term illness in Wales in 2035.

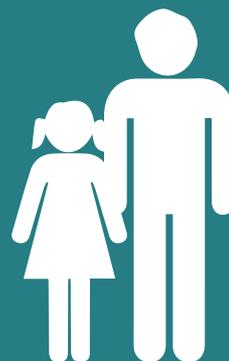
It is predicted that **312,000** adults aged 65+ will be unable to manage at least one self-care activity on their own in 2035¹.

Early years and childcare

Early years and childcare practitioners also have a vital role to play in providing children with a safe and stimulating environment. They provide learning, development and play opportunities for children of all backgrounds. This gives children the best start in life and maximises their prospects for bright and happy futures.



It is estimated that there are currently around **175,000** children up to the age of four living in Wales.



There are fewer than **80,000** childcare places in total, of which **45,000** are potentially full-day places. **Therefore, there are not enough places for every child to receive full-time childcare.**

The highest percentage of level 3 workers can be found in crèches (73.68%), sessional care (64.37%) and full-day care (59.22%)².

¹ National Social Care Data Set – Social Care Wales

² Early Years and Childcare Workforce report – Social Care Wales

Setting out our five-year vision

As a new organisation we wanted to work with people to set out what and how we would work to meet the needs of care and support for the people of Wales.

We launched our five-year strategic plan in September 2017, which set out what we would be doing and how we would be working with people to meet what we needed to do by 2022. We developed our plan with others and we held a number of events to get comments and feedback.

At the Royal Welsh Show and the National Eisteddfod we used the opportunity to get feedback on our five-year plan. In total, 1,304 people visited our stand at the two summer shows (594 at the Royal Welsh Show and 710 at the National Eisteddfod). All these meaningful conversations with members of the public helped shape our plan: socialcare.wales/about/strategic-and-corporate-plan

Establishing how we work through our Board

As a new organisation with new responsibilities, it was important we spent time establishing our new Board in our first year as Social Care Wales. This was to ensure the Board enhances the role of the executive, through its oversight, scrutiny and advice. Our aim is to support the sector to drive up standards to provide services of the highest quality to people who rely on social care and early years support. You can find more information about how our Board makes decisions at:

socialcare.wales/about/our-board

Everyone who works in the public service in Wales shares a personal responsibility for spending Welsh taxpayers' money well. This includes spending our time and money well to make sure we live up to public expectation, and achieve what we need now and in the future.



Engagement

Over the past year, we have worked with partners, employers, people who use care and support services and their families, and members of the public to progress our work. We make sure the views, experiences and expertise of people who use services and their carers are valued and can be evidenced in our work. We have actively engaged with stakeholders and ensured there are tangible results from this and that our business plans reflect these views.

But we know this impact report will never show how much we have worked with people across the early years and social care sectors. So we will be looking at how we can show our engagement work in a separate report, which our Board will consider in the autumn. We will also be working on improving our systems that measure the impact of our engagement activities.



5 formal Social Care Wales consultations



20 consultations to which we responded



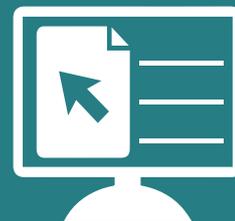
90 events and seminars attended by staff to share, learn and engage with partners



120,000 average monthly website page views



9,320 resources downloaded



3,780 registered users on our learning zone



41,482 apps downloaded

Leading and supporting improvement

We want improved outcomes for children and adults who rely on care and support, their families and carers

Service improvement is a new responsibility for Social Care Wales. The areas we focus on are influenced by what people tell us is important to them. Welsh Government ministers direct our priorities. Our work is also informed by working with and using the experiences of the workforce, employers, people who rely on care and support, their families and carers.

Here are some of the highlights of our improvement work over the past year:

Supporting people with dementia, carers, and the health and social care workforce with a dementia learning and development framework

We have developed *Good Work*, a training resource that dispels myths and illustrates how, in many cases, simple techniques can make a huge, positive difference to people living with dementia.

It was developed with a group of our partners from different sectors, including academics from Swansea University, people living with dementia and representatives from the Older People's Commissioner, local government and health.

The learning and development framework has been piloted and tested to make sure it is effective. Next year, we will be rolling out the training with local health boards, local authorities, the private sector and the third sector to share this good practice framework across Wales.

Working with partners to develop and implement a five-year care and support at home plan

Effective care and support at home makes a real difference to people's lives. It can improve and sustain their independence and well-being. When it works well, it's reliable, consistent, flexible and innovative.

Care and support at home is one of our three major improvement priorities, and for the past couple of years, we have been leading on the development of a five-year strategy for it. We have now developed a detailed plan to put this strategy into action. It is based on feedback we've received from people, as well as the research that formed the basis of the strategy. We've also refreshed the membership of the steering group to help put the plan into action. You can find out more at: socialcare.wales/service-improvement/care-and-support-at-home

Gathering digital stories to share good practice

There are areas of good care and support practice in Wales that meet and exceed the needs of people and communities, but the picture for too many is poor and patchy. We are working with children's services teams, particularly consultant social workers and senior practitioners, to create digital stories that can be used as learning resources.

These stories show the impact of social workers on people who receive care and support and their families, and how they've helped them develop their knowledge, skills and confidence to manage and make decisions about their care. This work will continue over the next 12 months and will grow to include adult services. Take a look to see what we have developed so far: socialcare.wales/hub/improving-lives-through-storytelling



For the very first time, we now have an extremely useful overview of the care and support needs across Wales. Based on what people have said, as well as what the research and data tells us, the report gives us significant insight into the lives of people who may need care and support to help them lead the best lives they can

– Huw Irranca-Davies AM, Minister for Children, Older People and Social Care



Working with practitioners to change and develop practice to provide what matters for people receiving care and support

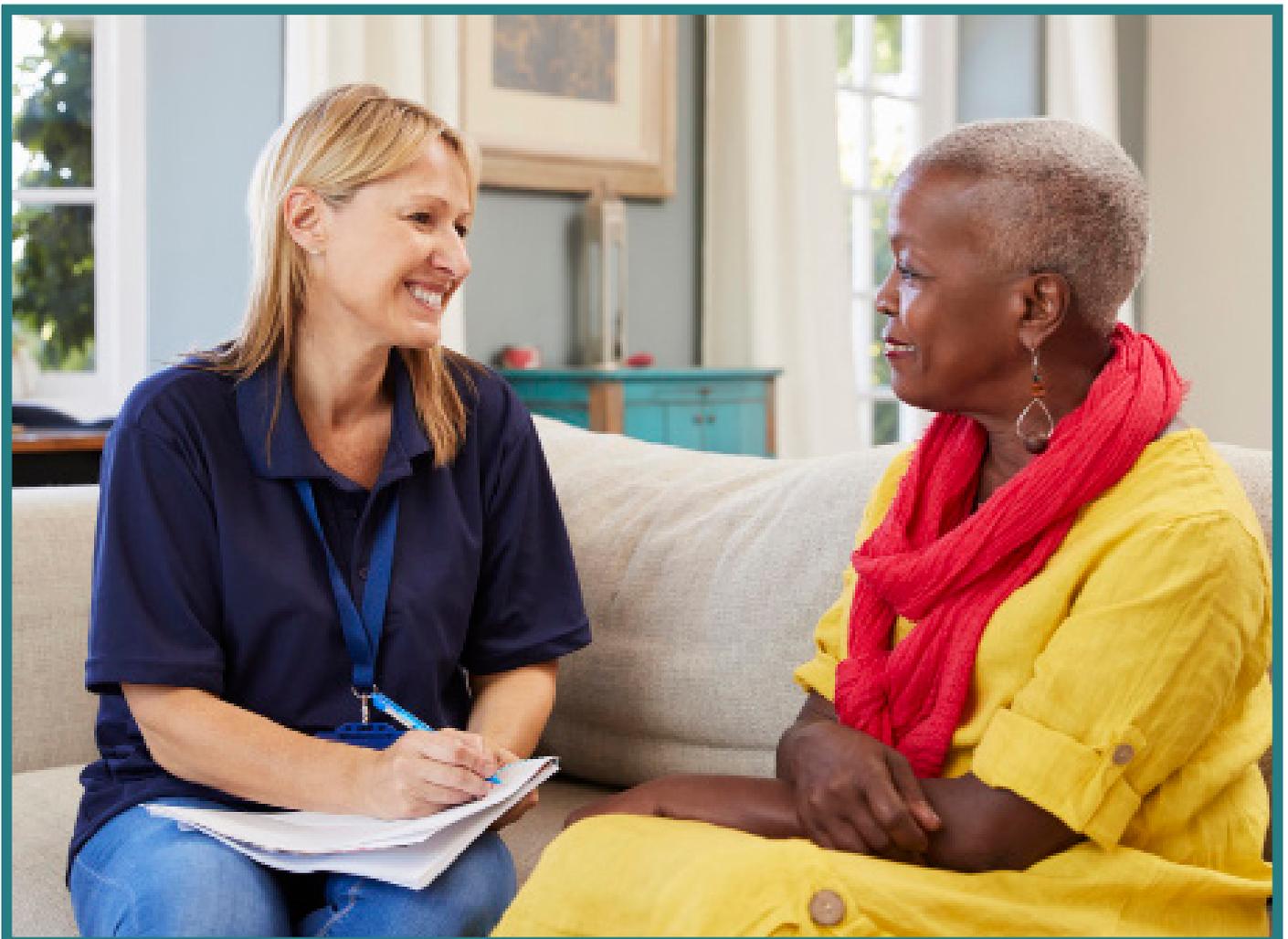
Outcome-focused practice is a move from a practitioner-led assessment to one where practitioners have meaningful conversations with people who are using care and support that focus on resolving their issues together.

The move to outcome-focused practice is complex. It will only work well if everyone involved in providing care and support understands their responsibilities. This includes working with education, health colleagues, foster families, families and service providers to understand and manage the risks and issues. This is challenging, but is the only way to reduce the number of children needing to be removed from their families or vulnerable adults ending up in residential settings before it is necessary.

Our work this year builds on our initial work where we supported one social care team in each local authority to help them move towards working in a way that helps people achieve what matters to them. This approach is already well-established within family support and learning disability teams, but has not been adopted by every children's and adults' social services team.

As part of this work, we have supported colleagues by running 13 half-day sessions across Wales to raise awareness of working in this "outcomes-focused" way. We plan to build on this work in the coming year.

We also continued to build good working relations with Care Inspectorate Wales (CIW) and have been asked to provide training about this new way of working to the inspectorate's local authority division.



Producing our first social care research and development strategy for Wales with our partners

In partnership with Health and Care Research Wales and other groups, we developed the *Social care research and development strategy for Wales 2018-23*, which was launched in February 2018. Its aim is for Wales to be internationally renowned for its excellent social care research that supports the people of Wales by informing and improving social care policy and practice.

We will be working with all the organisations responsible for putting this plan into practice to make sure these actions are achieved. By working with the public, people who use care and support, and their carers, we will develop a better understanding of what research is needed. It will also give us a better understanding of how this research can have a positive impact where it matters.

Using evidence to identify themes from across Wales through the *National Population Assessment Report* to inform future priorities

We launched a new national report about the care and support needed by people across Wales. The *National Population Assessment Report* brings together the main findings of the first population assessment reports published by each of the regional partnership boards earlier this year. Our report draws together the common issues and pressures identified by the assessments, and looks at some of the ways in which they are being tackled.

Based on what people have said, as well as what the research and data tells us, the report gives us real insight into the lives of people who may need care and support to help them lead the best lives they can. We will use this evidence and data to shape our improvement activities.

The regional reports were jointly produced by the local authorities and local health boards with the support of communities, and the third and independent sector providers.



Capitalising on Wales's strengths, this ambitious new strategy will drive forward social care R&D in Wales for the next five years through a vision founded on partnership and collaboration

– Huw Irranca-Davies AM,
Minister for Children, Older
People and Social Care



Research has a crucial role to play in helping us improve social care in Wales

– Sue Evans,
Chief Executive
Social Care Wales



We are very happy to endorse this strategy and look forward to playing a full part in its implementation

– Jon Bisson,
Director of Health and
Care Research Wales

Developing the workforce

We want Wales to have a sufficient, high-quality and skilled social care and early years workforce

Sufficient high quality people entering, working and remaining in the social care and early years sectors is needed to support the well-being of people in Wales who may need care and support. Providing clear career pathways and promoting social care and early years as professions of choice contribute to making sure there are enough people working to the right standards in the early years and social care workforce. To support our ambition, our focus in 2017-18 has been:

Working with health colleagues on the development and production of an All Wales induction framework for health and social care practitioners

In 2017-18, we developed and launched the *All Wales induction framework for health and social care* working with colleagues in health, social care and education, and learning providers across Wales. The new induction framework supports new workers

during the induction stage of their employment. It covers the principles and values, knowledge and skills workers need to carry out their role.

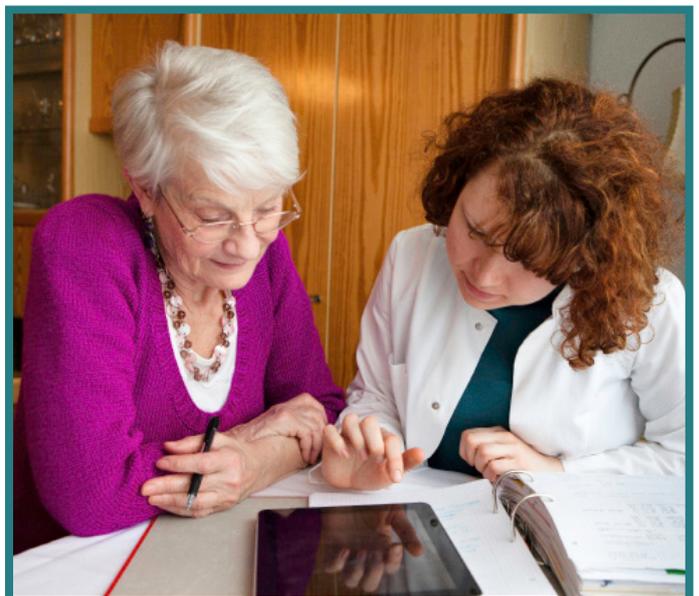
A thorough and well-structured induction provides a good basis for workers new to the health and social care sector. It helps them develop the skills and knowledge they need to do their job well, carry out their roles and build on the experience with different learning methods and techniques.

It also shows new workers that they are valued by employers who are willing to invest in their development. This creates a strong basis for a committed workforce, and ultimately, provides a foundation for workers to progress towards full qualification.



I think the induction provides really good support to staff as they move forward and learn, and develop in their careers

– Registered manager



The induction framework will also help workers better understand their role – what is required of them, the support they can expect, the working environment and the information they need to do their job well. But there is some evidence³ that shows there are concerns among workers about the amount of time it will take to gain the qualifications and the registration fees, and concerns among managers about having the knowledge and expertise to help their staff in a supportive way and having the time to assess them.

The changes to the vocational qualifications at all levels is a concern, as is the impact on assessment centres to deliver the qualifications and ensuring induction training is robust to address the new induction framework.

We will continue to work with and listen to the feedback from employers to support the progress of registering the domiciliary care workforce and rolling out the induction framework to all new workers in health and social care. In 2018-19, we are also piloting a project with Hywel Dda Health Board that looks at how the joint induction framework and the new suite of health and social care qualifications could set effective ways of learning provision across health and social care by sharing resources and expertise.



It gave me all the knowledge and skills I need to carry out my job role

– Senior care worker

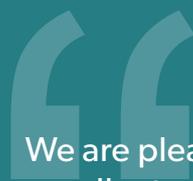


It's helping us with recruiting and retaining staff. It helps us feel safe that our staff know their responsibilities, are working safely and that they're offering the best service for the individual, whether that service is within their own home or in a care home

– Staff development officer

Supporting the learning and development framework for occupational therapists

Working with the Royal College of Occupational Therapists and the Welsh Government, we developed a new learning and development framework for occupational therapists who work in social care in Wales. Occupational therapists have a vital role to play in providing effective care and support. We hope this framework will provide a useful structure for them as they look to develop their knowledge, skills and careers.



We are pleased to be a partner in this excellent new career framework. This is a vital step in supporting occupational therapists who work in social care to access the support and opportunities to develop

– Ruth Crowder, Policy Officer, Wales
at the Royal College of Occupational Therapists

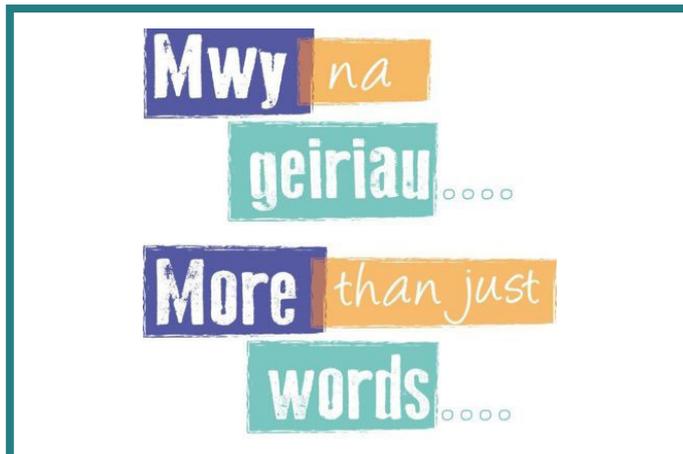
³ *Regional facilitation grant report*

Raising the Welsh language skills of the social care and early years workforce through our leadership role in *More than just Words*

We know how important it is for people who receive care and support to expect to receive Welsh language care services to the same standard as English language care services.

The Welsh Government's *More than just Words* strategy sets out our role in supporting Welsh language services in health, social services and social care. During the year, we have run a number of workshops with the social care and early years workforce to support the provision of the requirements in *More than just Words* and to emphasise that the Welsh language is a valuable skill in the workplace.

We ran a project with health colleagues in Betsi Cadwalader Health Board to raise awareness in schools of why and how Welsh language skills are an asset in the health and social care sectors. We also ran a wider engagement campaign with students in further education (FE) colleges (an excess of 1,500 students) studying Health and Social Care and Child Care Learning and Development to raise awareness of *More than just Words* and the importance of language choice for those using social care services.



Review of social work qualifying education and Continuous Professional Education and Learning (CPEL) Consolidation Programme

By law⁴ we are able to set the rules for social work training at qualifying and post-qualifying levels. We then use these rules to approve and regulate social work training. During the year, we carried out a review to ensure our rules and requirements for the qualifying programme remain appropriate. The review of the consolidation programme was also carried out in response to a recommendation from the independent evaluation of CPEL.

socialcare.wales/news-stories/have-your-say-about-proposed-changes-to-social-work-education-rules-and-requirements



⁴ Sections 114 and 115 of the Regulation and Inspection of Social Care (Wales) Act 2016

Investing in the social care workforce

We invested £11.1 million in supporting the social care workforce so they have the right knowledge, skills, understanding and approach to provide good care and support.

We paid £7.15 million to local authorities through the Social Care Wales Workforce Development Grant (SCWWDP), which was match funded by £3.06 million local authority funding. The local authorities also invested another £2.27 million into workforce development and training.

Working with local authorities, we made a number of changes to the way in which the administration of the grant was managed. This included changes to the reporting structure. One of the main recommendations from the sector was to make sure the monitoring reports and grant applications provided the right information to share practice and benchmark against regions. This new approach has allowed for greater scrutiny across the regions, and we have been able to show themes and trends from the data, which we can build upon in future years.

To make sure we have enough social workers and to maintain high quality practice learning we awarded:

- 516 bursaries worth £2.41 million to social work students
- £1.18 million of funding to local authorities to provide practice learning opportunities for social work students across Wales.

To support the professionalisation of managers, we:

- held forums across Wales – 325 managers attended to develop their leadership and other skills: socialcare.wales/events/registered-social-care-managers-forums-2018
- rolled out the Step Up to Management programme across Wales following the success of the pilot – 100 managers enrolled in 2017-18: socialcare.wales/learning-and-development/step-up-to-management

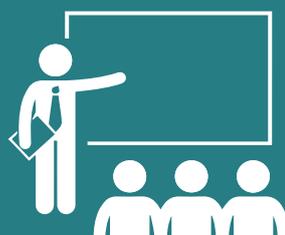
SCWWDP statistics



5,180 people involved in awards
1,749 achieved awards
3,155 carried on into 2018-19
276 withdrew



17 local authorities sponsor social work degree learners



133,023 training places offered
108,925 training places taken
82% average attendance



79,679 places were taken up by the statutory sector
16,228 places were taken up by the private sector
13,018 places were taken up by the third sector



97 (35%) withdrew from post-qualifying awards
141 (51%) withdrew from vocational awards
We will be looking in more detail at this to understand why people are withdrawing

Providing public confidence

We want people to have confidence in the social care sector and in the effectiveness of Social Care Wales

Transforming Care in the 21st Century

Registration is part of our ongoing commitment to professionalise the social care workforce and raise the status of workers. It gives people who receive care and support, and their families, the confidence that workers have the skills and qualifications to do their job in a professional, compassionate manner.

But we recognise that changes are needed to make sure that the social care workforce is ready to meet the new challenges in terms of numbers, skills and confidence in their practice. This extension of the Register is a result of a long-term commitment by the Welsh Government to support and value the social care workforce.

In January 2018, the Welsh Government confirmed that domiciliary care workers will have to register with us by 2020 and the adult care home workforce by 2022. This will increase the numbers on the register from 12,000 to an additional 40,000 over the next four years.



I believe that as many care workers as possible should be registered to make the employment process better

– Huw Irranca-Davies AM,
Minister for Children,
Older People and Social Care



We worked with the sector to support the registration of the domiciliary care workforce as we were keen to get their views about the fee levels, qualification requirements and the *Code of Practice for Social Care Employers*.

With around 23,000 home care workers starting to register from April 2018, we have been preparing online responses to frequently asked questions about fees, qualifications and timescales. This is to help workers and employers through the process. We've also prepared short films featuring workers, people who receive care and support, and their carers talking about why domiciliary care is crucial and why it is important to register, professionalise and raise the status of the workforce.

We have been upgrading our registration IT system to make sure it is ready to process applications from domiciliary care workers. The new system went live in April 2018.

Supporting employers in the quality of their workers practice by developing a *Code of Practice for Social Care Employers*

To make sure we have a safe, skilled and appropriately supported social care workforce, we worked with the sector to develop the *Code of Practice for Social Care Employers (Employers' Code)*. This was published in April 2018. It sets clear standards and guidelines for employers to make sure they support their workforce. The *Employers' Code* will be enforced by Care Inspectorate Wales and it can take action if employers fail to comply.

This is just a part of a range of initiatives that have been put into practice to support employers and the workforce.

Making sure people on the Register have the skills, knowledge and character to work safely and effectively through our fitness to practise role

We continue to make sure that registered workers have the skills, knowledge and character to work safely and effectively. This year our fitness to practise rules have been updated to reflect our new powers and responsibilities. We use the outcomes from our investigations and hearings to support improvement in the sector. This enables the workforce to practise to the highest standards, which in turn, helps provide public assurance about the quality of the social care workforce.

Being an effective organisation

As a public service organisation, we are committed to demonstrating the Welsh public service values in the way we work with the sector and partners, and in the ways in which we work within our organisation:

- maintained our ISO27001 accreditation
- 7.95% (mean), 16.46% (median) – gender pay gap
- maintained our Green Dragon Level 2 accreditation
- clean audit certificate
- 2.89% staff sickness absence
- 7.9% staff turnover rate (turnover rates below 15% are considered healthy)

Facts and figures in relation to our regulatory remit:

In 2017, 10,500 registered social care workers were working in Wales, these included:

- **6,000** social workers – this has remained steady over the last three years
- **195** registered residential child care managers – an increase of 9% since 2015
- **1,200** registered adult care home managers – a reduction of 3% since 2015
- **600** registered domiciliary care managers – an increase of 5.7% since 2015
- **2,500** registered residential child care workers – an increase of 14% since 2015



Facts and figures in relation to our fitness to practise work:

196
referrals
received

26
hearings
held

156
cases
closed

9
workers
removed from
the Register



Looking ahead to 2018-19

Looking forward to our work programme in 2018-19, we will further develop our new improvement, research and data role, as well as maintain our regulatory and workforce development activities.

We will continue to work with people who use care and support services, and partners to lead and support improvement in social care. We're committed to working in a way that's collaborative and inclusive. Some of the main priorities for us will be:

- extending the Register to new groups
- developing a joint strategic workforce strategy for health and social care in partnership with Health Education and Improvement Wales
- developing a national workforce strategy for the social care and early years sector with regional and local partners

- developing an attraction and recruitment campaign with regional and national partners
- developing our approaches to improvement and progressing the national priorities
- sharing good practice with the sector
- progressing the development of early years and social care qualifications with Qualifications Wales, learning centres and awarding bodies.

Throughout the year we will further refine our measures and indicators to help us clearly show the benefits of regulation, standards and workforce development in improving the social care and early years workforce. This will also allow us to highlight how our service improvement activities contribute to safeguarding and improving the well-being of people and their communities.



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