

# Advocacy Newsletter

December 2017 Issue no. 8

## Outcomes for Independent Professional Advocacy - Part 1

As a regulated service, IPA will be subject to the outcomes, indicators and performance frameworks that have been put in place to ensure effective implementation of the SSWb Act. How do these frameworks fit together and what outcomes should IPA deliver?

### Outcomes and outputs

The new emphasis on outcomes marks an important change of direction in performance measurement, which until recently has been primarily concerned with measuring outputs. What's the difference between an output and an outcome?

An output is the product of specific activities whereas an outcome is the impact or *change over time* as a result of those activities and outputs. For example, in a project designed to raise awareness of advocacy services, one of the outputs might be a publicity leaflet. One of the project's outcomes could be more people having their voices heard through accessing advocacy as a result of the leaflet.

### The outcomes approach in Wales

The social services national outcomes framework<sup>1</sup> builds on the definition of well-being in the SSWb Act and is central to its implementation. It describes the well-being outcomes that people should expect in order to lead fulfilled lives. They "will give people a greater voice and more control over their lives and enable them to make informed decisions to ensure they engage in improving their well-being". It also requires services to work in partnership with people to understand what matters to them and to build on their strengths and abilities. The national outcomes are described in the form of "I statements", e.g. "My voice is heard and listened to" and "I am safe and protected from abuse and neglect".

Care and support plans should identify the personal well-being outcomes that individuals choose for themselves, within the context of the national outcomes framework. These outcomes will be identified during the "what matters" conversation which provides the basis of the new approach to assessing need and planning care and support.

A set of national outcomes indicators has been produced and annual reports by Welsh Government will measure progress against the outcomes framework to provide an understanding on the overall impact of care and support on people's lives.

A performance measurement framework<sup>2</sup> has also been developed to measure what local authorities are doing to improve well-being outcomes for people, although currently this does not include IPA. It sits alongside a set of six quality standards for local authorities which are detailed in the Code of Practice on measuring social services performance<sup>3</sup>.

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The social services national outcomes framework complements the outcomes described in the Well-being of Future Generations (Wales) Act which provides a shared vision for public bodies to work towards. Welsh Government have also developed NHS and Public Health outcomes frameworks and a summary statement<sup>5</sup> has been published to ensure that the three frameworks align to evidence whether services are making a real difference to people's lives.

### **Model outcomes for IPA**

A draft set of model outcomes for both providers and clients of IPA services has been produced with input from the Advocacy Network and GTAP's Strategic Reference Group. We invite wider feedback on the model outcomes to ensure that the final set is appropriate for inclusion in the draft National Framework for Commissioning IPA for Adults in Wales to be published for consultation next spring. There are 9 outcomes for clients and 4 for providers:-

As a result of support received from the IPA service, clients:

1. are more informed about, and have a better understanding of the care and support options available to them so they can make informed choices and
2. are better able to identify their personal well-being outcomes, the barriers to achieving those outcomes and how they can be addressed.
3. can participate more fully in social services processes and have increased control over and their care and support plan.
4. are better able to communicate, and have acted upon, their views, wishes and feelings to health and social care professionals and others involved in their care and support.
5. are better able to challenge and, when necessary, make complaints about health and social services processes, or be represented to do so.
6. have a better understanding of their rights and how to uphold them.
7. feel more informed, safe and better able to protect themselves when there are safeguarding concerns.
8. feel that they are treated with more dignity and respect.
9. are better able to access information in their preferred formats and to communicate in their language of choice.

IPA service providers will aim to maximise the following outcomes:

1. access to and use of the service by a more diverse range of clients.
2. client satisfaction with the quality of support received from the service.
3. continual learning from comments, suggestions and complaints.
4. opportunities for clients to be involved in the service's governance and decision making, and in the co-production of service developments.

A paper showing how the model outcomes link to the 'I statements' can be accessed at:  
[Model Outcomes](#).

In Part 2 we will introduce a draft set of model performance indicators to enable measurement of the IPA outcomes.

### **References**

- [1] <http://gov.wales/topics/health/socialcare/well-being/?lang=en>
- [2] <http://www.gov.wales/topics/health/socialcare/well-being/performance/?lang=en>
- [3] <http://gov.wales/docs/dhss/publications/160401codeen.pdf>
- [4] <http://gov.wales/docs/dhss/publications/160405summaryen.pdf>

**Paul Swann,**  
**Development Officer for Commissioning, Age Cymru**

## ***Supporting the Commissioning and Good Practice of Advocacy: Resource list***

We are pleased to present a useful resource list that has been requested by stakeholders. This list brings together legislation, research, good practice, information and links to useful websites to support commissioners and providers across Wales.

We hope you find this informative and useful and we will continually update it throughout the life of the programme.

One new addition has been added to the list, it has been highlighted in red.

[Age Cymru | Supporting the Commissioning and Good Practice of Advocacy Resource list](#)

## ***Maturity Matrix Self Assessment Tool for Local Authority Advocacy Commissioning Teams***

The GTAP team and LA advocacy commissioners in North Wales have been developing a Maturity Matrix: a self-assessment tool to help commissioners to gauge how mature their commissioning function is, and to set out what they will need to achieve in order to become fully mature. The Maturity Matrix will be a GTAP legacy document, linked to the National Commissioning Framework for IPA Services, which commissioners can continue to use to support the development of advocacy commissioning after the end of the programme in 2019.

We are also developing a Maturity Matrix for providers, but work on this is still at an early stage.

### **Development process**

The GTAP team sent out a baseline evaluation survey of LA advocacy commissioning teams in late 2016. The form was based on the four stages of the commissioning cycle: analyse, plan, do and review. Commissioners sent back their completed returns early in 2017. The results provided a snapshot of the stage of development of commissioning functions and the areas in which they needed to improve. The GTAP team then considered the best way to help them.

Our solution was a Maturity Matrix. A template tool, previously used to help develop an innovative cardiac nursing service, was already available. Val Billingham, GTAP Development Officer for Commissioning (North Wales) then adapted the template, basing it, like the baseline assessment form, on the four stages of the commissioning cycle. Val used the same indicators as the baseline assessment form, and including actual statements by commissioners taken from the notes section at the end of the form.

Val and Huw Davies, Development Officer for Commissioning (Mid- and South West Wales) then ran a workshop for North Wales commissioners. Five commissioners from Flintshire, Wrexham, Denbighshire, Conwy and Gwynedd reviewed the form line by line. The commissioners suggested including a RAG-rated spectrum of statements to reflect the different stages of maturity (aware, responding, developing and practising) and recommended including an evidence grid at the back, for ease of reference.

Following the North Wales workshop, Val revised the form and sent it back to North Wales commissioners for comment. Commissioners have received the draft Maturity Matrix enthusiastically, and some are considering adapting it for other areas of commissioning.

The GTAP team then took the draft Maturity Matrix to the National Framework Strategic Reference Group. The SRG agreed that the next step should be to pilot-test the current draft with commissioners from South Wales. A workshop already planned in South West Wales will provide an opportunity to do this.

The Maturity Matrix is still a work in progress. The GTAP team is also hoping to obtain input from South East Wales. If any South East Wales commissioners would like to be involved, we would very much like to hear from you. Please contact Paul Swann, Development Officer for Commissioning (South East Wales) at [paul.swann@agecymru.org.uk](mailto:paul.swann@agecymru.org.uk)

### **Provider Maturity Matrix**

Work began on a provider Maturity Matrix at the All-Wales Advocacy Network on 21 June. This covered the first quadrant of the commissioning cycle (“Analyse”). Another workshop with selected providers to progress the draft is due to take place on 22 November in Mold.

There are many interdependencies between the commissioner and provider Maturity Matrices. Commissioners are dependent on providers to, eg, return accurate and timely monitoring data so that commissioners can achieve some of their own outcomes, and vice versa. Work has begun to map these interdependencies to make sure that the two self-assessment forms complement each other and that there are no loopholes.

We will include an update on progress on the provider Maturity Matrix in a future newsletter.

**Valerie Billingham**  
**GTAP Commissioning Development Officer (North Wales)**

### **Age Cymru’s Spread the Warmth Campaign**

It’s that time of year again when we ask for your support to help us ‘Spread the Warmth’ this Winter.

Age Cymru’s ‘Spread the Warmth’ campaign is now underway and runs from November 2017 to March 2018.



In line with prudent healthcare principles, the overarching ‘Spread the Warmth’ campaign strategy is to better support older people to make healthier choices and feel supported and empowered to maintain good health and wellbeing during winter. The campaign’s strategic aim is to support the NHS by reducing the number of older people becoming unwell and needing to access secondary and tertiary healthcare services. The campaign also serves to support NHS Wales by promoting Choose Well and Beat Flu, raising awareness of primary and community care services among older people and supporting them to take action to avoid the need to access A&E or dial 999 for minor ailments.

This year we have available a new edition of our ever popular ‘Winter Wrapped Up’ guide, along with posters, thermometer cards, ‘Don’t leave yourself in the cold’ myth-busting leaflet, ‘Help with heating costs in Wales’ factsheet, ‘More money in your pocket’, ‘Save energy, pay less’ all of which are downloadable from our [website](#)

Printed copies are available to order through our Age Cymru Advice Line **08000 223 444** or [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

We are also supporting the roll out of a new element to the Choose Well campaign for this winter:

‘My Winter Health Plan’.

If you’re hosting an event between November and March and would like my support or attendance to present or host an information stand then please contact me directly as per details below.

Continued...

You may also like to follow us on Twitter @AgeCymru and use the hashtag #SpreadTheWarmth #LlesDrwyWres and why not give us a like on [Facebook](#)

Please do let us know how many of these items are distributed and received and of any events you would like us to promote in the press and on our social media channels in support of 'Spread the warmth'. Please use the attached logo for marketing materials.

Please share this information with your networks to encourage promotion and support for the campaign and help us get the health messages out to older people, family and friends.

Thank you in advance for your support during the campaign, and if you would like any further information, please contact Angharad Phillips via email [angharad.phillips@agecymru.org.uk](mailto:angharad.phillips@agecymru.org.uk) or call 02920 431 555.

**Angharad Phillips, Age Cymru**

### **Care Home Review Follow-up**

When the Commissioner published her Care Home Review report in 2014, which found that too many older people living in care homes in Wales have an unacceptable quality of life, she confirmed that she would undertake a programme of follow-up work to ensure that the required changes are being, or will be, delivered.

Earlier this year, the Commissioner requested evidence from Health Boards, Local Authorities, the Welsh Government and CSSIW regarding the action they had taken in response to 15 of her Requirements for Action, covering a range of areas including continence care, reablement and rehabilitation, falls prevention, dementia training, anti-psychotic medication, inspection and governance, and workforce planning.

The specific areas the Commissioner is looking at as part of her Review follow-up work were identified as they fall outside of policy and legislation developments or because they relate to ongoing issues that have been shared with the Commissioner's Casework Team.

The information provided by the public bodies has been analysed by the Commissioner and her team and will form the basis of a report that sets out the progress that has been made, good practice examples and any areas in which further work is needed to deliver the outcomes that will ensure that older people have the best quality of life.

This report and the feedback provided to each public body on its response will now be published in January 2018 to reflect the fact that the Welsh Government will be laying Regulations and Guidance as part of the second phase of the implementation of the Regulation and Inspection of Social Care (Wales) Act 2016 before the National Assembly for Wales in November. These statutory instruments are likely to have a significant influence on the future shape of the care home sector in Wales and it essential that the report takes proper account of the changes set out in the Regulations and Guidance.

To find out more about the Commissioner's Care Home Review, visit:

[A Place to Call Home?: Care Home Review Report](#)



## ***Ombudsman upholding two-thirds of adult social care complaints, annual review reveals***

Watchdog hails 'learning culture' in independent care sector but admits rise in safeguarding complaints is 'very worrying' The local government and social care ombudsman upheld 63% of adult social care complaints in 2016-17, 10% higher than the average across all sectors, the watchdog's annual review has revealed.

The proportion of investigations upheld during 2016-17 rose 5% year on year, while the number of investigations completed – 1,214 – was up 9%. Complaints relating to adult safeguarding saw the steepest climb, up 27% from 2015-16. Meanwhile the number of complaints relating to independent care providers was up 16% to 447, continuing a steady rise from just 58 back in 2010-11.

Michael King, the local government and social care ombudsman, said the safeguarding figures were “worrying”. But he welcomed the rise in independent care complaints as evidence of a “learning culture” among providers, which he said were getting better at responding to complaints and encouraging people to refer them.

### **Safeguarding concerns**

In all the ombudsman, which acts as a last resort for disputes that have not been resolved locally, received 3,061 complaints and enquiries relating to adult social care, up slightly from 2,969 in 2015-16. Assessment and care planning attracted the most complaints, 715 (up from 600), followed by residential care (609, up from 599) and home care (362, down from 372). Complaints about safeguarding, which had fallen during 2015-16, rose from 223 to 283. Of these, 64% were upheld, a 6% rise on the previous year.

King said this was a concern, given that safeguarding complaints were unlikely to be affected by financial pressures faced by councils in the same way as other areas.

“It’s a relatively low-volume [area] but very high seriousness; that statistic is worrying and we will be doing more detailed work around the types of complaints and lessons that can be learned,” he said.

### **‘Growing maturity’**

Of the total complaints received by the ombudsman, 447 related to independent care providers, up from 386 the previous year, which King attributed to a “growing maturity” in the sector.

“People are more willing to look at complaints as a learning tool; we’ve been working in partnership with providers to build confidence around complaint handling and encourage people to refer unresolved complaints to us,” he said.

Martin Green, the chief executive of sector body Care England, said it was “right and proper” that providers should work with the ombudsman.

“In a sector being squeezed in all directions, it is heartening to see providers being praised for making the ombudsman’s role better known, and taking a lead in learning from complaints,” he said.

### **Improving services**

The ombudsman’s review also highlighted the potential for complaints to result in service improvements that benefit people beyond the primary complainant.

Around one in three complaints remedied in 2016-17 included measures to address “systemic problems”, it said, such as instigating procedural changes or training staff.

## Useful publications

### Human Rights and Advocacy: A Short-guide

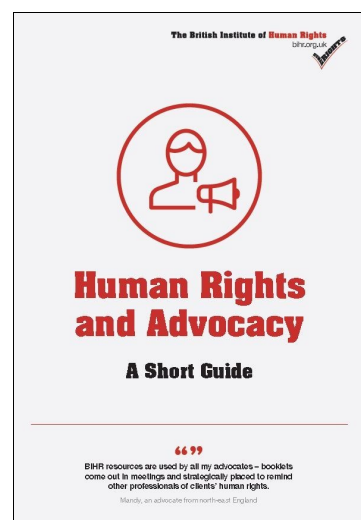
This short 8 page guide builds on BIHR's work with health and well-being advocates, including recent sessions in north-east England kindly supported by the Evan Cornish Foundation.

This guide will help you understand how human rights are relevant to the issues you or your clients experience when accessing health, care and other services.

The contents of the guide includes:

1. How the Human Rights Act works for advocates
2. Five really relevant rights and how they work
3. Examples of how human rights advocacy helps people
4. Flowchart for advocacy: are human rights relevant?
5. Flowchart for advocacy: what to do next
6. Infographic of 16 rights protected by the Human Rights Act

To download the guide, please visit: [Human Rights and Advocacy: A Short-guide](#)

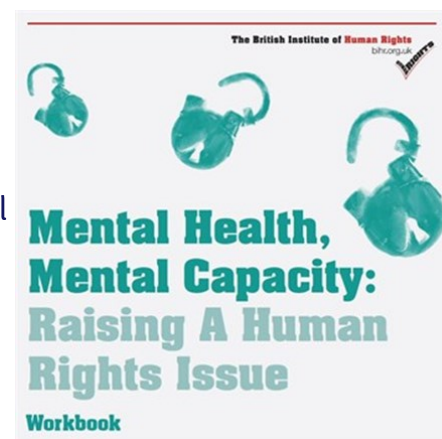


### A Human Rights Approach to Advocacy

The BIHR have created brand new resources on human rights, mental health and mental capacity. These resources are the culmination of a redrafting process after the publication of an initial phase in Spring 2016.

You can download the new resources by clicking on the link below and clicking on the cover image for each resource. Please be aware that a form may pop up asking you to fill in your details before you can access the resource. This is to help the BIHR to monitor reach and coverage and will only be used for evaluation and reporting - The BIHR will not use your details in any way unless you give your express permission.

If you would like a hard copy of the resources, please email Jasmine Powell at [jpowell@bihr.org.uk](mailto:jpowell@bihr.org.uk) or visit this link to download: [A Human Rights Approach to Advocacy](#)



## **New Toolkit to support positive and preventative ways of working with older people**

Social Care Wales has published a toolkit to support the sector to help older people remain independent in their communities for longer. The toolkit is aimed at practitioners who work with older people in the community, as well as planners and commissioners of care and support services for older people.

Please visit the link below:

[Toolkit to support positive and preventative ways of working with older people](#)

## **Updated practice guidance; Role of Independent Mental Capacity Advocates (IMCAs) and paid representatives in the Mental Capacity Act (MCA) Deprivation of Liberty Safeguards (DoLS)**

This updated practice guidance describes the role of Independent Mental Capacity Advocates (IMCAs) and paid representatives in the Mental Capacity Act Deprivation of Liberty Safeguards (MCA DoLS). IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions. IMCAs are mainly instructed to represent people where there is no one independent of services, such as a family member or friend.

To view the updated practice guidance, please visit:

[Updated practice guidance: Role of IMCAs and paid representatives in MCA DoLS](#)

## **Be a Force for Change National Advocacy conference 2017**

Over 250 people from across the advocacy sector came together at the Birmingham NEC for the annual Be a Force for Change National Advocacy conference.

Copies of the presentations and talks from the day are available on the [dedicated webpage](#) on KMT website which holds video footage of most of the key note speakers with presentations and papers to accompany workshops.

Hard copies of KMT resources were also shared on the day - if you would like electronic copies of the flowcharts or 'Lighthouses and Rocks', you can [download them here](#).

## **The Older People's Commissioner for Wales Casebook**

"I am publishing this casebook in order to highlight the key messages arising from my casework and to demonstrate the impact of the work of my Casework Team on the lives of older people in Wales. In addition to using the issues that arise through my casework to guide and shape my own work as Commissioner, I also raise these issues with public bodies in order to help to inform and shape their current and future practice.

Alongside my wider work as Commissioner, I will continue to use my casework to stand up and speak out for older people across Wales and ensure that our public services empower and support them so they can live fulfilled, independent lives."

**Sarah Rochira, Older People's Commissioner for Wales**

To view the Commissioner's Casebook, please visit the link below:

[The Older People's Commissioner for Wales' Casebook](#)

## **The Older People's Commissioner for Wales Autumn Newsletter 2017**

To view the Autumn Newsletter please visit the links below:

Welsh: [Cylchlythyr Hydref 2017](#)

English: [Autumn 2017 Newsletter](#)



## Events

### Priorities for social services in Wales - integration, regional working and the National Dementia Strategy

Tuesday, 12th December 2017 at the Jurys Inn Cardiff, 1 Park Place, Cardiff CF10 3DN

This seminar will examine the priorities for social services in Wales. It comes as the Welsh Government prepares to introduce a Local Government Bill next year to improve the integration between local authorities and deliver social services at a regional level, following its consultation on the local government White Paper.

It will be an opportunity to consider the implementation of the Social Services and Wellbeing Act, including the effectiveness of regional partnership boards and the challenges involved with the introduction of pooled budgets for health and social care.

Delegates will also discuss the initial impact of the first stage of the Regulation and Inspection of Social Care Act - which reformed workforce regulation and registration arrangements and established Social Care Wales. There will also be consideration of the implications of the second and third stages of the Act ahead of their implementation in 2018 and 2019 respectively.

Further sessions will discuss key measures from the National Dementia Strategy, the effectiveness of the £60m Integrated Care Fund and the challenges and opportunities surrounding the delivery of social services at a regional level; including establishing governance arrangements, improving financial and workforce resilience, and integrating local authorities. For more information, please [click here](#)

### Using a human rights approach

17 January 2018

Using a human rights approach is about making rights a reality in your organisation and using the legal duties in human rights law as a lever for change. It is not about completely changing *what* you do, but *how* you do it.

This full day training session will give you the knowledge and confidence to apply a human rights approach to your work. Whether you work in service design or delivery, for an advocacy or support group, or for a regulator, this course will help you to see how human rights are relevant to your work and how to embed them in your organisation.

[Book your place by visiting the BIHR website.](#)

## Useful Websites

### Age Cymru Golden Thread Advocacy Programme

This website provides information regarding the Golden Thread Advocacy Programme and the Advocacy Newsletters.

[Golden Thread Advocacy Programme Website](#)

### Social Care Institute for Excellence (SCIE) Deprivation of Liberty Safeguards (DoLS) - new web section

Find the latest thinking and guidance on Deprivation of Liberty Safeguards in the new web section. SCIE have brought all their DoLS resources and training courses together into one easy-to-access place.

[DoLS resources](#)

## Age Cymru's free Advice Line

Age Cymru's advice line can provide free, impartial advice to your constituents on a range of subjects.

Perhaps they may want advice about how much they should be paying for a loved one's care? Or perhaps they may want to know if they are eligible for Pension Credit and want help with claiming it?

Age Cymru can help with all these issues, and more – call us today on: **08000 223 444**

### Contact us...

- To subscribe to the newsletter
- If you have any comments or questions about the articles
- If there's anything you would like to see in the next newsletter

Email [ffion.jones@agecymru.org.uk](mailto:ffion.jones@agecymru.org.uk)

Telephone Golden Thread Programme 01352 706228

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