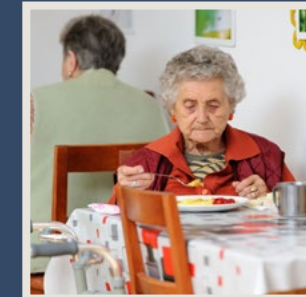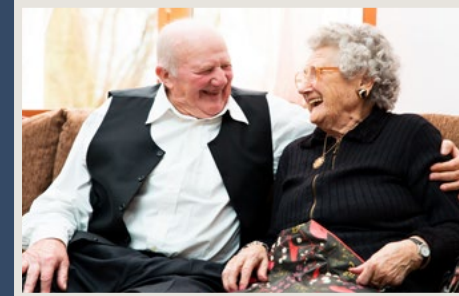# Care Homes for Older People

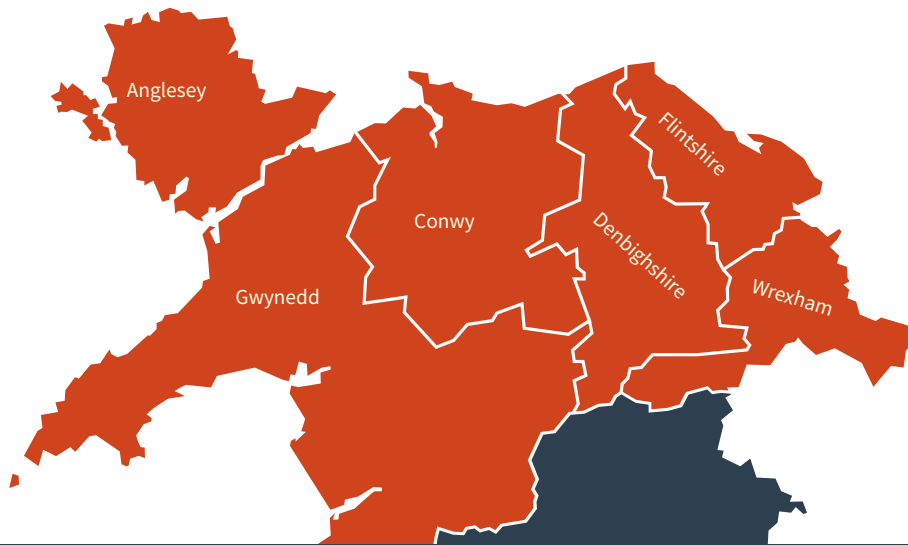North Wales' Market Shaping Statement 2018

What's Happening Now

The North Wales Regional Partnership Board want to deliver real change to the health and social care system in our area. This will help us:

- make sure services work well together and give older people care closer to home
- manage the demand for care home placements we fund over the next 10-15 years at the same level that we have now.

It's important that there are the right care homes with the right staff to support people in the right ways.

Care homes play an important role in supporting older people's health and well-being.

Our Mission

We aim to improve health and well-being for everyone across North Wales. We work with health and social services, businesses, organisations, charities, communities, carers and others.

We want:

- services to step in early to support health and well-being
- flexible support for carers
- joined up services that put people's needs at the centre of everything they do
- people and communities involved in planning and shaping local services
- to help people to live independently for longer
- high-quality community services.

We involve people
We talked to people and care home owners to find out what they needed and the challenges they face.

We wrote a **population assessment**. This collects information and statistics about an area. It lets everyone know what's going on and where things are heading.

As a result, we are:

- supporting new ways of meeting people's needs closer to home
- trying new ways to make the most of resources and funding.

Anglesey

Flintshire

Conwy

Denbighshire

Gwynedd

Wrexham

Living at home

Most people want to live in their own homes for as long as possible.

We support a lot more people in their own home than in care homes. People mainly move into a care home when health needs get serious and they cannot remain living safely at home.

Living in a care home

Care homes can offer a great quality of life and be filled with friendship, love and laughter.

Our best care homes are empowering, enabling, flexible and welcoming. They can be communities in their own right and also part of the wider communities in which they are located.

All **care homes** provide accommodation, 24-hour support, meals and help with care needs.

Some care homes have **nursing staff** who help with health issues.

Some care homes focus on creating a safe and homely space for people with **dementia**.

Care homes are run by local authorities, businesses, charities or housing associations.

In 2016/17 local authorities and the Health Board in North Wales spent around **£93 million** on care home placements for approx 5,500 people aged 65 and over. This includes funded nursing care contribution only, for 1,400 people who funded their own personal care and accommodation.

Our Aims for Care Homes

We will work with care homes to:

- work out the right price for care that's affordable while covering costs
- support them to use the best ways of working
- support smaller, local businesses to remain sustainable
- check how many Welsh speaking staff there are in care homes
- check how many people are getting care in the language they want
- improve the healthcare given in care homes.

Market shaping is about:

- understanding the resources we have (including money) and the challenges we face
- working with communities to understand what they need to have a good life and a dignified end of life
- working with care home providers to understand how we can help them deliver good services
- making sure care and support are available to keep people safe and maximise well-being
- making sure we plan and use the funding we have in the right ways

Outcome: future needs will be met by good services.

What's Expected in the Future

It's not easy to work out exactly what will happen in the future. But, we need to meet the demand for care, within our resources (including money, buildings and staff).

Why market shaping is important

People are living longer which is good. But, it means more people are needing care and support later in life. If we don't find new ways of giving people care closer to home, a lot more people may need care homes in the future, because there will be:

- more people over 85 living alone and in poorer health
- more people over 65 living with dementia.

If we don't support people to stay at home for longer, by 2030, we will probably need 7,619 long-term care home places. This means about 1200 more nursing and 400 more residential places supporting people with dementia.

The number of people living in care homes changes over time. This is affected by:

- people's health and whether they live alone
- having the right services available to support people in their own home
- having enough staff with the right training (especially nurses)
- the cost of providing care for each person (including how much people pay towards the cost of their care).

Support to stay living at home depends on lots of things:

- having family, friends and neighbours who will help people at home
- having enough trained health and care staff (we need a lot more staff because of time spent travelling between appointments)
- having enough money to pay staff good wages and give them good training
- having enough money to update people's homes, pay for equipment and technology.

These reasons, mean we need to do things differently in the future and work with service providers, including care homes to make better plans.

Actions – what we want to focus on.

1. Understanding needs

To influence future provision, it's important to understand what we have, what works and where we need to improve.

What we know

North Wales has around **200** care homes – providing over **6,000** places. Of these:

- **70** are nursing homes
- **24** are local authority homes.

In May 2016, when we surveyed, there were **430** places not being used. This includes:

- shared rooms where empty beds are not or cannot be used
- rooms that are unavailable due to building work or refurbishment
- rooms reserved for people on waiting lists
- rooms reserved for people waiting to leave hospital.

Having unused places can make it difficult for care homes to stay in business.

Some care homes have told us that they have to charge higher fees to people who pay for themselves ('self-funders') to stay in business.

Actions

We will:

- work with owners to better understand their business risks
- help care homes understand new laws and policies, including the **Regulation & Inspection of Social Care (Wales) Act**.

2. Working together and involving people

We talked to people and care homes to find out what they needed and the challenges they face.

What we know

We asked people from North Wales what their concerns were for life in their older years. They said:

- keeping their independence
- having social and leisure activities
- being isolated or lonely
- being able to choose services, particularly in rural areas
- getting quality care
- being cared for by people who speak their language.

We asked care home management and staff what would help them. Their main points were:

- help to make the most use of land for things like extensions
- stop big organisations taking over care homes and putting smaller care homes out-of-business
- local authorities to look at the full costs of care to see who offers best value
- help with finding and training the right staff.

Actions

We will help care homes build the staff teams they need, including:

- support with training for managers and staff
- support with continuing professional development of qualified nurses
- working on a fee framework so they can offer well-paid jobs and career development opportunities
- making sure they're ready for future demands.

3. Ensuring we have enough high quality care home provision to meet needs now and in the future

What we know
The number of people aged 65 and over living in North Wales is increasing. This puts more demand on services.

The number of working age people is going down. We don't have enough people working in care.

And, in Wales in 2016:
- 3% of the total social care workforce were registered nurses (registered nurses account for 12% of the care home workforce)
- 7% of all care job vacancies were for registered nurses.

Shortages of nursing staff in the NHS also makes it harder for care homes to employ and keep staff.

Actions

We will:
- keep supporting care homes through our **workforce development programme**.

4. Delivering good quality and safe services

Care homes must be safe. They also need the right leadership, staff, policies and practices and funding.

What we know
There are lots of excellent cares homes in North Wales, supporting people's needs.

Some need to improve in areas like:
- developing managers
- ensuring effective leadership (especially in meeting health needs)
- finding and keeping the right staff (including good managers and nurses)
- staff training
- keeping up building maintenance and refurbishment (keeping people safe and well)
- having good information about the services they provide
- having good policies and procedures to help staff.

Actions

We will work with care homes to:
- develop frameworks for good quality, safe services
- understand their costs
- check the quality of services we pay for
- make improvements where they are needed.

How we will Support Development

We will invest in developments in North Wales.

This includes:

- support for older people in their own homes
- community services that improve well-being
- services that help people improve their well-being after they have health issues
- services that delay older people needing managed care and support
- making sure the right care home places are in the right areas
- supporting the workforce.

However, care homes could help by providing different services.

What we need from care homes

Care homes could provide more services

Care homes could help by providing services aimed at supporting older people who want to remain living at home. Services like:

- providing activities in the care home that people living nearby could join-in with
- giving people opportunities to use an assisted bath
- providing cooked meals to people who live nearby (either as 'meals on wheels' or 'dining clubs').

This may improve well-being through enabling people to develop social relationships and engage in their community; reducing feelings of loneliness and isolation.

They could also offer care for a short time.
This can really help when people need a bit of extra support, particularly overnight:

- because they have been in hospital (**'step down'**)
- because they have been unwell, but do not need to be in hospital (**'step up'**)
- because their family / carers are away from home (**'short break'**).

Care homes could provide different services
Care homes could help by providing services which specialise in supporting residents:

- with dementia, including people with challenging behaviour
- with significant health needs, making sure they access community health services
- who are at the end of their lives.

Thank you for reading this

You can read the full Market shaping statement here.

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