

TeamCaerphilly BETTER TOGETHER

Issue 2 June 2020



TEAM CAERPHILLY COVID-19 RESPONSE

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.



I just want to start by saying how fantastic it has been to read everything that came through for this edition. We could have wallpapered a room with all of your amazing work and achievements over the past few weeks.

We have seen the best of our workforce and I am sure that our communities will never forget your efforts during this time.

The last edition we featured the services that had mobilised in response to the pandemic. This time we felt it was fitting to feature our Social Care staff who always go above and beyond, but it is safe to say have truly shown their rainbow colours and supported the community above and beyond!

Cllr Philippa Marsden
Leader of the Council



Welcome to the second edition of the Team Caerphilly newsletter. You will have seen in my staff communications that I have been taking the deep dive approach to provide in depth information about service areas, the first of which was social care, so I thought it was fitting for June's newsletter to take a similar shape.

Over the past 10 weeks, although it somehow feels longer, it has been truly humbling to see communities come together to take part in the Thursday evening clap for the NHS and key workers, and I have to admit I clapped that little bit harder thinking of the Team Caerphilly key workers and all that you have achieved.

Those who work in social care have joined many services on the frontline during this Pandemic. It is because of your tireless work that the most vulnerable in our communities are safe and well and for those who are no longer with us received the best care possible.

We have tried to pack as much as we could into this edition. I hope you feel as proud reading it as I do of all of you!

Christina Harrhy
Chief Executive



Caerphilly Council's Coronavirus Social Care Response - In Numbers:



1,237,368
PIECES OF PPE
EQUIPMENT
DISTRIBUTED



773
BIRTHDAY
CALLS MADE



431
CALLS RECEIVED
WHERE A PERSON
HAD FALLEN OR
REQUIRED MEDICAL
ASSISTANCE



823
MEMBERS ON
CCBC'S CARERS
SUPPORT
FACEBOOK AND
TWITTER GROUP



25,203
INCOMING
CALLS
RECEIVED



1,330
UNPAID CARERS
SUPPORTED
OVER THE
PHONE OR VIA
EMAIL



55
POSTS OFFERING
OR ASKING FOR
SUPPORT, ADVICE
AND INFORMATION



8,840
HOURS OF CARE
DELIVERED A
WEEK



Lockdown fun at Ty Coed Residential Home

In the last eight weeks during lockdown at Ty Coed, they have been keeping busy and most importantly staying safe. It is safe to say home schooling has been an education for all involved. The learning has been centred around themes first up was Titanic, followed by Space, Dinosaurs, Mini Beasts, Artic Animals and Roald Dahl. Both staff and children have enjoyed the home learning and most of all the crafts.



Camping in the garden.



Everyone has been enjoying new experiences from looking for fossils, creating a wormery, conducting ice experiments and hunting for bugs. The team have also been taking part in daily exercise walking up the mountain and bike riding.

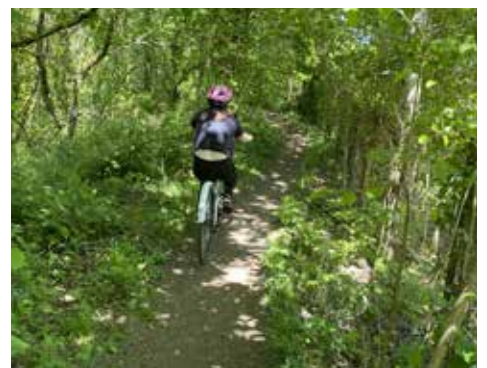
They have been keeping contact with the outside world by making audio and video calls to friends and family.



Bird watching.



VE Day picnic.



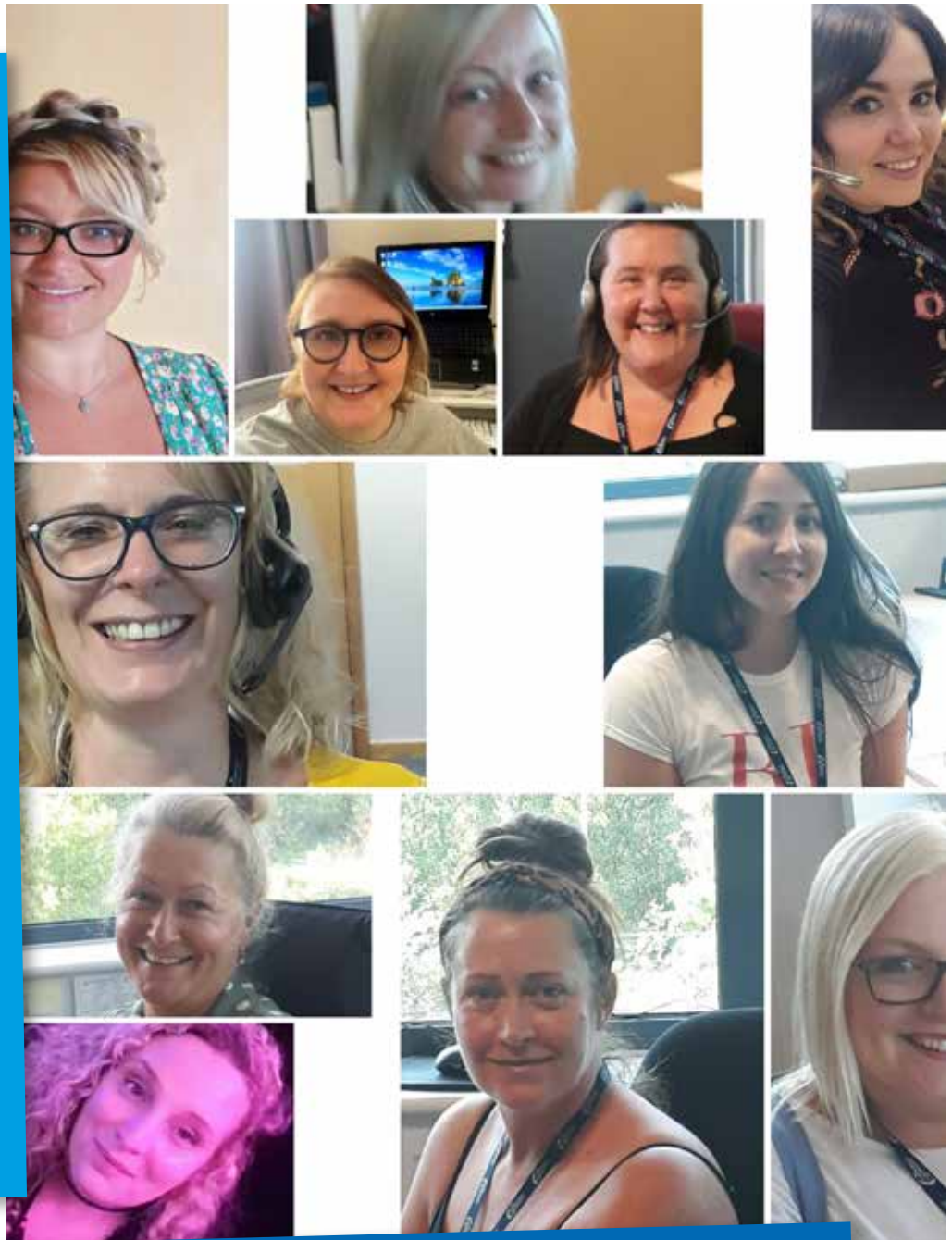
Cycling trip.

On the weekends they have been making the most of the nice weather by enjoying BBQs and even camping in the garden. They celebrated VE Day with the neighbours at a social distance and had homemade scones. They have also been joining in on a Thursday night clapping and banging pans to thank the NHS.

Supporting people in tough times

The Information Advice and Assistance Team (IAA) deal with a whole host of challenging situations when supporting residents, here is just one example of a recent call...

The IAA received an e-mail from a family member raising concerns about a close relative who was a recovering alcoholic and the family were unable to visit due to the Covid-19 restrictions. Kelly, a member of the team, called the vulnerable resident and it quickly became clear he was suffering with mental health issues and was intending to harm himself. Kelly was able persuade the gentlemen to allow the ambulance to come and visit him as he was in a suicidal state.



The IAA Team were also successful in preventing the homelessness of a 16 year old with early intervention...

The youngster called the team at crisis point and was even considering self harm as her relationship with her family had broken down. The team contacted the family to get a full picture of the situation before contacting the teen once again. After an indepth conversation, during which the call handler adopted a person centred approach demonstrating empathy, listening, compassion, mediating, clarity, knowledge and non judgmental time to talk, the teenager eventually returned home to talk to her family and no further action was needed.

A day in the life... **... of a Children's Service Manager during lockdown**



CAROL DAVIES has given us an insight into her day...

My day started with chairing a succession of legal planning meetings (from 9am to 12.30). These are now remote meetings, which brings the additional technical challenge to the fore! The meetings involve the Team Manager, Social worker, legal representative and the all-important minute taker. Today's meetings looked at whether we needed to consider initiating care proceedings, (to remove children) to discuss the progress of cases to determine whether we can prevent the need to instigate proceedings and for those already in proceedings, to examine the final care plan being presented to Court.

These discussions entail a number of sad stories about our Caerphilly children being subject of extreme neglect and abuse and being harmed within their homes. The themes of the 'toxic trio'; substance misuse, domestic abuse and mental health are featured time and time again within parental risk factors. Discussions focus on the impact of neglect and abuse on the child, the

family history and previous concerns and patterns. We explore how risks can be mitigated, what work we can undertake with parents to reduce the risks and parental motivation to make the changes in the child's timeframe. We are also advised by our solicitor as to whether we have met the legal threshold to evidence the child is suffering 'significant harm'. We consider extended family members who may, or may not be able, or willing to care for the children, to enable the children to remain within their extended families, the needs of the child and how best to meet these. We also explore alternative permanent care outside the family e.g. long term fostering or adoption.

These discussions draw on the myriad of skills, knowledge and experience of all participants. The debates are thought provoking, challenging and testing; exploring different views and perspectives, before concluding with a robust plan and a clear rationale.

I then move on to my next meeting; supervision with my Manager. A pressing issue now is how we manage the Covid-19 lockdown message and undertake appropriate care planning for our most vulnerable children. Children in local authority care have family time (contact) with their parents, often supervised by social care staff. Due to the pandemic, all face to face contact has been stopped and this is now being done remotely, to limit the transmission of the virus. However, as lockdown continues, we now have new born babies being born into care, children subject of proceedings which are coming to an end who need to move to new placements, start introductions with their new carers and all the 'to-ing and fro-ing' that this entails. The needs of these children need to be balanced with

the risk of Covid-19 and the safety of our staff and carers. After a candid discussion, I leave my supervision with the task of devising a risk assessment to address these unique issues.

I am then contacted by a Team Manager, who wants to discuss the outcome of a recent child protection conference a multi-agency meeting to discuss whether a child's name should go on a central register of children in the Caerphilly Borough, who are at risk of harm, be it physical, emotional or sexual abuse, or neglect). At the time of writing this, there are 147 Caerphilly children on this register, who require a multi-agency child protection plan, to address and mitigate their risk of harm. We discuss the differing view of agencies, the mental health focus on the parent and children's services concerns about the children and how best to manage this.

I then have a discussion with a Senior Practitioner in another team, who has been contacted by a member of the public who has a Residence Order for a child however she is suffering a terminal illness and is concerned about the care of the child after she has passed. She has a view about who she wants to care for the child however, the discussion also highlights the rights of the mother, who retains parental responsibility for the child and the need to consult with her, despite her previously being unable to care for the child.

I discuss with colleagues issues around placement breakdowns, searches for new placements, recruitment of staff, case transfers to our newly created Family and Friends Team and equally as important, my cancelled flights to Italy!

It is now 4.45pm and my first opportunity to respond to that necessary evil.....emails!

"I delivered a food parcel to a vulnerable client yesterday and when I arrived at her property there was a note on her door stating that she was in hospital having her daily chemotherapy and requested the parcel be delivered to her neighbour. Client's neighbour answered the door and she was in a wheelchair. She asked if she would be eligible for any support because she has not left her property for 6 weeks and is relying on neighbours to complete her food shop and collect medication from her pharmacy. I contacted my manager who sent me the details for the buddy scheme, which I gave her she has no tenancy issues at the moment but is struggling to complete a weekly shop due to her poor health and vulnerabilities regarding Covid-19. I gave her a number for supporting people if she requires any support in the future with her tenancy. The lady was very grateful for the advice and is thankful there is support out there for her"

Craig - FFynnon Team

"We have developed a generic letter to attach to our packs offering support and informing our families the office is open and our advisors are available. Within the packs there is information families can access through the internet about how to explain to children the effects of Covid-19. There is information to support families of routines, activities such as word searches, colouring, time capsules and learning through play. Telephone calls were made to all our families prior to the packs going out, again, offering support touching base during the lockdown. In preparation of Family Time being set up again we have washed all of the cuddly toys and anything material. The contact room has been cleaned and all the toys steamed cleaned. All the toys have been sorted and put into age appropriate boxes and only these boxes being used when required. Pre-review meetings are being set up between contact worker, social worker and manager to assess each Family Time session to move forward when lockdown will enable us to start up again."

Support Worker, Caerphilly West

"As a team we have continued to work throughout the pandemic to ensure all our children and families are safe and coping with the stress of these unprecedented times. We have continued to do business as usual, but have had to be creative in our approach and we developed new ways of working. Staff have gone the extra mile to keep children safe and smiling despite having to juggle their own childcare, working from home or continuing to attend the office for essential services to continue. I am incredibly proud of all the staff, they have surpassed my expectations and shown themselves to be committed, hard-working and able to adapt to meet the needs of our families."

SARAH PARRY - Team Manager, Caerphilly West

Remote working...

This is a snapshot of the remote meeting of the Drug and Alcohol Team and social care and health colleagues discussing accommodation options for individuals who have needs relating to their use of drugs and/or alcohol. The teams keep in touch regularly using Skype and Microsoft Teams and provide telephone reassurance calls and essential visits using PPE where necessary. Good communication has to be in place between us to ensure that service users are supported effectively.





The 16+ Team have been getting creative!

The 16 Plus Team support young people aged 16-25 who are in foster care, residential, or those who have left care and live in supported accommodation or independently. We appreciate how hard the recent lockdown has been for young people, particularly those young people in care, those missing their family, or some who have limited family support. This period of lockdown can be very isolating for them.

To try and combat this isolation the 16 Plus Team has been working very hard (as always) over the COVID period, making sure frequent contact is maintained with the young people, this can be calls, texts, facebook messenger or video calls.

In addition to their usual roles of support, the team have also tried to be creative and explore new fun ways to interact with our young people during this difficult period. Some of these idea include:

A “Brady Bunch” style photo of all the staff, some in fancy dress, some looking glam and some looking like their usual cheery selves to keep the humour going with the young people and show them that staff are trying to make the best of a difficult situation and to remind them all we are here for them no matter what.

The team have also been posting pictures on Facebook of daily tasks to keep them motivated and engaged.

They have created a video edition of the Shout Out, group topics are now recorded and posted on the Facebook group to keep young people up to date with Covid-19 guidelines and any care leaver news, in addition to updating them about what support is available for them through our team.

They have been simplifying the government guidelines by creating simple and concise updates.

Finally, they have created activity packs which include colouring books, quizzes, crosswords, word searches, Sudoku, origami, basic baking/cooking recipe to try, mindfulness tips and exercises to try for managing stress and anxiety and easy to read government guidelines on Covid-19. The team are also hoping to host competitions with the baking/cooking asking young people to submit pictures of the recipes they've made and letting them vote on facebook who will win a free donimos pizza!

YOS refresh!

After 14 years, the YOS (Youth Offending Service) decided that changes were needed to refresh and enhance their preventative services for children on the cusp of anti-social or pro-criminal behaviour. These changes included a rebrand of the successful YISP project. Meetings were called, discussions were held....and then came lockdown!! Not to be deterred, the team considered their position....They had advised referrers that changes would be announced in April, there was a plan, a name, a logo, a set of criteria for referrers and a draft leaflet for families. What could possibly hold them back?

On 20th April 2020, they pushed the button and launched REACH to referrers working on corners of kitchen tables, in spare rooms or anywhere to avoid disrupting home schooling. A project launch under such circumstances is far from ideal but the referrals started coming in from week 1 and so did the phone calls enquiring how this would happen. The answer to this question being, "virtually, differently, creatively and flexibly and with great support from children and families"

In a perfect world we would, of course, be visiting children and their families in their homes, in schools and in community facilities but at present we inhabit the world of WhatsApp, YouTube and Emails from laptops precariously balanced on corners of kitchen tables. Parents and carers have been supportive and all families who have children working with the REACH Project have received letters thanking them for their co-operation at this testing time.

The team are looking forward to the time when things can change and we can adopt a "new normal." Meanwhile, the team will continue to REACH out and respond to children and families who need the support.

Thank  You

Check out the South East Wales Shared Lives Scheme Team getting technical



SEWSLS weekly Zoom Managers Meeting, made possible by our tech expert Louise who has supported all us technophobes to set up Zoom and Teams to keep in touch. Just look how happy we were to see each other!

They have included a few updates of what individuals and families have been getting up to...



K. also has weekly sessional support with SL Carer Nathan. They usually use their time to go to the gym but since lockdown, they have had to find alternative ways to ensure Kieren keeps fit and active, and maintains his emotional well-being. Now with Nathan's support, Kieren takes Nathan's two dogs, and long-term carer Lisa's dog for a socially distanced walk.

Kieren is also helping Lisa with the weekly food shopping as she has been cooking meals for the NHS.



Ann, Amanda and Adrian and their daughter have been keeping busy with their new routine which involves having fun and staying active every day with a Joe Wicks workout, eating 'alfresco' in the garden, having a sing along together as A. has a lovely voice and Amanda plays the guitar, A. enjoys reading her Bible and other books, especially about the Royal family, colouring, quizzes and watching films. One thing that has bought us all great joy has been to set up ways for A. to share her wonderful artwork with others.



Can he fix it, yes he can! While being in quarantine William who lives with Bernard & Joyce Jones completed two bedroom swaps, painted both rooms, built bedroom furniture, painted the landing and stairs and is now starting on the living room sanding down the doors.

Will loves to keep busy and is particularly creative and will keep going until the job is done!

Bernard said, "Will is a diamond and we couldn't have done this without him, we feel blessed everyday he is with us".

Fostering Team

Thank 🤗 You

The Fostering Team have been working remotely to support Foster Carers by setting up a whole host of virtual contact sessions with carers to check on their wellbeing. They have also supported carers to take a similar approach allowing children to maintain contact with their families.

They also hosted Foster Care Fortnight virtually and moved all of their plans online and created a whole host of assets to promote foster care recruitment and push their brand new website. They smashed last year's target by more than 50% for enquiries!



The team have also just approved a radio advert this week so it's now live on Heart and Smooth and their very own Fostering Manager, Carla Perry, appeared on a local radio station for an hour long interview.



Mother, 104, reunited with son



Nellie and Keith.

In a truly emotional scene, a 104-year-old woman was reunited with her 81-year-old son this week.

White Rose Care Centre resident, Nellie Dando, had not seen her son, Kenneth for two years, due to his wife being terminally ill.

Nellie moved into White Rose Care Centre, New Tredegar, in December 2019.

Kenneth and his wife could not have visitors due to infection risk, so he spoke to his mother daily on the phone. After his wife sadly died in January, his own health deteriorated and he was admitted to hospital. He required 24-hour care.

He moved into White Rose Care Centre on Monday, March 23, and staff did not tell Nellie, to keep it as a special surprise.

It was very emotional, for all present, and even the staff were reaching for the tissues!

The delighted Nellie said it was the best surprise she has ever had in her life.

Care Homes during Covid-19

Thank  You



There has never been a more important time to safeguard our most vulnerable residents. Those living in care homes have been unable to see loved ones and staff have gone above and beyond to support residents and create a fun and relaxed environment. The team have also facilitated visits from Aneurin Bevan Health Board and the Army to test residents and staff.

We have included a snapshot of the activities that have been taking place in Broadawel, Min Y Mynydd, Castel View, Ty Clyd, Beatrice Webb and Ty Iscoed.



Lockdown fun!

Thank 🤗 You



Lockdown activities in Montclair and Ty Gwilym have included enhancing life skills and creating rainbows to show their support for the NHS and key workers.



Rainbows everywhere...

Thank 🌈 You



The residents and staff team in Park View decided to brighten the place up a bit and what better way to do it than cover it with rainbows of hope. It cheered the magnolia walls up and is a constant reminder of the amazing work our Carers, Support Workers and NHS staff are doing. There is more to come apparently, so we will keep you posted.





Support has flooded in from social media for the HART Team - they have had thousands of likes and lovely comments from the public! What a team!





The Supporting Family Change (SFC) team has continued to achieve successful outcomes for many of the families in need of support over the past 10 weeks. The team has successfully created new ways of working in this 'new world' whilst keeping the desired outcomes for families central to thinking and planning.

During the past 10 weeks the team have built and maintained close relationships with families providing the more isolated and vulnerable with a sense of 'meaningful connectedness', either via video links, calling or messaging. Face-to-face visits have and will continue to be undertaken only when the desired outcome cannot be achieved by any other means and only then when the situation has been risk assessed and deemed 'safe enough' to do so for all concerned.

In terms of the full range of service provision SFC provide, the team have managed to adapt and deliver all, apart from local community group work. Direct support, JAFF Assessments, family action plans, planning meetings,

reviews and consultation with teams psychologist are being maintained (albeit virtually); and although home visits are not possible at this time (other than for reasons stated), the team have collectively developed bespoke support packages (in the form of family support packs) for each of their respective families, tailored specifically to their individual needs and desired outcomes. This of course is an on-going process which is evolving to meet the new challenges and changes of our future.

The team have also dealt with increased calls from parents raising concerns about their children's or their own emotional well-being and mental health since the lockdown and we have prioritised these families, providing either direct well-being support or by referring them on to a more specialised service. The team have strengthened their relationship with colleagues in Education at this time as there are many children who have been adversely affected by lockdown.



Supporting our Carers

The Carers Team have been supporting Carers remotely and have had to adapt the way they work to continue to support carers in our community.

The team have lots of social media activity scheduled for Carers Week, something they usually host events and drop in sessions for. They have been busy preparing a Zoom quiz, activity tutorials such as needle felting and card making and coffee and cake catch ups via Zoom.

They have also been recording daily messages to thank our carers for doing a wonderful job in such a difficult time.

Critical support for the vulnerable

Pobl Group, Supporting People and FareShare have come together to provide vulnerable people within the Caerphilly borough food parcels. FareShare is the UK's national network of charitable food and they take good quality surplus food and redistribute to frontline charities and community groups. The food is nutritious, in date and good to eat and will include fresh meat, dairy products, bakery items, fruit and vegetable and store cupboard items.

Pobl Group have created a hub that will deliver food parcels to

vulnerable homes within the borough. Supporting People and Pobl Group have worked together to arrange for food parcels to be delivered to these homes. The food items are being delivered to Maes-Y-Dderwen, one of Caerphilly's supported accommodation schemes, and then being sorted into parcels by Caerphilly's Floating Support Team.

Individuals and families who are struggling during this difficult time, contact Supporting People who then pass the details onto Pobl's Floating Support Team. The team

will then arrange for a food parcel to be delivered to customers homes. The scheme started this week and 12 homes were delivered fresh food which we hope will ease the stress for families and individuals during these difficult circumstances. The deliveries are contactless and the team deliver in full PPE to prevent the spread of the virus. We hope that during this unprecedented time, we can ease some of the stresses by providing people with fresh ingredients to make their life a little easier in these difficult times.



Delivering PPE

Thank  You

In the early stages of the Covid-19 pandemic the team received 27 boxes of PPE from Welsh Government of mixed items.

It was then the team mobilised, managed by Alison Lee, to create a more sophisticated and sustainable operation, working with Procurement to source PPE and creating a delivery model.

This has been a complicated and vital operation from understanding the requirements of services, distributing it safely, managing stock levels and forecasting and reporting back to Welsh Government.



A team of 5 staff deliver PPE daily and to date have delivered more than 1MILLION items to 51 registered CCBC services and the field hospitals.

This is no mean feat as the advice and guidance is rapidly changing so the team have to ensure they are forecasting appropriately.

The team have continued to work closely with the Procurement Service as supplier prices have more than doubled for certain items and others have run out of stock.



They have also managed to source hand sanitiser locally when there was a shortage and masks from all over the world. And as an authority we have procured on behalf of the local authorities in the health board region. As a result we have had do very large deliveries to councils in Gwent of nearly 2 million masks.

This is now a military operation.

The Intensive Support Team

Thank 🤗 You

The team are passionate about building positive relationship with families and are prepared to go above and beyond to support families at times of crisis. They have been video calling, sending text messages and phone calls and many of the young people and families have told us that they prefer communicating in this way!

Types of support that have been offered include;

- Supporting parents who want to improve their parenting skills by sending out workbooks and working through the strategies via video call.
- Providing telephone advice and support for those finding it hard in lockdown and prevent family breakdown.
- Undertaking essential visits to support young people with moving to foster placements under lockdown to help them settle.



Developing new resources

Our child psychologist Clare has been offering psychological advice to social workers, foster carers and direct support for our vulnerable young people.

The team have developed a number of resources during lockdown... Our Health visitor Ruth has been supporting vulnerable parents-to-be by offering reassurance, advice and guidance by phone and social media

Sasha our Community Connector has been finding information to share with families and young people around how they can still get involved in activities with community groups under lockdown, as many community groups are now using social media platforms. Sasha is also signposting for support around coping with the emotional wellbeing impact of the lockdown.

Lauren our Education Officer is planning how we can support young people and children to prepare for when schools re-open.



Rapid Nurses.



ECAH



Martyn from the Occupational Therapy team delivering essential equipment to residents receiving palliative care.



The Facilities Team have been delivering PPE to care homes.



Mental Health Team.

