Terms of reference for Glos MAW Network

AIM of Group:

The Gloucestershire Meaningful Activity and Wellbeing Network aims to provide support, a networking opportunity and training/education on the provision of Meaningful Activity and Wellbeing to people working to provide support in Adult Health and Social Care settings in Gloucestershire.

1.1 Background, Legislation and regulatory framework:

Very often, there is a designated person(s) whose role it is to provide meaningful activity to people accessing care and support services. They may be called the Activity Co-ordinator or the Wellbeing Lead (other descriptions also in use). Although any member of staff who engages with a service user, has an important role to play in their care and support, by helping to improve and maintain physical and mental wellbeing through Meaningful Activity (Known as the Whole Home Approach).

The introduction of the **Care Act 2014** has placed the wellbeing of adult service users firmly within the agenda of care and support services as an area that **must** be given attention. It states:

"The core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life." (Dept. of Health Care Act 2014 Care and Support Statutory Guidance).

The Care Act 2014 also highlights:

(a) Personal dignity (including treatment of the individual with respect);

(b) Physical and mental health and emotional well-being;

(c) Protection from abuse and neglect;

(d) Control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);

(e) Participation in work, education, training or recreation;

(f) Social and economic well-being;

(g) Domestic, family and personal relationships;

(h) Suitability of living accommodation;

(i) The individual's contribution to society.

1.2   Key Statements from National Bodies:

National Association for Provision of Activities (NAPA) and Royal College of Occupational Therapists (RCOT) 2007:

'Activity is essential to human existence, health and wellbeing and has the potential to restore, maintain and improve physical and mental health.'

'Our individual personality, life history, interests, values and beliefs influence our choice of activity. What we do helps to define who we are. The urge to engage in **purposeful** and **meaningful activity** is a basic human drive. This inbuilt motivation does not diminish or disappear as people age, but the common effects of ageing, such as reduced vision, poor hearing and increased incidence of arthritis and dementia, can affect an individual's ability to participate in activity'. (NAPPA & COT, 2007).

The College of Occupational Therapist developed the Living Well through activity in care homes: The toolkit. To promote Meaningful Activity in care homes in 2013. This has since been updated in 2019. https://www.rcot.co.uk/about-occupational-therapy/living-well-care-homes-2019

'NICE (National Institute for Clinical Excellence) has published quality standards to improve the mental wellbeing (optimum independence, feeling in control, optimism, having a purpose and sense of belonging) for care home residents. These standards emphasise the need for meaningful activity, the maintenance of personal identity, the recognition of possible mental illness, addressing needs related to sensory impairment, the ongoing monitoring of physical symptoms and access to healthcare.' (**National Care Forum** Briefing Note, May 2016: 'Improving Life In residential Care').

The NHS long term plan (2020)
States that it will support people to age well and upgrade NHS staff support to people living in care homes.
https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf

People's care and treatment should encompass all their needs, including health, personal care, emotional, social, cultural, religious and spiritual needs. The **Gloucestershire Meaningful Activity and Wellbeing Network** will liaise with CQC and endeavour to work on the Key Lines of Enquiry (KLOEs) to ensure that establishments providing care and support to adult users of health and social care provide effective **Meaningful Activity and support the Wellbeing** of the people they **support**.

The **Gloucestershire Meaningful Activity and Wellbeing Network** will endeavour to promote the principles of wellbeing in order to enable adults who access care and support services within Gloucestershire to achieve the outcomes in life that matter to them (as per The Care Act 2014). These principles will be guided by Gloucestershire Adult Social Care Commissioning and Gloucestershire Health and Care NHS Foundation Trust.

1.3   CQC fundamental standards and Key lines of Enquiry:

The five key questions asked of service providers are: Are they safe, are they effective, are they caring, are they responsive to people's needs and are they well led?
Service providers are also rated as Outstanding, Good, Requires improvement or inadequate and CQC use Key Lines of Enquiry (KLOEs) to rate whether a service provider has fulfilled the fundamental standards.
Activity provision would come under KLOEs:

Safe

S1.2 How do systems, processes and practices protect people from abuse, neglect, harassment and breaches of their dignity and respect? How are these monitored and improved?
S1.3 How are people protected from discrimination, which might amount to abuse or cause psychological harm? This includes harassment and discrimination in relation to protected characteristics under the Equality Act.
S3.1 What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?

Effective

E1.1 Are people's physical, mental health and social needs holistically assessed, and is their care, treatment and support delivered in line with legislation, standards and evidence-based guidance, including NICE and other expert professional bodies, to achieve effective outcomes?
E1.2 What processes are in place to ensure there is no discrimination, including in relation to protected characteristics under the Equality Act, when making care and support decisions?
E2.1 Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?
E2.2 Are staff supported to keep their professional practice updated in line with best practice?
E3.1 How people are involved in decisions about what they eat and drink and how are their cultural and religious preferences met?
E5.1 How are people's day-to-day health and wellbeing needs met?
E6.2 How do the premises meet people's diverse care, cultural and support needs?
E6.3 What arrangements are there to ensure people have access to appropriate space: for meaningful activities.

Caring?

C1.3 Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?
C1.4 Do staff know and respect the people they are caring for and supporting, including their preferences, personal histories, backgrounds and potential?

Responsive?

These should include their personal history, individual preferences, interests and aspirations and should be understood by all staff so people have as much choice and control as possible.
R.1   How do people receive personalised care that is responsive to their needs?
R1.2   How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs, including on the grounds of protected characteristics under the equality

act?

R2.2 How easy and accessible is it for people to use the complaints process or raise a concern? To what extent are people treated compassionately and given the help and support they need to make a complaint?

R2.4 How are people who raise concerns or complaints protected from discrimination, harassment or disadvantage?

R3.1 Are people's preferences and choices for their end of life care and where they wish to die, including in relation to their protected equality characteristics, spiritual and cultural needs, clearly recorded, communicated, kept under review and acted on?

R1.4   Where the service is responsible, how are people encouraged and **supported** to develop and maintain relationships with people that matter to them, both within the service and the wider community and to avoid social isolation?

This applies to services that enable or support contact with families, friends and others in the community as well as personal care.

R1.5 How does the service identify and meet information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when requested and gain people's consent to do so?

R1.6   How is technology used to support people to receive timely care and **support**? Is the technology easy to use?

Well-Led

W1.1 Are managers aware of, and do they keep under review, the day-to-day culture in the service, including the attitudes, values and behaviour of staff and whether they feel positive and proud to work in the organisation?

W1.2 How does the service promote and support fairness, transparency and an open culture for staff?

W1.3 How do managers make sure that staff are supported, respected and valued; have their rights and wellbeing protected; and are motivated, caring and open.

W3.1 How are staff actively involved in developing the service? Are they encouraged to be involved in considering and proposing new ways of working, including ways of putting values into practice?

W3.2 Are there strong links with the local community? How has the service strengthened relationships beyond the key organisations?

W3.4 How does the service encourage accessible open communication with people who use the service, their family, friends, other carers, staff and other stakeholders, taking account of their protected and other characteristics?

W3.5 How are people's views and experiences gathered and acted on to shape and improve the services and culture

4.4   Objectives of the Gloucestershire Meaningful Activity and Wellbeing Network

The objectives of the Gloucestershire Meaningful Activity and Wellbeing Network are:

- To promote the principles of Meaningful Activity and Wellbeing as a core element of the

support provided to adults who access care and support services within Gloucestershire.

- To provide regular, structured meetings for network members (with open network membership).
- To share best practice across service provider groups in order to raise awareness of the importance or an organisational culture of meaningful engagement within Adult Health and Social Care organisations.
- To complement other strategies within Gloucestershire that support the wellbeing of adults with care and support needs, e.g. Dementia, Learning disability, Mental Health, Autism etc.
- To ensure the Continuing Professional Development of Network members through sharing ideas and information, plus methods of embedding these within practice.
- To enable care and support service providers to offer quality services that have individual service user wellbeing at the heart of delivery.

5.   REFERENCES

Royal College of Occupational Therapists (RCOT)
https://www.rcot.co.uk/about-occupational-therapy/living-well-care-homes-2019

National Association for Activity Providers
https://napa-activities.co.uk

Skills for care self-assessment document for Activity Provision
www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/activity-provision/Activity-provision-self-assessment-tool

Care Act 2014.
https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets

CQC Fundamental Standards and KLOEs www.cqc.org.uk

Nice Guidelines. www.nice.org.uk

NHS Long Term Plan 2020.
https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf

6.   ASSOCIATED DOCUMENTS
   ### Supporting Documentation and Guidelines:

Mental Wellbeing in over 65s: Occupational Therapy and Physical activities interventions (PH16) 2008. https://www.nice.org.uk/guidance/ph16
This guideline covers promoting mental wellbeing in people aged over 65. It focuses on practical support for everyday activities, based on occupational therapy principles and methods. This includes working with older people and their carers to agree what kind of support they need.

Improving the mental wellbeing of older people in care homes (QS50). (2013)
https://www.nice.org.uk/guidance/qs50
Calls for older people in care homes to be offered opportunities during their day to participate in Meaningful Activities that promote their health and wellbeing.
Quality statements 1 and 2 are about knowing and understanding older people as unique individuals and supporting them to develop and maintain their personal identity. They should be able to take part in activities that are meaningful to them and also be able to stay connected to the world. This quality standard covers the mental wellbeing of older people (aged 65 and over) receiving care in care homes (including residential and nursing accommodation, day care and respite care). It focuses on support for people to improve their mental wellbeing so that they can stay as well and independent as possible. It describes high-quality care in priority areas for improvement.
https://www.nice.org.uk/about/nice-communities/social-care/tailored-resources/mwop/knowing-the-person

Older people: Independence and mental wellbeing (NG 32) 2015
https://www.nice.org.uk/guidance/ng32
This guideline covers interventions to maintain and improve the mental wellbeing and independence of people aged 65 or older and how to identify those most at risk, includes recommendations on:
Principles of good practice/group based activities/one-to-one activities/volunteering/identifying people most at risk of decline.

Mental Wellbeing and Independence for Older People (QS137) 2016.
https://www.nice.org.uk/guidance/qs137
This quality standard covers interventions to maintain and improve the mental wellbeing and independence of people aged 65 or older, and how to identify those at risk of a decline. It describes high-quality care in priority areas for improvement. It does not cover the mental wellbeing and independence of people who live in a care home or attend one on a day-only basis.

Dementia: Assessment, management and support for people living with dementia and their carers. (NG 97) 2018. https://www.nice.org.uk/guidance/ng97
This guideline covers diagnosing and management of dementia (including Alzheimer's disease). It aims to improve care by making recommendations on training staff and helping carers support people living with dementia such as interventions to promote cognition, independence and wellbeing.

Dementia: (QS184) 2019. Quality Statement 5: Activities to promote Wellbeing.
https://www.nice.org.uk/guidance/qs184/chapter/quality-statement-5-activities-to-promote-wellbeing#quality-statement-5-activities-to-promote-wellbeing
The symptoms of dementia make it harder for a person to take part in activities, to engage socially, to maintain their independence, to communicate effectively, to feel in control and to care for themselves. Providing enjoyable and health-enhancing activities that are suitable for the stage of dementia can help with this. Understanding the activities that a person prefers, and thinks are suitable and helpful, with the input of family and carers if needed, and adapting them to their strengths and needs, will make a person more likely to engage with the activities offered.

Care and Support of people growing older with Learning Disabilities (NG96) 2018.

https://www.nice.org.uk/guidance/ng96

This guideline covers care and support for adults with learning disabilities as they grow older. It covers identifying changing needs, planning for the future, and delivering services including health, social care and housing. It aims to support people to access the services they need as they get older.

Learning Disability: Care and support of people growing older (QS187) 2019.

https://www.nice.org.uk/guidance/qs187

This quality standard covers identifying, assessing and regularly reviewing the care and support needs of people with a learning disability as they grow older. People with a learning disability have many of the same age-related health and social care needs as other people, but this quality standard focuses on the specific challenges associated with their learning disability. It describes high-quality care in priority areas for improvement.

NHS Long-term plan 2020:

https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf

Supporting people to age well

Upgrading NHS staff support to people living in care homes.

Structure and Network Membership:

Gloucestershire Meaningful Activity and Wellbeing Network is commissioned by Gloucestershire County Council workforce development team and Gloucestershire Clinical Commissioning Group.

The Network will have a Steering Group that meets once a year to agree Terms of Reference, Aims and Objectives and a broad framework for meetings and membership for the Network.

Locality meetings will be planned by Glos MAW Network Co-ordinator and area reps.

The Gloucestershire Meaningful Activity and Wellbeing Network will be open to anyone working in Gloucestershire supporting adult users of Health and Social Care Services.

This membership will include:

Steering Group Membership: Membership can include (but not to the exclusion of others):

- Care Homes Support Team   Glos Clinical Commissioning Team

- Adult Residential/Nursing Care, Day Care Services, Supported Living /Dom care and Health Services.
- Older People's Services   Dementia Services
- Adult Learning Disability Services   Adult Mental Health Services

- All members of the network will have equal and valid contribution.

All members should contribute to the sharing of good practice and promotion of Meaningful Activity and Wellbeing for the people they support.

Frequency of Meetings:

- 3 x yearly meetings to be conducted in the following Gloucestershire Localities:
  - Gloucester
  - Cheltenham & North Cotswolds
  - Stroud & South Cotswolds
  - Forest of Dean
- Meetings to be conducted in the months of February, June and September.
- Each locality meeting will be hosted by Glos MAW Network Co-ordinator and area representatives from the Elderly and LD/MH organisations.

As of 2018 Glos MAW Network has also hosted the Glos MAW Awards in conjunction with GCPA and will continue to promote the awards through the Glos MAW Network locality meetings throughout the year.

Unfortunately due to the Corona Virus Pandemic, the Glos MAW Network locality meetings and Awards will not be taking place in 2020.

Glos MAW Network will keep in touch via Bi-monthly newsletter and locality planning meetings will be conducted remotely via Zoom or Microsoft Teams.