

West Wales Regional Partnership Board Annual Report 2022-23



FOREWORD



Judith Hardisty
Chair, West Wales
Regional Partnership
Board

As the Chair of West Wales Regional Partnership Board, I am delighted to present our Annual Report for 2022-2023.

As a Regional Partnership Board (RPB) we continue to embrace the principles of 'A Healthier Wales' to help deliver preventative, integrated health and social care services in West Wales. Underpinning this are the voices of our citizens and we acknowledge that listening is fundamental in helping us learn and understand what it is that really matters.

It is through working closely with partners across health, social care and the third sector, that we continue to strive to make a difference through the delivery of seamless, high-quality care and support to those living in the communities of Ceredigion, Pembrokeshire, and Carmarthenshire. Whilst we recognise the immense challenges following the unprecedented pressures during the COVID pandemic, we are also mindful of both the scale and pace at which we now need to move as a Regional Partnership Board.

Building on the progress made under the previous Integrated Care Fund and Transformation Fund, 2022-2023 is first year that we have moved to the new five-year Health and Social Care Regional Integration Fund (RIF). This fund brings together several existing funding streams and will enable RPB partners to embed Models of Care but also develop new ones.

On behalf of the RPB, I am immensely grateful for the support of all the Board members for the ongoing commitment to help serve the citizens of West Wales. As we navigate the future of health and social care, I am confident that we will continue to play a pivotal role in shaping it.

More information on the work of the Partnership can be found on our website at <https://www.wwcp.org.uk/> or by contacting members of the Regional Partnership Board Team, contact details for which are provided at the end of the report.



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Part 1

Overview of West Wales Regional Partnership Board

Part 1: OVERVIEW OF WEST WALES REGIONAL PARTNERSHIP BOARD

Purpose

The West Wales Regional Partnership Board region covers the geographical footprint of Hywel Dda University Health Board. It brings together representatives from the local authorities of Ceredigion, Pembrokeshire and Carmarthenshire, Hywel Dda University Health Board, along with third and independent sectors, service users and carers. Furthermore, wider partners involved in health and social care such as the Welsh Ambulance Service, Social Care Wales are also engaged with the collective aim of transforming and enabling enhanced ways to deliver integrated health and care services in West Wales through collaborative working.

This core ambition of integrating health and care services lies at the heart of everything that the West Wales Regional Partnership Board do. The overarching commitment remains that people with a need for care and support in West Wales receive the right help, in a joined up and seamless way, so that they stay well and independent for as long as possible and can make the very best of their lives. This chimes with the aspiration within the national plan for health and social care ‘A Healthier Wales’, for a ‘whole system approach to health and social care, which is focussed on health and wellbeing, and on preventing illness.’ It requires attention and investment in each of the following four areas, described as the ‘Quadruple Aim’:

- Improved population health and wellbeing
- Better quality and more accessible health and social care services
- Higher value health and social care
- A motivated and sustainable health and social care workforce

Figure 1. below helps depict how, through working regionally, locally and at cluster level, the Regional Partnership Board helps influence the integration of community services. In instances where local innovation and coordination have worked well, this can provide opportunities for successful regional models to be developed into national models, which can then be applied across Wales.

Refining Regional Partnership Board Scope



Focussing our efforts to make integration happen for community services – working regionally, locally and at cluster level

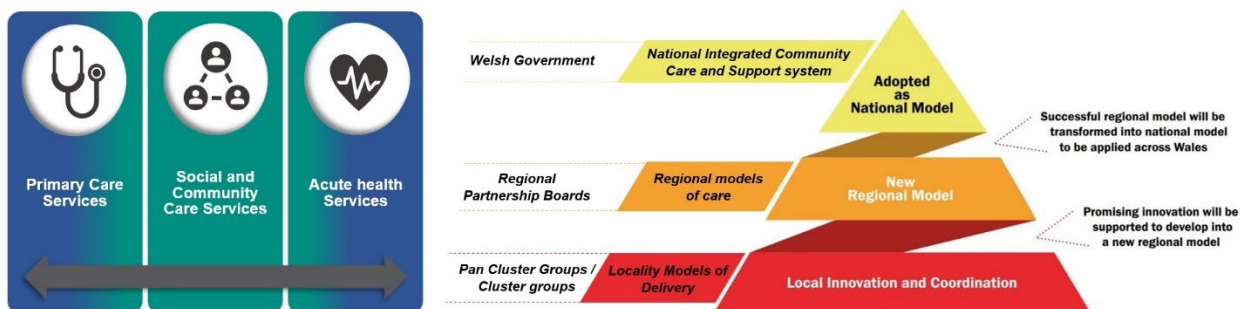


Figure 1. Refining Regional Partnership Board Scope

The role of West Wales Regional Partnership Board (RPB)

The RPB govern the direction of the partnership and in so doing fulfil the statutory duties introduced in Part 9 of the Social Services and Wellbeing (Wales) Act 2014 which include:

- Promoting the integration of key services such as those for older people, people with a learning disability, carers and children with complex needs
- Establishing partnership arrangements for specific services and pooled funding arrangements where appropriate
- Ensuring arrangements are in place to meet core statutory duties such as the provision of Information, Advice and Assistance and advocacy services
- Improving outcomes for people needing care and support and their carers
- To ensure available resources for RPBs are utilised in line with the guidance and deliver our vision of integrated health and care in West Wales

Membership, operating structure and governance

The Terms of Reference for the RPB were reviewed and approved in April 2023 with new user, carer and third sector representatives invited to attend. A full list of members can be seen in the reviewed Terms of Reference as contained in Appendix 1.

The RPB generally meets five times a year, however, during 2022-2023, three meetings took place on the following dates:

- 16th May 2022
- 24th October 2022
- 23rd January 2023
- Meetings scheduled for July 2022 and March 2023 were unable to be held and were subsequently cancelled

Agendas and minutes of these meetings are available to the public and can be viewed on the Partnership website, via the following link: [West Wales Regional Partnership Board Agendas and Minutes – West Wales Care Partnership \(wwcp.org.uk\)](https://www.wwcp.org.uk)

The operating structure of the RPB can be seen in figure 2. below. This not only identifies the various work programmes reporting to the RPB but also helps demonstrate how the various workstreams interrelate in order to deliver on the elements of the area plan 2018-2023.

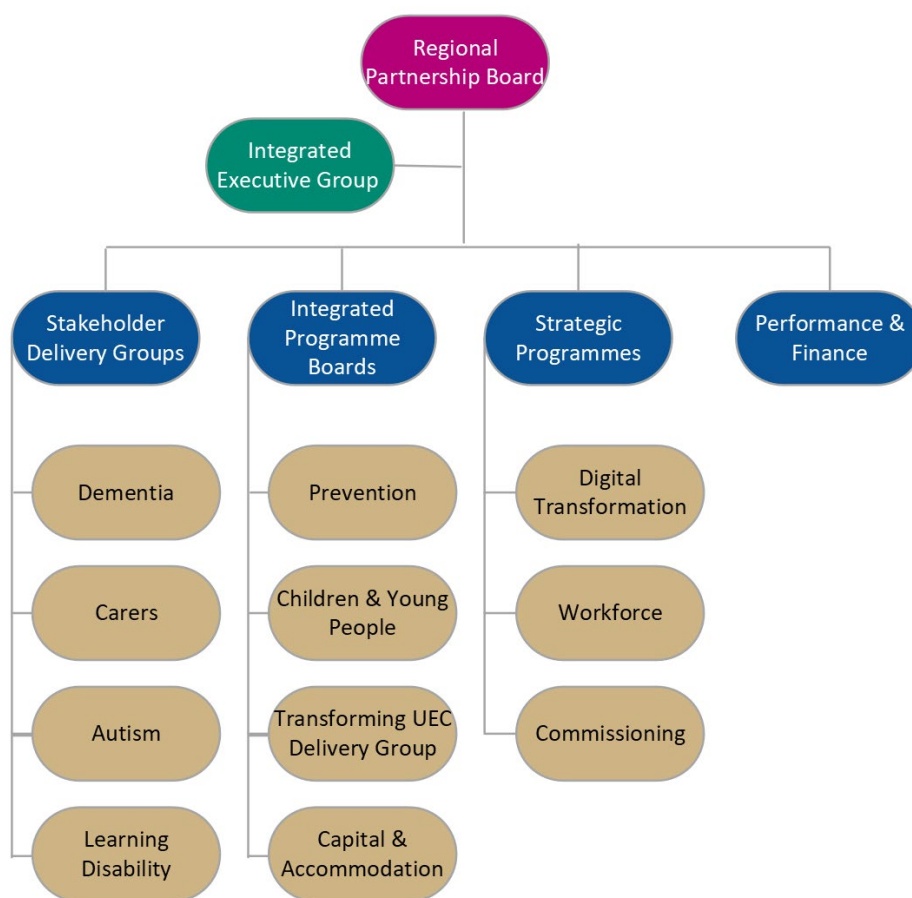


Fig.2 Operating structure of RPB and supporting workstreams

Integrated Executive Group (IEG) - The Integrated Executive Group (IEG) comprises of senior officers from Hywel Dda University Health Board, the three County Councils and the Chief Executive of Ceredigion Association of Voluntary Organisations representing the third sector. The IEG meets weekly and advises the RPB on priorities for integration, monitors progress of the regional programme, deployment of regional funding and tackles shared operational challenges.

Stakeholder Delivery Groups - Part 9 of the Social Services and Wellbeing (Wales) Act 2014 as outlined above, requires the RPB to prioritise the integration of services for priority population groups including older people with complex needs and long-term conditions (including dementia), people with learning disabilities, children with complex needs and carers. As such, Stakeholder Groups have been created to focus on the specific needs of identified population groups and to help inform the work of these groups.

Integrated Programme Boards - Integrated Programme Boards oversee the delivery of our thematic priorities. This includes the oversight of our delivery of the Regional Integration Fund Models of Care.

Strategic Programmes - Strategic Programmes are enablers that impact across all of our thematic areas of work and population groups.

Accelerated Cluster Development Programme

At the heart of our Primary and Community vision is the ongoing development and delivery of the Primary Care Model for Wales (PCMW), especially the implementation of the extensive programme of contract reform being undertaken in Wales and the Accelerated Cluster Development Programme (ACD). Focused around the communities and Clusters within Hywel Dda we will ensure care is better coordinated to promote the wellbeing of individuals and communities. We work with our partners including the Regional Partnership Board to transform primary and community care to strengthen integration between primary and secondary care, to ensure whole system approaches and to support sustainability of services. This will be achieved as Clusters acting together at scale and pace, through the professional collaboratives, with clear alignment to the Health Board's Strategic Vision. The links between clusters and the Regional Partnership Board will be strengthened to enable further development of the ACD programme.

This is supported by the seven established Clusters, which have been aligned to an Integrated Locality Planning Group established in each of the three counties, thereby ensuring the integration of plans, joint prioritising of needs for the population and effective use of resources. The Cluster role allows for place-based understanding of the population needs and local assets. Specific Cluster projects may vary on this basis and projects are reviewed on a regular basis to ensure they achieve their aims and continue to be relevant. The Accelerated Cluster Development programme has been further developed across the region, with Pan Cluster Planning Groups working with Clusters and the professional collaboratives to ensure that population health needs are at the core of service development and innovation.

Funding: A transitional year – The Area Plan and Regional Integration Fund

This has been a significant year for West Wales RPB; firstly with the culmination of its 5-year Area Plan 2018-2023 - 'Delivering Change Together' ([Area Plan – West Wales Care Partnership \(wwcp.org.uk\)](https://www.wwcp.org.uk)) and important preparations for the introduction of the next 5-year phase 2023-2028.

During 2022-2023 the RPB also welcomed the Health and Social Care Regional Integration Fund (RIF), a new and important 5-year funding programme supported by Welsh Government which replaces several existing funding streams, including the Integrated Care Fund and Transformation Fund. Welsh Government's aim, is that by the end of the five-year programme we will have established and mainstreamed at least six new national models of integrated care so that citizens of Wales, wherever they live, can be assured of an effective and seamless service experience.

Breakdown of revenue funding

Regional Infrastructure Fund
(75% up to £750,000)

£750,000



Regional Integration Fund
(accelerate, embed, mainstream)

£15,773,040



Ringfenced

Integrated Autism Service (IAS)	£398,000
Dementia	£1,249,000
Memory Assessment Service	£384,000
Unpaid Carers - hospital discharge engagement	£121,000
Short breaks for Carers	£163,084

Total: **£2,315,084**

TOTAL Welsh Government
Investment 2022-23

£18,838,124

Social Value:

The Social Services and Wellbeing (Wales) Act 2014 encourages Local Authorities and Health Boards to implement working practices which embed wellbeing and co-production, giving citizens voice, choice and control over their support needs. Social Value Forums are one tool to help enact this change.

- During 2022-23 the social value spend delivered by third sector was £4,116,771 equating to 25.8% of spend
- Investment in direct services to support unpaid carers for 2022-23 was £569,182 equating to 3.6% of spend

Part 2

Our Programmes

PART 2: OUR PROGRAMMES

In order to deliver against Welsh Government’s vision we have developed our regional programmes based around the 6 National Models of Care:

- 1) Community-based care – prevention and community coordination
- 2) Community based care – complex care closer to home
- 3) Promoting good emotional health and well-being
- 4) Supporting families to stay together safely and therapeutic support for care experienced children
- 5) Home from hospital services
- 6) Accommodation-based solutions

In West Wales we have organised our work programmes to assist us in delivering these Models of Care and fig.3 below helps demonstrate how the areas of work interrelate.

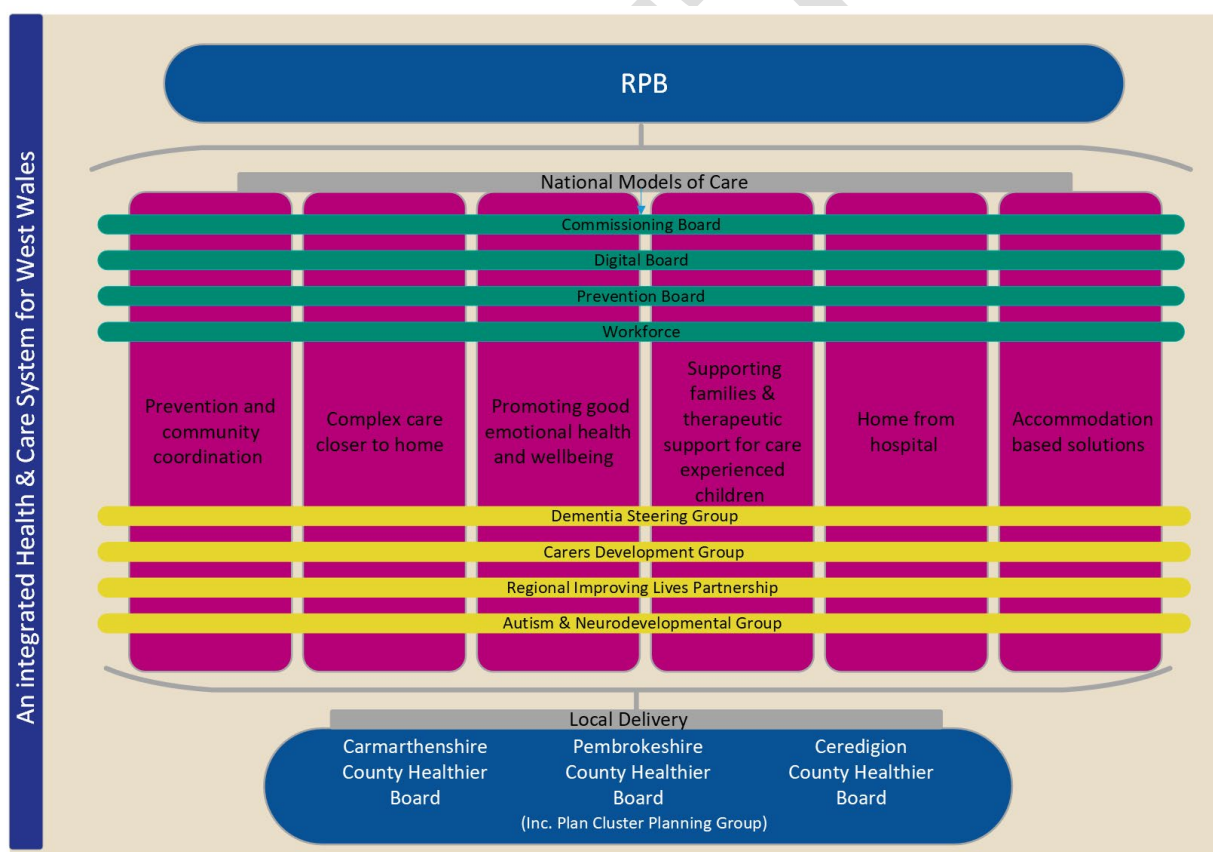


Fig 3. Models of Care and regional delivery

These programmes comprise of 31 regional projects designed to meet the requirements of the Regional Integration Fund, build upon the learning, and ensure continuity of delivery from previous funds.

Our Programme delivery is overseen within our regional governance structure. Each Programme reports directly to one of the Integrated Programme Boards alongside other relevant areas of work which we summarise below.

Children & Young People



Investment

Regional Integration Fund (RIF)

£1,729,999.43



Model of care supporting families to stay together safely and therapeutic support for care experienced children.

Six county-based projects:

1. Children and Young People Emotional Health & Wellbeing

2. Complex Needs

3. Edge of Care

4. School Safeguarding and Assessment

5. Grow Your Own

6. Step Up Step Down

The Regional Children and Young People's Board

The Board comprises of representatives from across health, social care, education and the third sector have continued to meet regularly during 2022-2023. A number of subgroups have also met regularly to address key priorities of the Children and Young People's Board.

The key strategic priorities for the board include:

1. Children and young people's emotional health
2. Supporting children to remain with their families
3. Meeting the needs of children with complex needs

Outcomes

- ✓ Provision of an edge of care service, which aims to strengthen families and improve relationships. This has enabled children to remain living within their family network safely.
- ✓ Develop parenting skills for those parents whose children are on the edge of care.
- ✓ Support Special Guardians by completing regular annual support places, financial reviews, and peer support.
- ✓ Develop a cohort of new social workers, to meet the rising need for services and working with children and families.
- ✓ Work in partnership with mental health specialist workers in the third sector to create recovery plans with families, where there has been concern around substance misuse, domestic violence and mental health.

Projects that are funded via RIF are providing support primarily to children & young people with complex needs. However, this is not exhaustive as projects also reach other priority population groups including: people with learning disabilities, neurodevelopmental conditions and people with emotional and mental health wellbeing needs. Work will continue to strengthen co-production and use the voice of children and young people to further influence these areas of work.

No Wrong Door & NYTH / NEST Working Group

The Children and Young People's Board continues to oversee development and monitoring of regional projects responding to actions detailed in the Children's Commissioner for Wales 'No Wrong Door' report [NoWrongDoor_FINAL_EN230620.pdf \(childcomwales.org.uk\)](#).

This report is about how children and their families who seek support for a range of needs often find that they have to navigate a very complex system, may fall through gaps where there are no services to meet their needs, or be on a waiting list for a long time only to be told that they were waiting in the wrong queue, or have been knocking on the wrong door all along. This report challenges partners to work better together delivering seamless responsive support to children and young people with emotional and health needs, implementing the NYTH/NEST framework.

The NYTH/NEST Framework is a planning tool for Regional Partnership Boards, ensuring a 'whole system' approach for developing mental health, well-being and support services for babies, children, young people, parents, carers and their wider families across Wales. For more information, please refer to: [Nest Wales | Nyth Cymru](#)

Outcomes

- ✓ Partners have worked toward creating an achievable response and action plan to the recommendations contained in the No Wrong Door report
- ✓ Partners continue to assess regional compliance against the principles in the NYTH/NEST Framework
- ✓ Partners continue to explore opportunities for children and young people's voices to be heard to inform strategic planning
- ✓ The working group continue to develop training and awareness raising opportunities on the NYTH/NEST principles

Safe Accommodation

Welsh Government's 'Programme for Government 2021-2026' ([Welsh Government Programme for government: update \[HTML\] | GOV.WALES](#)) references a number of commitments but those specific to the provision of Safe Accommodation are:

- Eliminate private profit from the care of children looked after
- Fund regional residential services for children with complex needs ensuring their needs are met as close to home as possible and in Wales wherever practicable.

To address these challenges in West Wales, the RPB established the Safe Accommodation project, to deliver a multi-agency regional approach to provide safe accommodation for children with complex, high end emotional and behavioural needs. In particular, helping to prevent escalation and facilitate de-escalation from secure inpatient care but also to provide short break respite, periods of observation and assessment.

Outcome

- ✓ The region successfully secured three properties across Ceredigion, Carmarthenshire and Pembrokeshire which are currently in the process of redevelopment with the aim of opening during 2023.

Prevention and Community Coordination & Emotional Health and Wellbeing



The regional Preventions Board was established in 2022 to oversee governance of the Prevention and Community Co-ordination and Promoting Positive Emotional Health and Wellbeing models of care. This regional board is unique in the region in that it spans RPB and PSB (Public Service Board) structures – given a shared agenda in relation to wellbeing and the importance of strong interconnected communities. The vision for the Board is agreed as:

Prevention is about people staying healthy, happy and interdependent for as long as possible - connected to active, resourceful and kind communities. Supporting prevention means making better choices as easy as possible for people while acknowledging the effect of wider determinants of health and wellbeing – whatever stage of life people are at. When people do need help, they are supported to manage their health and wellbeing earlier and more effectively.

Community based care – prevention and Community Coordination

Prevention is a guiding principle within the Social Services and Wellbeing Act, the Wellbeing of Future Generations Act, and is core to all model of care approaches within the RIF. RIF will help build the resilience of the Welsh health and social care system by investing in preventative community services and supporting citizens to use these services to best effect. To achieve this, it is vital that people are able to access the right information, advice and support they need, as quickly as possible and in the right place at the right time. This will contribute to the National Outcomes:

- People's well-being needs are improved through accessing co-ordinated community-based solutions
- Local prevention and early intervention solutions support people to avoid escalation and crisis interventions

Investment



Approach

Catalysts for Care

This project increases local provision of services and local employment, as well as supports the take up of Direct Payments. The enterprises enable people to have greater choice and control through the provision of bespoke, person-centred services, as well as enabling unpaid carers to take a break from their caring role.

Dream Team and Learning Disability Charter

The Dream Team is about making sure citizens' voices are at the heart of all services – planning, doing, and reviewing. Currently it comprises a group of 35 people with additional needs but the plan is to grow it, involve more people, cover more complex needs, and share more voices. The Learning Disability Charter sits at the heart of this region's work – the project is about the resource needed to develop, advocate and manage the Charter and the Dream Team.

Innovative and Transformative Day Opportunities

This project involves the development of an innovative new model for day opportunities, based on consultation and 'what matters' to individuals, giving them greater voice, choice, control, quality of life and independence. The vision is to have a wide range of opportunities that can meet different interests, strengths, abilities, and needs, and to be able to link communities and individuals, providing a holistic and preventative service.

Innovative Communities

This project brings together a series of initiatives which support ambitions to have Active, Connected, Resourceful, Sustainable and Kind Communities across West Wales. This includes initiatives which are in the early stages of development and evaluation, as well as building on the learning and success of the work undertaken through Transformation Programme 7 – Connecting People, Kind Communities. To support this, we will develop Community Hubs and increase opportunities for building community connections and supporting people to help themselves.

Regional Innovation Fund

This project builds on the success of the innovation funds built into former funding programmes for people with learning disabilities, unpaid carers and themes of work delivered across population groups. The project aims to transform health, care and wellbeing services by establishing an investment framework that will support and encourage third sector and community providers to co-design and co-deliver new models of care and support, and embed/scale up successful pilots.

Steady on, Stay Safe

The Steady on Stay Safe project will trial establishing a co-ordinated approach to the prevention of falls in the community of Pembrokeshire, working in partnership with the local authority, 3rd sector, health staff and local residents. Once evaluated, the approach can be adapted and rolled out across West Wales.

Technology Enabled Care (TEC) Solutions

Rolling out Technology Enabled Care (TEC) helps prevent, delay and reduce the avoidable need for statutory services, facilitates earlier hospital discharge and supports earlier intervention. This project embeds the Transformation funded 'Connect' programme and enhances the digital strategy further by developing a portfolio plan of digital health and social care applications and supports the 'what matters' approach by developing personal wellbeing plans and regular follow up wellbeing calls to support people in meeting their personal goals. The Connect programme also deploys two consumer technology-based applications which have been designed through coproduction across the region. This will ensure seamless and consistent local service delivery whilst still delivering against this key regional priority.

Outcomes

The programme delivers against the identified **person-centred Model of Care outcomes:**

- ✓ People's well-being needs are improved through accessing co-ordinated community-based solutions
- ✓ Local prevention and early intervention solutions support people to avoid escalation and crisis interventions

Emotional Health and Wellbeing

Investment



Approach

Carer Breaks

This project is focused on the development of a new vision for respite and short breaks, co-produced with unpaid carers. A range of opportunities are being developed to ensure unpaid carers have access to meaningful breaks, which include discounted or free access to services and activities and bespoke arrangements that meet need. The project will focus on testing new ideas and concepts and assessing impact, in order to inform future support interventions.

Investors in Carers

This project works with a wide range of settings (including health, social care, and public, private and 3rd sector organisations) to support the early identification of carers and signposting for additional early help and support – one of the key aims of the West Wales Carers Strategy. It is a best practice quality assurance scheme, with themed standards, audit and certification. Training and awareness raising for staff is delivered through the project.

Exercise Buddies

This regional project aims to increase the amount of physical activity that people with disabilities engage in. The project helps ensure that many more people who have disabilities can try different activities and build up their confidence to participate in physical activities outside of services. The other aim of the project is to increase the amount of physical activity that parents/carers (paid and unpaid) undertake.

Positive Behavioural Support

The project involves rolling out the current Carmarthenshire based 0-2 tier service across the region, though the employment of a co-ordinator and support workers, who will work collaboratively with existing Psychology, Community Team for Learning Disabilities (CTLD) and Positive Behaviour Intervention Service (PBIS). Applying 'through age', the approach provides support in line with co-produced Positive Behaviour Plans (PBSs) which harness individual skills and talents and set out strategies to avert crisis. The service provides prevention and early intervention - reducing or delaying the need for PBIS intervention.

Pathways to Employment

Building on existing Pembrokeshire activity, this regional project supports employability and progression pathways for individuals living with disabilities. There are three key elements. Firstly, the development of a regional Employability Plan, which will involve co-productively establishing progression pathways with close links to further education and local Additional Learning Needs (ALN) provision. Secondly, existing supported employment will be embedded in Pembrokeshire – forging closer links to supported living and wider skills development. Thirdly, the focus in Carmarthenshire and Ceredigion will be to establish a supported employment programme, including work experience, volunteering and paid work opportunities.

Citizen Champions

Building on the successful regional LD Champions initiative, this project helps ensure citizens from all priority population groups have a voice in services that then meet their needs. Champions are employed and supported, and active in areas including service co-production, peer support (e.g., keeping fit and healthy), Easy Read information provision and citizen-led awareness training.


Outcomes


The programme also delivers against the identified **person-centred Model of Care outcomes**:


- ✓ People are better supported to take control over their own lives and wellbeing
- ✓ People have improved skills, knowledge, and confidence to be independent in recognising their own wellbeing needs

Impact

In 2022-23, activity supported through Regional Integration Funding included:


 **In 2022-23, outcomes achieved through Regional Integration Funding included:**


 Supporting community hubs, community connectors and social prescribing activity 


 Supporting **13** micro enterprises, employing 30 people. **10** new members joined micro-enterprise network, **66** in total

 **33** Social enterprises, employing **89** people, through the Catalysts for Care project


 1,527 Carer Breaks managed

 Improving Co-production and reducing care and support needs by empowering **38** people with learning disability to act as champions (**7 LD champions employed**)



5,791
Clients engaged with Delta Connect 

11,391
Community Response Callouts attended, only 6% escalated to emergency medical response

80,000
Proactive calls made, with 80% of Delta CONNECT users reported maintaining or improving their wellbeing 

 Supporting 194 Investors in Carers (IiC) settings supported in working towards accreditation. 6 new settings recruited, **697** carers referred to Carers Information Service via GP surgeries

 **11** organisations successful in sourcing funding to deliver innovative activities for people with Learning Disability.

Accommodation Based Solutions



Investment

£1,723,568,300

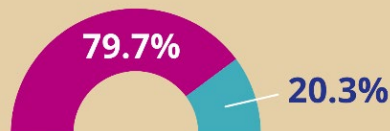
Total revenue investment in **Accommodation Based Solutions 2022-23**

This is comprised of:

£1,373,642 Regional Integration Fund allocation

£349,926 Statutory Partners match funding contributions

■ RIF Allocation (79.7%)
■ Statutory Partner match funding (20.3%)



Approach

The development of the Model of Care commenced, focussing on three priority areas that have direct impact on those in need of care and support and their carers as outlined below. Services delivered through other Models of Care however, such as 'Care Closer to Home' and 'Emotional Health and Well-being' or specific funding streams such as 'Dementia' may be required to complement the specific services outlined below:

Intermediate and step-down care

Aimed at reducing pressure on acute services with short-term placements delivering person-centred reablement in local care homes, providing safe, timely and supported discharge from hospital before returning home, including those requiring 24-hour nurse monitoring for assessment of longer-term care needs and supporting those on the cusp of needing statutory provision to maintain maximum independence at home.

Progression to more independent living

Aimed at increasing the numbers of people with learning disabilities, mental health and neurodevelopmental diagnoses supported to move from care homes or family homes to their own accommodation, with appropriate levels of support to do the things that matter to them, including managing their own finances, finding employment and expanding their friendship groups and social activities, including exercise.

Housing for Independence

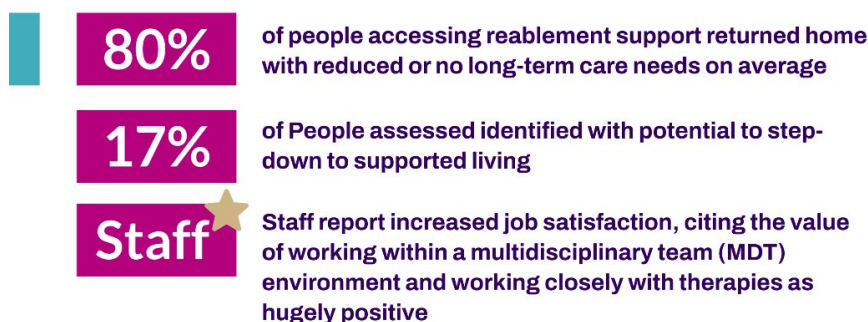
Aimed at identifying and increasing the number of properties suitable to provide supported accommodation for individuals and families with learning disabilities, mental health and neurodevelopmental diagnoses.

Outcomes

- ✓ Improved rehabilitation and recovery outcomes for individuals, to avoid admission to or support safe repatriation from acute services and increase independence
- ✓ Reduced reliance on statutory services such as domiciliary care
- ✓ Increased numbers of people remaining at home safely for longer
- ✓ Reduced urgent and emergency admissions to acute services
- ✓ Increased and improved alternatives to out-of-county placements including specialist college attendance
- ✓ Increased choice and involvement for people with care and support needs in where they live and with whom
- ✓ Improved identification and provision of associated palliative care needs where required
- ✓ Reduced breakdown of unpaid care

Impact

Whilst current data and monitoring focusses on the impact of maintaining independence in the community and reducing demand on statutory and acute services, as the Model of Care matures the data gathered will allow for greater understanding of the impact on population groups and for learning to be shared and applied more widely. Examples include:



- Improved consistency of services to clients
- Growing confidence in the service and that they are appropriate for long term care planning and implementation
- Improved processes provide clarity of cost saving and ability to identify fully cost-reflective charges
- Dementia patients are accessing reablement, provided goals can be identified
- In excess of **50 Properties** in the region in the process of currently being purchased, adapted or occupied
- Patients and their carers/families to have the time to come to terms with realistic options for longer term care needs and the time to consider solutions to challenges

Lessons Learned:

- Implementing daily email briefings from homes to the multidisciplinary team (MDT) confirming who is their lead for the day, bed availability and any nursing or medical interventions required
- Positive outcomes generated from working within an MDT environment and working so closely with therapies
- Using the scheme for both avoiding hospital admissions as well as discharge to assess, has prevented services only commencing from the hospital sites
- Relationships developed between commissioning, in-house and independent care providers have proved key to ensuring the success of the approach
- Opportunities to trial technology in a supported environment has helped people to regain their strength and confidence and maintain it at home with technology
- Successful outcomes are informing a wider, person-centred Home First pathway
- Engagement with people with disability or mental health problems to understand their needs and ensure that their voice is heard in capital proposals, leads to improved outcomes for them
- People progressing through training accommodation are more likely to maintain independent living

Evaluation

At the end of 2022-23, the Regional Innovation Coordination hub (RIC) undertook an evaluation using a combination of project self-assessments and Model of Care Lead reviews using a standardised assessment tool developed in conjunction with the Institute of Public Care. Two out of the three projects were carried forward to the 2023-2024 RIF investment plan. Housing for Independence has been transferred to Housing with Care Fund, releasing RIF funding for deployment elsewhere in the portfolio.

Home from Hospital



Where possible, care and support should be offered to help people stay well at home. The National Models of Community Based Care are designed to provide preventative care and where needed, a rapid response to prevent the need for people to be conveyed to hospital. However, recognising that some people will always require acute assessment / treatment in a hospital environment, it is vital that we create a National Model of Care that helps people be discharged to recover at home as quickly and safely as possible. This will also support the generation of capacity within health and care settings, ensuring that those who do need acute care can access it in a safe and timely manner and contribute to the National Outcomes:

- People go home from hospital in a more timely manner with the necessary support in place at discharge
- People have a better understanding of the discharge process and are more involved in pre and post discharge planning

Investment



Approach

To build on the services funded through the Integrated Care Fund (ICF) and the Transformation Fund (TF), the Regional Integration Fund will enable RPBs to explore new models of care to support with Home from Hospital planning and delivery and implementation of the 'Discharge to Recover then Assess' D2RA Framework. This refers to care and support offered to patients to leave hospital for ongoing recovery then assessment with an aim of limiting unnecessary time in hospital settings and improving outcomes.

Carers Discharge Support Service

This delivers a continuum of support for unpaid carers to aid the timely discharge of patients from hospital by supporting and involving the unpaid carer in the discharge process for the person they care for. Part of this service is also to deliver staff training to enable staff to make carer referrals to the Carers Officers in each main and community hospitals.

Community based support

The project further develops the concept of integrated triage and assessment and is rooted in 'what matters to the individual'. Advocating independence personalised care delivery through deployment of the right team member at the right time, preventing escalation of health or care needs or de-escalating a crisis. It also improves communication and prevents duplication, as well as forming the basis of the Urgent Primary Care pathway. Coordination Centres will provide a single place for the co-ordination and triage of referrals and enquiries regarding routine/planned, urgent and intermediate care needs for the population.

Community led third sector support

A flexible short-term service which enables people to remain in their own home while they are unwell or recovering from an episode of ill health. The service aims to prevent unnecessary admission to hospital and facilitate early discharge from hospital and is a critical component of demand management from the perspective of the hospital and social care teams.

The service provides a seamless referral pathway to a range of services including caseworker support, community transport, home adaptations/Healthy Home checks and volunteer support. Regional provision is provided by:

- Cwtch project in Ceredigion run by British Red Cross with support from CAVO and West Wales Care & Repair
- PIVOT project in Pembrokeshire run by PAVS with British Red Cross, West Wales Care & Repair, Pembrokeshire Association of Community Transport Organisations (PACTO) and Volunteering Matters.

Outcomes

- ✓ A whole system approach to health and social care; services which are seamless, delivered as close to home as possible; using technology to support high quality, sustainable services where multiple services can be requested from one referral
- ✓ Efficient deployment of resources – working with community service leads as an MDT to establish the most efficient response
- ✓ Facilitate timely discharge from acute and community hospitals, improving patient flow and reducing length of stay in hospital through supported discharge
- ✓ Prevention of admissions through community provision and use of virtual wards
- ✓ Reduction in hospital admissions and readmissions
- ✓ Reduction in WAST conveyance to and from hospital

- ✓ People have a better understanding of the discharge process and are more involved in pre and post discharge planning.

Evaluation

There is a clear aim and focus for this Model of Care. To maximise its impact, the programme needs to focus its measurement and monitoring on how the Model of Care is contributing to reducing length of stay in our hospitals.

Data held by the Health Board can be used to show where length of stay is greatest and which population group / medical need is contributing to this. There is a need to use this evidence base to help target the impact of this Model of Care to help support hospital discharge in the areas support is most needed.

Through the lifetime of RIF, there is an expectation of an increasingly greater focus on preventative services, however there is a need to prioritise getting people out of hospital and understanding the current barriers to doing so and create opportunities to transform in this space. How we integrate the 3rd sector provision needs to be considered so that it is seen as a valued part of the hospital discharge process; as well as how we better improve the integration of carer projects in this space.

Complex Care Closer to Home



The 'Complex care closer to home' model should support implementation of the 'Discharge to Recover then Assess' (D2RA) Pathways, helping people to have their health and social care needs met as close to home as possible in a seamless and integrated way and meet the National Outcomes:

- People are more involved in deciding where they live while receiving care and support
- Complex care and support packages are better at meeting the needs of people and delivered at home or close to home

Investment



Approach

Integration of Health and Social Care is a recurring theme through this Model of Care in order to deliver joined up care in the community. Collaborative working allows professionals to work together and share their information in order to remove duplication and unnecessary delays to the patient. The focus on early referrals and diagnosis and cross disciplinary actions aims to provide the required care outside of the acute sector. The Releasing Time to Care (RT2C) programme features within some of these projects, building on the aims of allowing professionals to spend more time with the patients, and easing the pressures on the workforce.

Specific projects include:

Accessible Health Checks

To improve the physical health of people with a learning disability.

Forging collaboratives within the Care Sector

The teams working in collaboration will be creative and innovative with their finite resource to promote efficiency and improve the experience of those supported. Such as, conducting a review of manual handling services to encourage and embed single-handed care principles across all care sectors.

Integrated Community Continence and Physiotherapy Pelvic Health Service

Embed expert physiotherapy pelvic health skills into the existing community continence service to ensure a cultural shift to proactive prevention and early intervention for patients presenting with continence problems. Ensure easy and local access for help and support that is embedded within the community, shifting away from secondary care.

Integrated Community Networks

Provides rapid access to multi-disciplinary proactive care in the community, with the aim of reducing hospital conveyances and admissions, working more closely with communities, providing support, information and care planning connected to GP cluster areas. Develop an integrated workforce that can undertake Health and Social Care tasks by linking with intermediate care services and third sector services to support people to remain at home.

Knowing Your Rights - Income Maximisation

Support carers to maximise their incomes through bespoke information and advice, supporting them to navigate the numerous benefits and entitlements systems and pathways.

Outcomes

- ✓ Accessible Health Checks are allowing proactive early identification of escalating need
- ✓ Forging collaboratives within the Care Sector is allowing capacity for supporting more patients to receive the care they need at home
- ✓ Care provision hubs and medication support contribute to advancing the time that a patient is able to remain at home and be independent
- ✓ Integrated community networks are coordinating short term care support and provision to allow patients to remain at home for longer. Providing community based integrated services is allowing health issues to be dealt with closer to home and allowing many health concerns to be dealt with without pressure on the acute services. The nature of the integrated services is allowing knowledge to be shared and services being provided based on integrated assessments performed by different organisations, supporting the trusted assessors initiative. The patient benefits from the care being provided closer to home and having all aspects of their problems dealt with as a whole, rather than multiple assessments and appointments
- ✓ Income Maximisation is protecting the vital role of unpaid carers to ensure that the care receiver can continue to live at home for longer
- ✓ Workforce development is attracting new staff into a career in health and social care

Evaluation

It is acknowledged that there are a number of projects included in this Model of Care which are being delivered on a local footprint but the intent is to move towards regional provision over the coming year. There is however a recognition that a number of these projects are well integrated into the local system and operational delivery and therefore our focus needs to be on how we can achieve greater impact from these projects. Better alignment and integration between projects as well as greater integration with the Home from Hospital Model of Care will help achieve greater impact.

As a result of the evaluation, the Income Maximisation Project for Unpaid Carers will be moved to the MoC for Prevention for 2023-24 onwards.

DRAFT

Dementia



The incidence of dementia in Wales is expected to rise dramatically over the coming decades. Across West Wales, numbers of diagnosed cases are likely to nearly double in the next 20 years, from 2,812 to 4,200. This is due in part to the region's ageing population, as we continue to see an increase in the over 65 population and a decrease in the child and working aged adult populations, putting additional pressure on supportive services for older people.

Approach

2022-23 has seen significant progress across the region within the dementia programme, with the Regional Dementia Strategy ([WWCP-Dementia-Strategy-Final-Issued.pptx \(live.com\)](#)) now fully signed off by the three local authorities and the Health Board. The region has now established steering groups to support all workstreams relating to the All-Wales Dementia Care Pathway of Standards; these steering groups report into the regional Dementia Steering Group which oversees the regional dementia programme.

The Regional Dementia Strategy established a West Wales vision for dementia services, to 'Support each person to live well and independently with dementia for as long as possible'. To achieve this, work has begun to transform Memory Assessment Services into a regional Dementia Wellbeing Service that provides holistic wrap-around support to people living with dementia and their carers, offering innovative and exceptional care consistently across the region. This service will include pre- and post-diagnostic support appropriate to level of complexity and need, and a regional diagnostic pathway which maximises capacity to diagnose in the community.

The following key projects, funded through the region's dementia allocation within the Regional Integration Fund, have begun delivering this change:

Admiral Nurses

This service has continued to provide person-centred and relationship-centred support for carers of people living with dementia, working collaboratively across health and social care pathways. The service was rated highly on all fronts by unpaid carers via the service user experience survey, with the results reflecting that the Admiral Nurse service performs well at enabling carers to feel heard and to be treated compassionately.

Community Dementia Wellbeing Team

The team has worked with care homes and mental health and community services, to pilot a Stepped Care approach to dementia care. This approach draws on evidence-based practice from research across the UK, advocating a needs-led model of care. The aim of the work is to support care homes to feel able and confident in caring for people with dementia with changing needs, to improve wellbeing and quality of life and reduce avoidable hospital admissions or transfers of care.

Other projects

Allied Health Professionals within the team have also been working on: supporting the development of Occupational Therapy standards for dementia across the Health Board, work to identify and prevent escalation of malnutrition in people living with dementia, and leading a national project to develop standards offering equal Speech and Language Therapy services for people living with dementia.

Memory Assessment Services (MAS)

This year, MAS received 1293 referrals with 1263 people receiving a diagnosis of dementia. The service has also begun to realise the benefits of a new clinic structure and additional administrative support, achieving significant improvements in waiting times.

The MAS team have finalised a Patient Experience Survey which was launched in April 2023. This will enable the service to better understand the experiences of service users and respond to feedback.

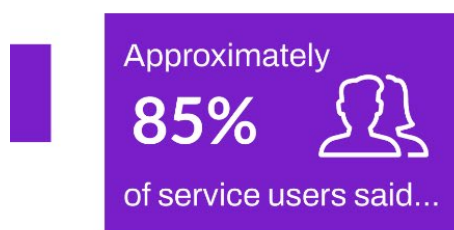
The Dementia Workforce Development Steering Group

This group was launched in November 2022 to support Workstream 5A of the Pathway of Standards, and is developing a joint regional approach to dementia learning and development for health and social care staff at all levels. This includes plans for the launch of the Regional Dementia Learning and Development Framework where the health board and local authorities work together to begin mapping current offers and gaps with regards to dementia training, to develop dementia learning and development plans with regional alignment.

Last year's annual report highlighted the Dementia Steering Group's ambition to develop a continuous engagement and coproduction plan, to ensure that the voices of people affected by dementia are heard and that service development reflects the needs and lived experiences of our communities. Since then, two carer members of the Pembrokeshire Living with Dementia forum have joined the Dementia Steering Group as core members, sharing their own experiences and providing two-way feedback between the wider forum and the Dementia Steering Group.

Plans are in development for recruitment of additional lived experience members to support both the Regional Dementia Steering Group and the workstream steering groups. There will be a specific focus on recruitment in the other two counties, to achieve greater equity as well as diversity of experiences, as well as on making the process and role accessible for people living with a diagnosis of dementia so that these experiences can be heard directly.

Outcomes



...that their Admiral Nurse was 'very good' or 'excellent' at helping them take control and making a plan of action with them.



The Community Wellbeing Dementia Team **model was delivered to 16 care homes,**

the Comanunity initial evaluation indicates a significant improvement in staff's confidence and ability to deliver person centred care because of participating in the model.



The Community Wellbeing Dementia Team **received 246 referrals** for clinical case management. **69% of cases were managed directly by the team; 31% via consultation or supervision.**



Overall 85% reduction against the two waiting time targets for MAS - assessment (within 28 days of referral) and diagnosis (within 12 weeks of referral). At year end, all teams were on track to achieve the goal of zero breaches to waiting list targets.



Several third-sector partners delivered events in spring 2023 based around 'The World Turned Upside Down', a film about communication and dementia that was co-produced with people affected by dementia through a research project at the University of Exeter. These events have provided a valuable opportunity to bring together professionals and people living with dementia to share experiences.



Unpaid Carers



Approach

2022-23 saw the West Wales Carers Development Group (WWCDG) and statutory partners continue their work towards delivering the priorities of the Regional Carers Strategy. The Strategy was launched in 2020 and these priorities remain aligned to regional and national themes. The Carers Development Group oversee the implementation of funding from the Regional Integration Fund (RIF) to support the delivery of direct support to unpaid Carers and the priority areas can be seen in figure 4 below.



Fig.4 Four Priority Areas - Support for Unpaid Carers

Carers Wales estimate that approximately 38% of carers in Wales are ‘hidden carers’, who may not recognise themselves as carers and therefore may be missing out on support, highlighting the importance of continuing to improve early identification of carers. The 2021 Census data revealed that, in line with the national trend, West Wales has seen a 1.5% decrease in the proportion of the population self-identifying as carers since 2011. This is primarily driven by a substantial decrease in the proportion of people providing 19 or fewer hours of unpaid care per week.

However, approximately a third of carers in West Wales provide over 50 hours of unpaid care per week and evidence has showed that the health and wellbeing of carers can be impacted, as well as their ability to gain and maintain employment.

Key projects and areas of focus for the Carers Development Group during 2022-23 include:

Investors in Carers scheme

Hywel Dda University Health Board have continued to lead the scheme which raises awareness of the needs of carers across a variety of sectors. This includes primary care, community care, schools, libraries, job centres, third sector, and local authority teams. The scheme aims to increase the number of carers identified, and therefore registered as carers with their GPs to facilitate access to carer information services which can provide additional support. Latest figures indicate that 12,260 carers are registered with their GP surgeries across the health board area, an increase of 2.4% on the total registered on 31st March 2022 (11,973).

Carer information and outreach services

The Health Board and Local Authorities have continued to work in collaboration with the third sector to commission these services for unpaid carers. In 2022-23, these services actively supported 3,311 adult carers, and 1,332 young carers across the region.

Carer discharge support service

This service supports health professionals to identify unpaid carers of people in hospital, improve their involvement in the discharge process and provide information, advice, and support. Between April 2022 and March 2023, the service supported 527 unpaid carers, responded to 546 ward staff enquiries, and delivered Valuing Carer training sessions to 212 ward staff.

Regional Carers Website

The Regional Carers Website, [Carers Support West Wales](#), was launched on Carers Rights Day in November 2022. The aim of the website is to ensure unpaid carers are digitally included and can be easily signposted to information, advice, and support. The WWCDG has set a priority for 2023-24 to determine a sustainable approach to developing, promoting, maintaining, and evaluating the impact of the website.

Young carers

Following the introduction of the national Young Carers ID card in the three local authorities in 2021-22, work this year has focused on promoting uptake of the card to enable young carers to identify themselves to relevant support services. The number of young carers supported through commissioned services in 2022-2023 represents an 11% increase on 2021-2022.

Carers cards

All three counties now offer carers cards and are looking at how they can be used regionally across county boundaries for access to leisure, health, and social benefits. They are also considering developing a standard design so that cards are easily recognisable. Counties also have emergency cards which are linked to crisis response schemes and a consistent regional approach to this is being explored.

Carers Breaks

The Carers Breaks project co-produced with unpaid carers was launched this year, this seeks to develop a new vision for respite and short breaks in West Wales. The project developed a range of person-centred breaks for unpaid carers of all ages across the West Wales region, with the aim to improve the carers wellbeing, supporting them to have a life alongside caring. In addition to the benefits seen by carers, this project has provided a huge amount of information about what a 'break'

looks like to different carers. There is further work to be done to explore how this can be delivered in ways which are sustainable for the organisations involved.

Income Maximisation

The Carers Wales' Annual Report 2022 [Annual report | Carers Wales \(carersuk.org\)](#) highlighted the stark impact of the cost-of-living crisis on carers and the need for additional support for carers to manage their finances and access hardship funds. In Carers Wales' 2021 'State of Caring' report, 87% of carers said that the rising cost of living is one of the main challenges they would face in the coming year, and 26% said they were cutting back on essentials such as food or heating. The Income Maximisation Project which launched this year demonstrates a regional response to this challenge. It enables carers to access financial information, advice, and support to alleviate some of the day-to-day pressures involved in providing care and help to minimise the impact of the caring role. This project launched in Carmarthenshire and Ceredigion in 2022-23 and establishing an equivalent service in Pembrokeshire is a goal for 2023-24.

Learning Disabilities & Neurodevelopmental Conditions



Regional Improving Lives Partnership (RILP)

This partnership (RILP) continues to oversee the delivery of a range of initiatives and projects which support the aims within our Area Plan and those set out within the ground-breaking West Wales Learning Disability Charter. This Charter was developed by the 'Dream Team', a group of people with learning disabilities from across West Wales. It aims to increase visibility of issues faced by people with learning disabilities, promote their rights, improve access to services, business and leisure facilities and empower people to co-produce future solutions.

The projects include:

- Innovative and transformative day opportunities
- Pathways to employment
- Exercise buddies
- Positive behaviour support
- Progression to more independent living

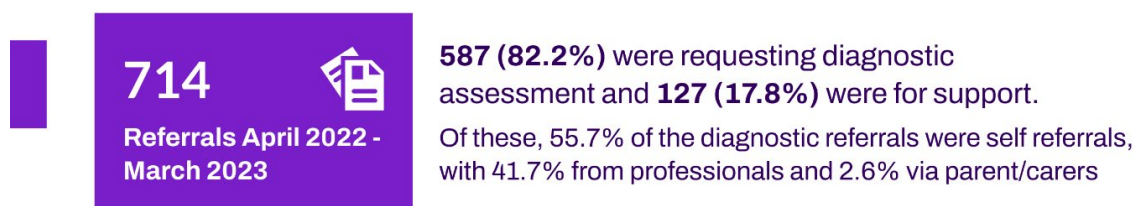
Autism

A Regional Strategic Group for Autism has been established with the overall purpose of the group being:

- To improve outcomes for autistic people, their families and carers
- To ensure autistic people are engaged in the evaluation, development and delivery of services in West Wales
- To ensure that services are meeting their obligations under the Social Services and Wellbeing (Wales) Act 2014 and the NHS (Wales) Act 2006 and the Code of Practice for the delivery of Autism Services (2021)

The strategic group has continued to oversee the delivery of the West Wales Integrated Autism Service (WWIAS) which was established in 2019. This is a joint service delivered by Hywel Dda University Health Board in partnership with the three local authorities of West Wales and has been developed following consultation with autistic people, carers and professionals. This area of work highlighted the lack of support available for autistic people who did not meet the criteria for mental health and learning disability services.

WWIAS offer adult autism diagnostic assessment for adults who do not have a significant learning disability or mental health problem. They also offer a range of support for autistic people, their families, including carers and advice for professionals.



Outcomes:

A task and finish subgroup has also been established during 2022-23 following the previous year's commissioning exercise, bringing partners together to strengthen compliance against the Code of Practice for the delivery of Autism Services (2021). A regional action plan continues to be developed with partners aiming to improve how we involve autistic people in our service planning and improved access to information, advice and guidance.

Integrated Planning and Commissioning



Commissioning Programme

Work of the Commissioning Programme Group in 2022-23 focused on delivering a programme of strategic priorities, including the response to the recommendations of the Market Stability Report (MSR) which can be found here: [WWCP-MSR-Final-Feb-2022.pdf](#)

Extensive work took place with partners to develop a suite of ten projects that now form the ambitious MSR programme – delivery of which will be a key priority into 2023-24 and beyond.

Other work in 2022-23 included further refinement to the Pre-placement Agreement for older adult care home placements; work on the care home placement system, 'Find-a-place', aiming towards harmonisation with the national system; work to develop the next iteration of the Area Plan for the region; multi-agency discussions to improve joint funding procedures for adults with a learning disability; the co-production and sign off of a regional advocacy strategy; and initial work to develop a single joint Quality Assurance Framework for older adult care homes.

West Wales Capital Programme Investment Schemes



Housing with Care Fund (HCF)

From April 2022, the Welsh Government (WG) replaced the ICF capital grant with the 'Housing with Care Fund' (HCF), increasing the annual allocation for West Wales to £8,002,700. In response to emerging regional capital priorities, HCF guidance and the Integration and Rebalancing Care Fund (IRCF) made available by WG during 2022-2023, the RPB capital governance structures were reviewed, leading to the inception of a Regional Strategic Capital Board co-chaired by Directors from Hywel Dda University Health Board and Carmarthenshire County Council and an Operational Capital Group, chaired by Hywel Dda University Health Board's Head of Capital Planning. The Strategic Capital Board is overseeing the development of the 10-year Strategic Capital Plan expected to be published at the end of July 2023, which in turn, will inform the development of future capital investment plans.

During 22-23, £1,906,050 of the Objective 1 and 2 HCF allocation was deployed to complete schemes rolled over from previous ICF capital investment plans, including upgrades to Hafan Deg Care Home in Ceredigion to create a dementia friendly environment for 4 residents and ongoing refurbishments to premises acquired to provide Safe Accommodation for children and young people. The £802,700 (10% of overall HCF) allocation for smaller Objective 3 capital schemes was fully committed. In addition, £401,350 made available by WG to supplement the Disabled Facilities Grant was fully committed due to an increase in uptake of the grant in 2022-23.

Progress on other schemes in the capital investment plan was impacted by the difficulties in sourcing local contractors, increased cost of building supplies and the impact on new development of targets imposed by Natural Resources Wales (NRW) to reduce river phosphate levels in special areas of conservation (SAC). Schemes not completed during 2022-23 but evaluated as viable under current circumstances will be rolled over to the 2023-24 investment plan.

Integration and Rebalancing Care Fund (IRCF)

The Health and Social Care Integration and Rebalancing Capital Fund (IRCF) is a new programme set up in 2022 directly to support the Programme for Government (PfG) commitments of developing 50 integrated health and social care hubs and to support rebalancing the residential care market.

An initial exercise to identify potential locations for the development of integrated health and social care hubs in West Wales resulted in a pipeline of 22 proposals. From the initial pipeline, a number of

proposals were prioritised and expressions of interest submitted. Of those, the Cross Hands proposal was approved for the next stage to develop a full business case (FBC), with proposals for Carmarthen Town Centre, Fishguard and Pentre Awel either in development or under consideration.

IRCF has been used initially to develop a Capital Office Team that will support the Strategic Capital Board and Operational Capital Group to implement and manage delivery of the Strategic Capital Plan, annual delivery plan and capital investment plan.

Impact

- Through a combination of investment from IRCF and the Regional Integration Fund (RIF), during 2022-23 the process for supporting people with additional needs to step down from residential to independent living has been developed to align with the pipeline of supported accommodation schemes being developed through HCF, which as it matures will increase the numbers of people accessing accommodation appropriate to their needs.
- The Safe Accommodation provision due to open in the late summer of 2023 will support the delivery of trauma informed therapeutic support for care experienced children closer to home, increasing the availability of specialist support to children and families and reducing the numbers of children and young people having to be placed outside the region.
- As a pilot, specialist architects were commissioned to convert a space for 4 dementia beds within Hafan Deg Care home in Ceredigion. The pilot will gather a range of evidence, which will be shared to inform future dementia focussed capital schemes and associated revenue projects.

10-year Strategic Capital Plan

With a final draft expected by the end of July 2023, the Strategic Capital Board has driven development of the strategic capital plan through a series of workshops and engagement with partners and stakeholders during the year. Development of the strategy is aligned with key strategies, reports and data, including the Population Assessment, the Market Stability Report, Rebalancing Care and Support, Housing LIN reports on accommodation for older people and those with additional needs and the proposals for a new acute hospital located close to the borders of Carmarthenshire and Pembrokeshire.

Innovation, Technology and Digital Solutions



Approach

The West Wales Regional Innovation Coordination Hub (WWRIC) connects with industry, academia, local authorities, health boards, third sector, RPB and national agencies with the aim of coordinating and facilitating innovation across health and social care in the West Wales region. Some of the organisations regularly collaborated with are:

- Social Care Wales
- Bevan Commission
- Life Sciences Hub Wales
- SBRI Centre of Excellence
- MediWales
- NHS Wales Collaborative
- University of Wales Trinity Saint David - Assistive Technologies Innovation Centre (ATiC)
- Swansea University
- Wales Intensive Learning Academies
- Health Technology Wales
- Rural Health and Care Wales
- Welsh Government Communities of Practice

It is acknowledged that areas of joint work which have the potential to benefit from ‘innovation support’ often require initial research, demonstrations and trialling. These are recognised as essential elements to help inform decisions and determine whether there is value in pursuing further development.

It is also recognised that not all will proceed to the next phase following these initial steps, however it is vital that these are carried out to establish costs and benefits prior to investing further time and resource.

Outcomes

Through working with partners over the year a detailed ‘priority of innovative needs’ has been prepared and the following have been carried out during 2022-23.

- ✓ National support bodies were approached through a ‘Call for Innovation’ to identify innovative ways that could improve the Child and Adolescent Mental Health Services

- (CAMHS), with particular focus on: Waiting list management and demand, supporting diagnostics of Autistic Spectrum Disorder (ASD), new operational models to support the delivery of care across the West Wales Children and Adolescent Mental Health Services and Technology to support the delivery of mental health services in rural communities.
- ✓ A&E Admissions project was scoped to assist with understanding why people attended A&E when other services were available.
 - ✓ A technology enabled care project was scoped to support children with complex needs across the region.
 - ✓ Demonstrations of an app which has been developed to identify pain and discomfort using facial expression in citizens who are unable to inform of their condition (e.g. those suffering with Dementia).
 - ✓ Work was undertaken with WAST, Health Board and Fujifilm to assess adopting the Fujifilm mobile X-ray device.
 - ✓ Explored the development of an app working with partners to support women going through the Menopause with evaluation of the product having commenced with the University of Wales Trinity Saint David, Aberystwyth University and Hywel Dda University Health Board. The WWRIC Hub has also been working to identify similar technology to assist men experiencing hormonal changes during the treatment of prostate cancer.
 - ✓ Arranged a demonstration of the 'Just Checking' activity monitoring service that helps care professionals provide the right support to patients within their homes at the right time. The cost implications and project management support to implement the digital solution continue to be considered.
 - ✓ Facilitated discussions between 'Just Roaming', Carmarthenshire County Council and Delta Well-Being to provide personalised real-time monitoring systems that alert care staff when support is needed.
 - ✓ Arranged an event to showcase the work of the Bevan Commission's Exemplar Cohort 7 Programme projects from the region which assists in the sharing of learning across the Health and Social care system. A panel was convened to consider supporting the adoption and spread potential of the projects presented with a focus on taking these from proof of concept to mainstream across the region and one of the projects was being taken forward to be upscaled on a national level with funding from Welsh Government.
 - ✓ Coordinated an event which showcased a number of the clinical projects currently underway at the TriTech Institute, a venture by Hywel Dda University Health Board offering specific services in innovative healthcare solutions.
 - ✓ Facilitated learning sessions for colleagues from health and social care on the new model of care and system change brought about in Canterbury, New Zealand where there has been a focus for reducing agency spend, staff retention and staff development.
 - ✓ Facilitated discussions with the Powys and North Wales Regional Innovation Coordination Hubs, and Rural Health and Care Wales have been progressing in relation to the development of a virtual hospital model for rural Wales. Meetings have also been held with the Bevan Commission around the design of a national demonstration project to support this piece of work. Further discussion is scheduled to progress with this project during 2023/24.
 - ✓ Developed '*Good Practice Briefing on Innovation in Managing Waiting Lists*' with work undertaken with key clinical services to raise awareness of the value and benefits of this piece of work.

- ✓ In collaboration with Swansea University, a review of Hywel Dda University Health Board's Field Hospitals has been undertaken. Work has since commenced with the Assistant Medical Director for Transformation to ensure learnings from the report are disseminated.
- ✓ An online portal (Ideas Hub) has been launched for West Wales where health and social care employees can submit ideas for large-scale system change innovation projects with total of 12 submissions received up to the 31st March 2023, which are being considered by IEG.
- ✓ In September, the WWRIC Hub took over the coordination of the Bevan Commission programmes across the region. Some projects had already commenced including 10 projects under the Cohort 7 Bevan Exemplar Scheme which the hub now facilitates, along with coordination of Cohort 8 which commenced in March 2023.

Workforce Development and Integration



Approach

The Regional Workforce Programme Board has lead responsibility in the West Wales region for issues relating to:

- Workforce Planning and Development
- Workforce, behaviour and culture change in support of A Healthier West Wales
- Regional initiatives and considerations linked to the Association of Directors of Social Services Cymru Workforce Policy Group
- Any other regional workforce actions or initiatives across a variety of Programmes

The key priority areas and themes of the Regional Workforce Programme Board align with the national workforce strategy. The Regional Workforce Programme Manager drives the board's objectives and the four workstreams are:

1. Recruitment and attraction
2. Apprenticeships
3. Learning and Development
4. Workforce Planning

Each workstream has defined priorities and objectives which are jointly managed across health and social care and delivered within an operational context.

The Regional Workforce Programme Manager developed responses to current workforce pressures including:

- Risk analysis of child and adult social workers for West Wales and Powys
- Lead for Welsh Government Dementia Workstream - Learning and Development
- Finalised a comprehensive dementia learning and development framework for use across the whole sector
- Designed a regional RPB awards event to celebrate health and social care teams and individuals in West Wales which was held on 6th December 2022
- Advised on progress of Regional Workforce Programme Board and identified linkages to other workstreams and assisted in unblocking barriers
- Leading on all aspects of workforce and managed any ensuing projects or initiatives
- Social Return on Investment training delivered to Commissioning teams in March 2023
- Registered Manager Forums are organised annually to support the outcome of current engagement activity designed to understand the needs of providers alongside national, regional and local priorities. The week-long set of webinars were delivered during February 2023 which included; Applied Positive Psychology, Social Care Wales Updates, Capturing Magic Moments in Care and Interpreting behaviours and actions with the Dementia Dictionary.

Outcome

- ✓ Engagement, communication and information sharing with the whole sector via virtual meetings, roadshows, website, webinars, action learning, facilitation to improve regional partnerships and workforce planning mechanisms.

The WeCare programme

This aims to raise the profile of careers in the care sector and supports the next generation of our social care and childcare workforce, highlighting routes into care, pathways and opportunities, ensuring there are enough people with the right values, qualities, and skills in the care workforce to meet the needs of the most vulnerable people in society.

Through this work, students are better informed about the routes into care, career pathways, current job vacancies and the opportunities available to them such as apprenticeships, training opportunities and placements. Improved awareness of the labour market with regards to Social Care, Childcare, Early Years and Play and increased understanding of the world of work. They will have a greater understanding of the sector, the job roles available and the qualities, values and qualifications required to work in the care.

Through discussions with teaching staff both in schools and colleges along with Careers Wales Education Business Advisers, students are educated about the different career options, job roles and career paths available within the sector through bespoke face to face sessions, online and interactive sessions, talks and workshops to suit students' needs and support their Health and Social Care studies. Included in this is a 2-day free Introduction to Social Care course run by WeCare Wales training team. It is a programme specifically for students in year 12 and 13 and FE college students studying health and social care and covers the following:

1. What is Social Care
2. Roles within social care

3. Qualities, and expectations of a social care worker
4. Finding a job in social care
5. Duty of care, risk and safeguarding
6. Social Services and Well-being (Wales) Act 2014
7. Multi-agency working
8. Communication barriers
9. Confidentiality and consent
10. Promoting independence
11. Personal resilience and wellbeing

Furthermore, WeCare Ambassadors and champions who work in a variety of different care job roles within the Social Care, Childcare, Early Years and Play sector are also able to provide a real insight into their work through informal talks and discussions. This both enriches the school curriculum and learner experience of the world of work and provides real stories from real people working in the sector to inspire and share their passion for care.

Career information, advice and guidance is relayed onto students and parents through attendance and support at career related events such as festivals, carousels, job fairs, parents' evenings and mock interviews etc.

Dementia Interpreter training workshops are provided for Health and Social Care students in years 12 and 13 with up to 12 attending per session. This provides students with the opportunity of experiencing the same communication barriers that a person living with dementia may experience helping build empathy and understanding of how someone living with dementia will communicate differently to others.

Achievements

- Supported Careers Wales with mock interviews in five schools and two 'Choose Your Future' career events.
- Delivered social care, childcare, early years and play career talks/workshops to students in 13 secondary schools and colleges across the region.
- Worked in collaboration with colleagues in the local authorities to deliver joint presentations to promote local initiatives and apprenticeships schemes.
- Supported and delivered sessions as part of a pilot 'Social Care Summer school' in Haverfordwest High School in partnership with Social Care Wales Workforce Development Programme.
- Organised a pilot with the Dementia Tour bus for three secondary schools for students in years 9, 10 and 11, they took part in a 'Virtual Dementia' experience giving students with a healthy brain an experience to enter the world of dementia.
- Organised WeCare Ambassadors to deliver talks and workshops in schools. Currently we have 27 Ambassadors across Social Care, Childcare, Early Years and Play.
- Delivered 13 Dementia Interpreter workshops to Health and Social Care college students, Social Care Wales staff and Care Academi new recruits, a total of 106 completers.
- Filmed and edited 9 video clips showcasing the variety of roles in the sector and career pathways for WeCare Wales social platforms and website; this included Foster Care videos to support Foster Care fortnight and Willow Day Nursery, who won an Apprenticeship Award.
- Conducted 30 interviews at Carmarthen, Cardigan and Aberystwyth Job Centres to clients interested in roles within the sector and supported a number of job fayres with a variety of employment support services.

Outcomes

- ✓ Improved delivery of regional element of attraction and recruitment campaign and improved support for care providers in assisting with recruitment and retention challenges.
- ✓ Improved engagement with schools and teaching staff.
- ✓ Strengthened connection with schools, colleges, and employment services.
- ✓ Students and job seekers have a greater understanding of the care sector, opportunities available and a greater understanding of career pathways, qualifications, progression, and training options.
- ✓ Through the Dementia Interpreter course students will have a great understanding of the effects that communication barriers may have on individuals and will be able to apply skills and techniques to better communicate with people living with Dementia.
- ✓ Increased social care, childcare and early years job vacancies being advertised on the WeCare Jobs Portal including senior positions.
- ✓ Employers signing up to the 'Guaranteed Interview scheme' with WeCare Wales to fast-track recruitment.
- ✓ Good representation of clients from West Wales area completing the 'Introduction to Social Care' and 'Introduction to Childcare' training courses. This will ensure the future workforce have the essential skills needed to start their career in the care sector.
- ✓ Services and organisations which support recruitment have a pool of local resources/tools which are powerful and impactful (ambassadors, videos and case studies) and will lead to great interest in the sector.

Celebrating success

The West Wales Regional Partnership Board's first Award Ceremony was held on 6th December 2022 to celebrate the achievements of health and social care staff across West Wales over the year.

The awards were an opportunity to recognise the innovation, dedication and excellence of the health and social care workforce and thank staff and to celebrate their successes. Pictured here are staff receiving one of the awards.



Nominations were invited from all who are part of the health and social care sector in the West Wales region, including teams, groups or organisations in the public, private, voluntary or co-operative communities. Over 60 delegates attended with 6 winners and highly commended finalists within the following categories:

- Achieving transformation through innovation award
- Supporting and investing in the wellbeing of the health and social care workforce award
- Integrated Care award
- Team award
- User involvement
- Outstanding achievement award

The awards also recognised all regional commissioning staff achieving the level 7 accredited certificate in commissioning.

Part 3

What's next...

PART 3: WHAT'S NEXT...

The Welsh Government's commitment to supporting RPBs, particularly with the introduction of the Regional Infrastructure Fund element of RIF in April 2022, has allowed us to develop our capacity to support the ambitions of partners and stakeholders to drive innovation, integration and transformation in health and social care for the benefit of people in the region.

The increased capacity is already making a difference to our approach to improving our performance and finance reporting, refining and reviewing the model of care component projects, creating a structure to increase the development of preventative services and social enterprise, and developing the Strategic Capital Plan.

During 2023-24, plans are in place to:

- Publish the 2023-2028 Area Plan
- Implement the 2022 Market Stability Report recommendations
- Continue to refine the Models of Care
- Improve processes to review, share and embed lessons learned
- Improve and expand engagement and co-production activity
- Improve and develop reporting frameworks and processes
- Refine and develop the RPB communication Strategy including a website and social media refresh
- Recruit new citizen representatives to the RPB
- Develop and implement the annual delivery plan for the Strategic Capital Plan.

Part 4

References & Links

PART 4: REFERENCES & LINKS

RPB website	https://www.wwcp.org.uk/
RPB papers	West Wales Regional Partnership Board Agendas and Minutes – West Wales Care Partnership (wwcp.org.uk)
RPB Terms of Reference	https://www.wwcp.org.uk/wp-content/uploads/2023/07/WWRPB-ToR-April-2023-UPDATED.pdf
West Wales Area Plan 2018-2023	Area Plan – West Wales Care Partnership (wwcp.org.uk)
No Wrong door	NoWrongDoor_FINAL_EN230620.pdf (childcomwales.org.uk)
Nyth / Nest Framework	Nest Wales Nyth Cymru
Welsh Government's 'Programme for Government 2021-2026'	(Welsh Government Programme for government: update [HTML] GOV.WALES)
Carers Support West Wales	Carers Support West Wales Cymorth Gofalwyr Gorllewin Cymru
Carers Wales Annual report	Annual report Carers Wales (carersuk.org)
West Wales Dementia Strategy	WWCP-Dementia-Strategy-Final-Issued.pptx (live.com)
West Wales Market Stability Report (MSR)	WWCP-MSR-Final-Feb-2022.pdf

Appendix 1

Membership of RPB (April 2023)

Name	Organisation	
Judith Hardisty (RPB Chair)	Hywel Dda University Health Board	Vice Chair
Hazel Lloyd Lubran (RPB Vice-chair)	Ceredigion Association of Voluntary Organisations	Chief Officer
Michael Gray	Pembrokeshire County Council	Director of Social Services and Housing
Estelle Hitchon	Welsh Ambulance Service NHS Trust	Director of Partnerships and Engagement
Councillor Tessa Hodgson	Pembrokeshire County Council	Cabinet Member for Social Services
Audrey Somerton Edwards	Ceredigion County Council	Statutory Director of Social Services & Corporate Lead Officer: Porth Cynnal
Vacant	Hywel Dda University Health Board	Director of Public Health
Vacant	Hywel Dda University Health Board	Independent Member – Local Government
Hilary Jones	Bro Myrddin Housing Association	Chief Executive
Jake Morgan	Carmarthenshire County Council	Director of Communities
Jonathan Morgan	Carmarthenshire County Council	Head of Homes and Safer Communities
Gareth Morgans	Carmarthenshire County Council	Director of Education and Children
Jill Paterson	Hywel Dda University Health Board	Director of Primary Care, Community and Long Term Care
Malcolm Perret	Care Forum Wales	Vice Chair
Donna Pritchard	Ceredigion County Council	Deputy Director of Social Services & Corporate Lead Officer: Porth Gofal
Cathryn Thomas	Social Care Wales	Assistant Director
Gaynor Toft	Pembrokeshire County Council	Chief Housing Officer
Councillor Jane Tremlett	Carmarthenshire County Council	Executive Board Member for Social Care and Health
Councillor Alun Williams	Ceredigion County Council	Cabinet Member for Adult Services
James Tyler		Service user representative
Alan Thomas		Service user representative
Vacant	< Organisation >	Carer representative

For further information:

Visit the West Wales Care Partnership website at

www.wwcp.org.uk

Email us at wwrpb@carmarthenshire.gov.uk

