

# West Wales Regional Partnership Board Annual Report 2019-20





# Contents

Foreword .....	3
1. West Wales Regional Partnership Board and wider regional governance.....	4
2. Transforming and integrating services.....	8
3. Our major funding streams.....	17
4. Assessing outcomes and impact .....	22
5. Supporting our workforce.....	23
6. Continuous engagement and co-production.....	24
7. Covid-19: Impact and implications for the future.....	26

## Foreword

Welcome to the fourth Annual Report of the West Wales Regional Partnership Board (RPB).

Looking back at our journey over the past 4 years, I am heartened by the progress we have made in turning into reality our shared ambition to provide high quality, responsive and seamless care and support to all those who need it. This takes time, requires trust between partners and demands boldness in testing out new approaches that can, if successful, be upscaled across the region and beyond. I feel that in each of these areas, the past year has been one of genuine step change.

Transformation funding from the Welsh Government has enabled us to begin to focus on three exciting new approaches to care that fit neatly with the national aims set out in *A Healthier Wales* and build on the shared objectives of our regional partnership. At the heart of each of our three programmes is the determination to support people to live independently and safely at home, mobilise local communities to provide mutual support so that this can happen, and to reduce pressure on acute services by providing those that need it with joined up, short-term care within their homes rather than having to go to hospital to receive it. At the time these programmes were approved, none of us anticipated the huge contribution they would make to our collective response to the Covid-19 outbreak which began to hit us in March. Using the latest technology to check up on vulnerable individuals, including those on the Welsh Government's shielding list, and to match local volunteers with those needing specific help within local communities, are just a couple of examples.

The Intermediate Care Fund (ICF) has enabled us to continue to invest in a range of innovative services across different population groups, designed to reduce hospital admissions wherever possible, provide health and social care at home when necessary, promote independence and wellbeing in all stages of life and ensure that unpaid carers are fully supported in the invaluable role they play day in, day out in caring for their loved ones. ICF Capital funding is being used to develop our physical infrastructure to accommodate these new models of care.

Once again, a number of our ICF schemes have played a central role in the response to Covid-19 and in the coming months we will be reflecting on that response and adjusting our Transformation and ICF programmes to ensure that they are geared up for any future waves, and for longer term changes in needs and expectations as a result of the pandemic.

As in previous years, our annual report provides just a snapshot of activity across West Wales, all of which is contributing to delivery of the RPB's priorities and the objectives that were set out in our Area Plan. You will find much more information on our website at <https://www.wwcp.org.uk/> or by contacting members of the Regional Partnership Unit, contact details for which are provided at the end of the report.

I would like to extend my personal gratitude to all members of the RPB and the wider partnership for their support and all the hard work which has made the achievements listed in this report possible.

Councillor Jane Tremlett  
Chair, West Wales Regional Partnership Board



## 1. West Wales Regional Partnership Board and wider regional governance

The West Wales Regional Partnership Board (RPB) is one of seven set up across Wales under the provisions of Part 9 of the Social Services and Wellbeing (Wales) Act 2014. It has responsibility for:

- Improving outcomes for people needing care and support and their carers
- 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

The West Wales region extends across the footprint of Hywel Dda University Health Board (UHB) and includes the county council areas of Carmarthenshire, Ceredigion and Pembrokeshire.

The RPB is a unique regional forum that brings together senior leaders from the NHS, local government and the third sector with independent provider representatives and, crucially, service users and carers. Together these partners work together to direct collaborative working across West Wales and oversee progress in the integration and transformation of care and support.

This year we were required under new statutory guidance to expand the membership of the RPB to help provide a holistic, multi-agency approach to our work from prevention to long-term care. We were pleased to welcome senior representatives from education and children's services, housing and the Welsh Ambulance Service NHS Trust (WAST) on to the Board. This provides exciting opportunities for different parts of the system to develop joined-up, innovative solutions and optimise the expertise and resources available and we will be looking to capitalise on this in the coming period.

The RPB meets generally on a bi-monthly basis. This year meetings took place on:

- 16 May 2019
- 18 July 2019
- 19 September 2019
- 23 January 2020 (attended by the Children's Commissioner for Wales to discuss integration of children's services in West Wales)

A further meeting scheduled for 19 March 2020 was cancelled in the wake of the Covid-19 outbreak.

Agendas and minutes of RPB meetings are available to the public via the following link:  
<https://www.wwcp.org.uk/west-wales-regional-partnership-board-agendas-and-minutes/>

Current members of the RPB are:

Margaret Allen	Carer representative
Jonathan Griffiths	Director of Social Services and Housing, Pembrokeshire County Council
Judith Hardisty (Vice Chair)	Vice Chair, Hywel Dda University Health Board
Estelle Hithchon	Director of Partnerships and Engagement, Welsh Ambulance Service NHS Trust
Councillor Tessa Hodgson	Cabinet Member for Social Services, Pembrokeshire County Council
Sarah Jennings	Director of Partnerships and Corporate Services, Hywel Dda University Health Board
Ros Jervis	Director of Public Health, Hywel Dda University Health Board
Hilary Jones	Chief Executive, Bro Myrddin Housing Association
Hazel Lloyd Lubran	Chief Officer, Ceredigion Association of Voluntary Organisations
Jake Morgan	Director of Communities, Carmarthenshire County Council
Jonathan Morgan	Head of Homes and Safer Communities, Carmarthenshire County Council
Gareth Morgans	Director of Education and Children, Carmarthenshire County Council
Jill Paterson	Director of Primary Care, Community and Long Term Care, Hywel Dda University Health Board
Malcolm Perret	Vice Chair, Care Forum Wales
Donna Pritchard	Acting Statutory Director of Social Services, Ceredigion County Council
Joanne Silverthorne	Carer representative
Alan Thomas	Service user representative
Cathryn Thomas	Assistant Director, Social Care Wales
Gaynor Toft	Corporate Manager – Housing Services, Ceredigion County Council
Councillor Jane Tremlett (Chair)	Executive Board Member for Social Care and Health, Carmarthenshire County Council
James Tyler	Service user representative
Councillor Alun Williams	Cabinet Member for Adult Services, Ceredigion County Council

As previewed in last year's annual report, we undertook a comprehensive review of our wider governance arrangements, designed to provide clear accountability to the RPB on delivery of its priorities. Changes include:

- The establishment of the Integrated Executive Group (IEG), sitting underneath the RPB, comprising senior officers from Hywel Dda UHB and 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 and deployment of regional funding and tackles shared operational challenges such as delayed transfers of care and seasonal system pressures
- Creation of new regional programme groups covering commissioning, connected communities, digital and technology, workforce, carers and learning disabilities. Reporting to the IEG, these groups oversee relevant Transformation and ICF programmes and wider improvement activity in their area

In response to the new statutory guidance, in the coming months we will be setting up a regional children and young people's group. This will build on initial work undertaken this year to identify shared outcomes for children and young people and develop a prevention-based model that gives people the best start in life. It will ensure that children's issues have greater priority within the RPB's programme.

We will also review existing regional governance around mental health and take opportunities to link the RPB more closely with the Together for Mental Health Partnership Board. This will enable closer integration across services and support the sharing of ideas and learning from our regional transforming mental health programme.

The RPB and its sub-groups also work with other partnerships in taking forward their work programme. Over the past year we have continued to work closely with the three Public Services Boards (PSBs) in West Wales. We held a joint regional meeting in June 2019, also attended by members of Powys RPB and PSB, at which we explored opportunities for joint working. Subsequently we have been working together on the following shared priorities:

- Social and green solutions for health and well-being
- Digital information systems, developing a central repository for quantitative and qualitative data and information to inform future RPB and PSB planning
- Continuous engagement, establishing a community of practice to enable co-ordination of engagement activity across the region and sharing of best practice
- Building and maintaining community resilience through programmes such as Connecting People, Kind Communities, supported by the Transformation Fund

Some of the programmes featured in this report have been taken forward at a local level. The regional partnership links regularly with integration boards at county level to ensure alignment between regional programmes and local integration and transformation. In this way we can ensure a consistent focus that reflects the partnership's broad aims and facilitates sharing of learning between different parts of the region.

Given its wide remit and the level of resources for which it is responsible, it is important that the RPB is accountable to the individual agencies that make up the partnership. An update on the work of the RPB is provided at each public board meeting of Hywel Dda UHB and regular

presentations on aspects of the programme are made to scrutiny committees within the three local authorities. We are keen to explore opportunities for more joined up scrutiny and look forward to working with Welsh Government and other regional partnerships over the coming period to look at possible models for this.

We continually strive to improve our collective performance and impact as a Board and wider partnership and to make sure that all partners are equipped and supported to play a full role in the development and delivery of the regional programme. We have strong foundations on which to build; for example, an external review of user and carer involvement in the RPB highlighted exemplary practice in relation to exceeding minimum representation requirements, running a comprehensive induction programme, providing ongoing support and briefings prior to meeting and including report summaries in agenda packs.

However, we recognise we have further to go. In January the RPB committed to a comprehensive self-assessment and development programme through which we will revisit the aims of the RPB and the IEG, critically assess their impact to date and agree priority areas for improvement moving forward. We will commission external facilitation support for this programme early in the coming financial year.



## 2. Transforming and integrating services

This section provides a summary of progress made during 2019-20 in relation to different population groups.

### Autism

We continued to consolidate services through our ICF-funded regional Integrated Autism Service (IAS) which complements wider support for autistic people in the region and provides diagnostic assessment, support and advice for autistic adults alongside parents, carers and professionals. During the year the IAS moved into a new base in Carmarthen and increased its staffing base to deliver the following outcomes over the year:

- Interaction with 391 professionals, 51 parents and carers and 1018 autistic adults, 469 of which were new to the service
- Completion of 53 diagnostic assessments
- Referral of 171 autistic adults for support
- Delivery of 183 support groups for local people

Further information is available via the West Wales IAS website at

<https://autismwales.org/en/integrated-autism-service/west-wales/>

### Carers

Supporting unpaid carers remains a key priority for the RPB, given the vital role they play in keeping some of our most vulnerable residents well and independent at home. We cannot underestimate the contribution carers make each day and our Area Plan commits us to ensuring they can access a range of practical and emotional support, including respite, to help them stay healthy and ensure that they themselves can still lead fulfilled lives.

The West Wales Carers' Development Group (WWCDG) oversees this vital area of work on behalf of the RPB. A comprehensive programme of support is provided, with funding from Welsh Government provided directly to Hywel Dda UHB and to the region via ICF. Together with core funding of partner agencies, this enables the WWCDG to support the estimated 47,000 unpaid carers in West Wales by:

- Strengthening the partnership approach at a local level
- Creating opportunities to enable the third sector to fully participate in the delivery of services for carers
- Working collaboratively to use short-term funding as a means of testing new ways of working and embedding good practice

Key achievements in 2019-20 have included:

- A review of respite provision for carers, led by Pembrokeshire County Council in partnership with Swansea University and drawing on good practice from Shared Care Scotland and the Carers' trust. This will inform roll-out of a new delivery model in 2020-21
- A small grants scheme piloted in Ceredigion, providing resources for more than 200 carers to access support activities that support their health and wellbeing

- Roll-out of the national Carer Aware e-learning course across partner agencies; this resource was developed by Social Care Wales and NHS Wales and is designed to raise awareness of carers' needs and entitlements
- Delivery of phase 3 of the carers' resilience and wellbeing pilot in Ceredigion County Council, comprising 2 modules aimed at adult carers and teams. Of 73 members of staff that participated in the team module, 12 identified as carers and subsequently took part in the adult carers' course. Positive feedback has been received in relation to both modules
- Participation in the Carers Wales Employers for Carers (EfC) scheme, through which statutory partners receive support in evaluating current policies and procedures relating to carer support
- Development of a whole system approach across Hywel Dda UHB and the 3 local authorities by employing carer officers in each general hospital to support and engage with carers in patients' discharge planning. This means carers receive the appropriate levels of information, advice and assistance to at this important time
- Work on a carers needs assessment quality assurance framework and audit tool
- Continued roll-out of the regional Investors in Carers scheme, raising awareness of the needs of carers across health, local government, government agencies and the third sector. Organisations can progress through three levels of accreditation and in the region currently, 115 settings have achieved bronze status, 5 silver and 2 gold. A core element of the Investors in Carers scheme is providing a simple system that enables Carers to register as a Carer with their GP, which in turn instigates a referral to their local Carers Information Service.
- Participation by Ceredigion Council as a lead authority in the roll-out of the national Young Carers ID Card scheme which aims to support carers who are in education by raising awareness and understanding of the issues they face and removing the embarrassment of having to frequently explain their circumstances
- Linking with Healthier West Wales transformation programmes to ensure that unpaid carers are aware of and can access the Connect programme where appropriate, and are linked to support within their communities through community connectors

To inform the taking forward of these workstreams in 2020-21 and to identify new priorities for a longer-term regional Carers' Strategy, we will build on engagement work already undertaken and are planning to undertake a comprehensive survey of carers across the region over the summer period. This will help ensure that local needs are addressed alongside the national imperatives set by Welsh Government.

More information on the carers programme is available in the WWCDG's annual report which can be accessed via the following link <https://www.wwcp.org.uk/wp-content/uploads/2020/10/WWCDG-Carers-Annual-Report-2019-20-FINAL.pdf>

## Children and young people

Ensuring children, young people and their families receive appropriate care and support at an early stage is vital in ensuring that all our citizens get the best start to life and go on to lead fulfilled lives. Our focus remains on cross-sector approaches to prevention, targeting support on those children and families that need it before problems escalate. Initiatives such as Flying

Start help ensure that families with young children in our most deprived areas receive joined up and holistic support. Integrated Family Support Services continue to support families with complex needs arising from issues relating to parental substance misuse, mental health problems, learning disabilities or domestic violence, helping them stay together and take positive steps to improve their lives.



For those children on the edge of care, we have worked in all areas of the region to improve the support provided, raise individual aspirations and deal with problems at an early stage. ICF funding has been instrumental in helping us achieve this, with investment in 'step up, step down' specialist interventions for those at risk of going into care and to facilitate repatriation to families for those already being looked after by the local authority, improved perinatal mental health support and regional training for professionals on Adverse Childhood Experiences (ACEs) and building resilience and trauma recovery. We have also further embedded the 'signs of safety' approach to social work with children and families, seeking to build partnerships and co-production with families whilst maintaining the safety of the children.

Additional funding from Welsh Government has enabled the expansion of the Mid and West Wales Adoption Service (also including Powys) and delivery of a range of initiatives to improve support for adoptive families and the children they care for. A comprehensive training programme delivered for adopters, staff and other agencies included sessions on trauma and attachment and relationship-based play. E-learning programmes have also been developed.

In terms of emotional and mental health, various initiatives have been rolled out to help children and young people at an early stage, including:

- Bespoke early intervention and prevention services
- Wellbeing and family resilience pilots

- Specialist psychologist capacity within children's teams
- Therapeutic interventions for children with emotional and behavioural issues where specialist services are not available

Child and Adolescent Mental Health Services (CAMHS) have been improved through provision of a single point of contact - S-CAMHS - for all referrals. This enables immediate screening of referrals and allocation to appropriate care and support, for example school counselling, crisis team assessment, school in-reach service or Specialist CAMHS. Joint working between health and social care has been improved through initiatives such as CAMHS social workers located within social work teams, although we recognise that we have more work to do to ensure that children and young people get seamless and targeted services and do not get passed from one agency to another to access the support they need.

In early 2020 the RPB had discussions with the Children's Commissioner for Wales on matters relating to emotional and mental health of children and young people and we look forward to her forthcoming report on arrangements across the country which will inform a regional plan for ongoing improvements in this area. Our new regional children and young people group will oversee development and delivery of this plan.

Another key priority for the coming year is to progress work on a regional resource for children and young people with complex needs. ICF Capital will be used for this purpose. More information is provided in Section 3 of this report.

## Learning disabilities

A multi-agency programme group, recast this year as the regional Improving Lives Partnership, has continued to deliver an ambitious programme of change, largely funded through the ICF. The partnership brings together professionals from statutory and third sectors and the Dream Team, a group of people from West Wales with learning disabilities, plays a key role in the development and delivery of the programme. Our overall aim remains to meet the objectives within the Area Plan 'to ensure community-based preventative support is optimised for people with a learning disability' and 'to ensure information and advice supports people with a learning disability in accessing care and support and enhances their access to generic services'.



Specific achievements over in 2018-19 include:

- Roll-out of the regional Learning Disability Charter which aims to improve visibility and promote the rights of people with learning disabilities, thus improving access to services, business and leisure facilities and empowering people to take control and co-produce solutions for the future. The RPB, along with numerous organisations across the region, has signed up to the Charter, which is underpinned by the principle of ‘no decision about us, without us’ and in September 2019 received the award for Empowerment and Co-production at the NHS Wales Awards in Cardiff. All regional learning disabilities programmes are monitored closely to ensure compliance with the Charter.
- Development of a range of Apps providing digital care plans and health passports in place of paper-based versions and commencement of work to develop a transport App in collaboration with local authorities and a range of third sector partners
- Introduction of Health Check Champions, who support individuals with learning disabilities to access annual health checks thereby improving life chances and reducing health inequalities
- Delivery of a regional Progression Project, run jointly by Hywel Dda UHB and the 3 local authorities, through which exiting services are reviewed and alternatives to long-term institutional care developed in response to individual needs. Supported living models are being developed as part of this project, with investment from ICF Capital, and a regional point of access has been established to facilitate matching of individuals with appropriate accommodation
- A regional programme to transform day opportunities for people with learning disabilities, providing individuals receiving services with the opportunity to co-design new models aimed at providing care closer to home and, where possible, during evenings and weekends. New models will be piloted across the region in 2020-21.
- A regional learning disability training and employment programme, helping individuals access voluntary and paid employment, building on an earlier pilot in Pembrokeshire.

Over the year, this project helped 26 people into paid employment, 4 of whom have become regional learning disability champions

- The Prime Of Our Lives project in Pembrokeshire, which provides support for people over 50 years old with a learning disability in future care and end of life planning. A range of information, advice and training is being made available to support individuals in this process
- Continuation of the Exercise Buddies programme, providing supported exercise sessions for adults with a learning disability and their carers, improving social interaction and reducing mild mental health problems
- The Positive Behavioural Intervention Service in Carmarthenshire which helps individuals access a range of preventative support thereby reducing the incidence of challenging behaviour, placement breakdown and the need for high cost, out-of-county placements

## Mental Health

A range of initiatives have been taken forward over the past year, all underpinned by a collaborative approach across sectors and aimed at ensuring that services are accessible in a timely manner by those who need them and preventing problems from escalating as far as possible. A number of these come under our Transforming Mental Health programme, in respect of which we consulted widely with stakeholders and in so doing earned recognition from the Consultation Institute.

Specific schemes include:

- The Llanelli Twilight Project, which opened in September 2019 and provides an out of hours mental health service, offering a range of supportive interventions in a welcoming environment. Staff from Hywel Dda UHB, Llanelli Mind and Hafal jointly deliver the service.
- Expansion of the Gorwelion Community Mental Health Service in Aberystwyth to provide drop-in services on a 7 day a week basis. The service is staffed by crisis and community mental health teams.
- Improved pathways to ensure appropriate care and support for individuals in custody who require mental health services
- Workshops for people with lived experience and carers, delivered jointly by West Wales Action for Mental Health and Dyfed Powys Police to share experiences of mental health crisis and co-produce improvements to support

In the coming year we are committed to building on these improvements and to enhancing oversight by the RPB of mental health transformation across the region.

## Older people

The West Wales population assessment, published in 2017, projected significant growth in the number of older people in the region over coming decades and highlighted the implications in terms of increased needs for care and support. A similar projected rise in the incidence of dementia poses further challenges. Within this context, work has continued across health, social care and the third sector to develop seamless and effective models of care and support for this population group.



Examples of progress made this year include:

- Further integration of primary and community care services, including working with the third sector, to develop preventative and short-term services that keep older people independent and well at home and to facilitate timely discharge from hospital. Local initiatives funded through the ICF, such as Carmarthenshire United Support Project (CUSP), Pembrokeshire Intermediate Voluntary Organisation Team (PIVOT) and Third Sector Resource Team provide this vital coordination across sectors enabling a holistic focus on the specific needs of individuals
- Further development of an integrated intermediate care service in Pembrokeshire and continued development of reablement services across the region
- Establishment of multi-disciplinary Fast Access Community Teams, funded through the Transformation Fund, providing people needing short-term medical interventions with care at home and preventing unnecessary admissions to hospital
- Continued provision of multi-disciplinary 'front of hospital' teams (delivered through the Transfer of Care Advise and Liaison Service (TOCALs) in Carmarthenshire and Multi-Assessment Support Team (MAST) in Pembrokeshire), which assess individuals presenting at Accident and Emergency departments and secure appropriate care in the community to prevent as many admissions as possible
- Enhancements to low level domiciliary care and provision of nurses within Community Resource teams in Ceredigion to help reduce admissions and support timely discharge supported by a multidisciplinary team
- Continued roll-out of our ICF-funded dementia programme, which is augmenting care support available in the region across a 3-stage care pathway. Areas of focus include improved information on services available for people with dementia and their families, enhanced capacity for diagnosis, specialist nursing support based in each locality for people with a diagnosis, improved wrap-around support for those with less intensive

needs within the community and specialist end-of-life support. We are also placing considerable investment in training and awareness raising for staff across partner agencies, to ensure that people with dementia receive appropriate care and support and that their specific needs are recognised and addressed at the frontline.

Alongside these improvements to services, we have also continued to work collaboratively to review the overall shape of provision and identify priority areas for improvement. We participated in a national review, facilitated the NHS Delivery Unit within Welsh Government, aimed at improving patient flow and speeding up discharge through 'right-sizing' community services. Data collected for each county identified specific areas for improvement which are being taken forward as part of general service remodelling. Regular monitoring of the available data will help us assess the value of different interventions and make further adjustments as necessary.

With a view to meeting our obligations to establish pooled fund arrangements for older people's care homes, we have continued to develop joint commissioning across the region. Whilst we are not yet in a position to physically pool respective agencies' funds, our virtual arrangements allow us to work collaboratively to ensure that local homes are equipped to meet increasingly complex levels of need and direct focused support where necessary to keep the sector sustainable. In 2019-20 we have:

- Refined our regional data set to provide partners with regular oversight of levels of investment and performance across the sector
- Progressed significantly the development of a regional pre-placement agreement and supporting quality assurance arrangements. When formally adopted across the region, these will provide consistency for providers operating across different county areas and support our regional commissioning approach.
- Worked closely with providers to refine our ground-breaking [findaplace.wales](https://findaplace.wales/) / [canfodlle.cymru](https://canfodlle.cymru) platform, a bilingual tool providing information on current care home vacancies. In providing real-time information to commissioners, this will help accelerate discharge from hospital and the site can also be accessed by citizens seeking a residential placement. The system can also be used by providers to report against agreed data sets and further developments over the coming year mean that information and practice advice will be available to providers via the portal.

A recent review of our pooled fund arrangements by KPMG identified strengths in terms of collaborative working and setting the purpose and scope of our regional arrangements. However, the review sets clear challenges in terms of consolidating the existing arrangements and improving joint scrutiny and management of the sector. Our regional commissioning group will oversee the delivery of improvements moving forward.

## Sensory impairment

Our area plan includes commitments to ensure that the needs of people with sensory impairment are addressed and that they have appropriate access to care and support services. In 2019-20 we have made considerable progress. Achievements include:

- Delivery of deaf-blind awareness training to staff working in integrated teams and sensory loss awareness sessions to staff within Hywel Dda UHB
- Social workers for deaf people and rehabilitation officers for people with a hearing and visual impairment established as roles within community resource teams



- Introduction of an online interpretation service, using tablets that have been distributed across particular parts of the region and enables staff to access online interpretation as and when needed, without prior booking to facilitate communication, particularly in emergency and unscheduled episodes of care. Electronic flash cards are also available to aid communication

These will be built upon over the next year, with successful local pilots upscaled as appropriate and practicable.

## Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)

A regional strategy for VAWDASV, 'Safer Lives, Healthier Families', was launched in November 2018 and delivery is overseen by a regional Strategic Board and delivery group. The strategy covers West Wales and Powys.

In 2019-20 significant progress has been made against key objectives, including:

- Review of regional governance and implementation of findings
- Adoption of regional indicators to monitor delivery and outcomes
- Commencement of work to develop a regional communications strategy
- Work with education safeguarding leads to conduct an analysis of healthy relationships education and provide support to children and young people in education experiencing or affected by VAWDASV
- Review of interventions with perpetrators and identification of opportunities for earlier intervention
- Detailed exploration of wider early intervention and prevention models
- Development of a regional training plan mirroring the national training framework for VAWDASV
- Review of commissioning arrangements to inform development of a 'one public service' commissioning strategy for the region

Over the coming year we will explore opportunities for close working between the VAWDASV strategic board and the RPB, to help ensure that the principles of the strategy are embedded within our work programme and to facilitate shared learning around key areas such as commissioning and prevention.

Further information on the VAWSAV in Mid and West Wales can be obtained via the following link: <https://www.cysur.wales/vawdasv/>

### 3. Our major funding streams

The work of the RPB depends in no small part on significant funding streams provided by Welsh Government to support the ongoing transformation and integration of care and support across Wales.

In 2019-20 the West Wales region benefited from income exceeding £25m through the following principal funding streams:

- Intermediate Care Fund (ICF)
- Transformation Fund
- Winter funding

We also received £200K funding to develop regional solutions to build regional capacity to improve access to low level intervention and preventative activity for children with mental health problems and a further £742k from the Transformation Fund to support effective interventions to prevent ill health and support intervention in the early years.

Alongside partners' core budgets, these funding streams enable us to take forward ambitious programmes in support of our priorities. Examples of what this has enabled us to achieve are included in other sections of this report. Here we provide an overview of how the funding is invested across the region.

#### Transformation Fund

In 2019 the West Wales region was awarded just under £12m from the Welsh Government's Transformation Fund to support three major programmes which formed part of a broader *Healthier West Wales* proposal. The funding will be available over two financial years until March 2021.

These programmes intentionally complement each other and support a wider model of care and support for the region, based on the principles of independence and wellbeing and reflecting a continuum of care and support that has been adopted by the partnership.



The three programmes are:

### The Connect Programme

Based on a model of care that has been running in the Bilbao region of Spain, this ground-breaking programme aims to keep people well within their own homes through:

- An individualised wellbeing assessment carried out by qualified staff identifying personal outcomes and informing a personal stay well plan
- Regular, proactive calls to check on individuals wellbeing, to pick up on potential issues of concern and direct to appropriate support at an early stage.
- Giving people on the programme specially configured tablets enabling them to connect with individuals with similar interests, creating 'virtual communities', providing stimulation and reducing loneliness and isolation
- A low level 24/7 response service available to participants across the region to respond to non-medical emergencies and linking with a range of enhanced community-based pathways to get people back on their feet after a crisis. These include additional support for carers, a falls service and supported self-management programmes.

The programme started in Carmarthenshire and Pembrokeshire in early 2020 and will be rolled out further in both Counties and Ceredigion over the remainder of the year. The Connect programme has been recognised as a national flagship by Welsh Government and is already attracting interest from policy makers across the UK and beyond.

### Fast-tracked, Consistent Integration

This programme will establish Fast Access Community Teams in all parts of West Wales which will provide multi-disciplinary support to people in their homes, delivered within 2 hours and over a time-limited period. This crisis response service complements the welfare response service within the Connect programme and can be deployed directly to participants in that programme, as a result either of an incoming or proactive call. Also available more widely to residents in general, this service aims to keep people out of hospital and will be supported by integrated project managers located across the region with a broader remit to accelerate integration across all parts of the system. Delivery of this programme will start shortly across the region.

### Creating Connections For All

Aimed at building resilience within communities and developing informal structures of support, this programme comprises the following interlinked elements:

- A regional 'West Wales is Kind' campaign to incentivise random acts of kindness which encourage active citizenship and engagement
- Establishment of an online person to person time-banking platform that matches offers of voluntary support with people needing that support within the local community
- Development of 'local action hubs' promoting volunteering within specified local communities
- Review and standardisation of vital system navigator and community worker roles across the region to secure sustainable funding and equitable support across the region through the appointment of community connector plus officers in each county

- Inter-generational buddying programme delivered through community groups and focusing on supporting older people in the use of information technology
- An accelerated skills programme to enable colleagues working within communities to encourage active citizenship
- Promotion of the Dewis Cymru and Infoengine service directories as tools for citizens to access information

Significant progress is being made on all elements as the programme gathers pace.

A mid-point evaluation of the Transformation Fund programmes was commissioned in late 2019, in keeping with conditions of grant funding issued by Welsh Government. The evaluation reported in January 2020 and highlighted the potential of the three programmes in delivering the objectives of *A Healthier Wales* in our region. Whilst recognising that considerable activity has taken place following confirmation of funding to get the programmes ready for delivery (for example in establishing programme governance and recruiting to key posts) and noting that delivery of each of the programmes had begun, the report concluded that it was too early to effectively measure the impact of the programmes on the ground.

## ICF

In 2019-20 the ICF has continued to support the development integrated models of care across the NHS, local government and the third sector in West Wales. It specifically supports new service models for older people, including those with dementia, people with learning disabilities, unpaid carers, children at risk of going into care and children with complex needs. ICF funding also supports roll-out of the Welsh Community Care Information System (WCCIS) and the West Wales Integrated Autism Service.

In 2019-20 West Wales received £11.4m revenue funding through the ICF. This has enabled us to develop and sustain a range of innovative models of care and to accelerate collaboration and integration between partners. Details of the programmes that ICF supports are provided in other sections of this report.

The RPB has oversight of the ICF programme and we have worked this year to improve the way in which the programme is monitored and reported. A national review by the Wales Audit Office of the ICF identified significant benefits brought by the fund alongside a number of areas for improvement in terms of administering the fund at regional level and we are taking forward a number of remedial actions in West Wales to address these concerns.

Alongside the revenue funding, West Wales also received £4.6m through the ICF Capital scheme. This provides invaluable resource to develop regional infrastructure to support new models of care, promote independent living and provide care for people closer to home. In 2019-20 this funding was used to:

- Establish a new 'parent and baby' support unit in Pembrokeshire providing a range of support for young families with additional needs and upgrade an existing facility in Carmarthenshire
- Provide new, supported living accommodation for people with a dual learning disability/ mental health diagnosis in Carmarthenshire

- Support the Cylch Caron Extra Care and Independent Resource Centre in Ceredigion, incorporating an Extra-care development alongside a 6-bed intermediate health care unit with Health and Social care support services integrated into the development
- Deliver a range of minor Capital Schemes across the region, helping people stay well at home and including new equipment for falls assessment and leg ulcer clinics, capital innovation grants enabling community groups to upgrade their premises and source new equipment to support people with particular health problems and a range of home adaptations.

Major schemes rolling forward into 2020-21 include provision of further supported living units in different parts of the region, including for people with autism in Carmarthenshire, state of the art reablement units in Llanelli as part of the Delta Lakes project and a new regional resource for children with complex needs, supported by local delivery hubs. These will be instrumental in providing individuals with holistic care and help bring people currently placements across Wales and the rest of the UK back to the region.

## Winter funding

In 2019, for the first time Welsh Government provided funding directly to RPBs for enhancing care and support within the community to help mitigate winter pressures. In West Wales the RPB received just over £2m, alongside £1.2m that was awarded to Hywel Dda UHB to help address pressures within the acute sector.

A regional plan for the community element was approved by the RPB in November 2019 and comprised 53 different schemes aimed at optimising partnership working, improving primary care and out-of-hours resilience, preventing unnecessary admissions to hospital, supporting discharge to assess and recover pathways, building community step-down capacity and enhancing respiratory and frailty pathways.

Whilst reporting requirements differed for the Health Board and RPB plans, opportunities were taken in West Wales to monitor both plans jointly, thereby assessing impact of the various measures across the system and ensuring that the plans complemented each other as far as possible. Discussion around winter pressures was prioritised at the weekly meetings of the IEG and, as pressures became more acute in early December a cross-agency regional summit was convened to identify additional, short-term measures to be taken to ease the situation. Specific actions were agreed, including improved communication with patients and carers upon admission to hospital to manage expectations over likely length of stay, changes to hospital board rounds to facilitate timely discharge and a focused review of waiting 999 calls to redirect those waiting away from Accident and Emergency Departments and signpost them to more appropriate support.

As one of the most challenging winter periods draws to an end, we are keen to reflect collectively on what worked this year and to build on this in our plans for 2020-21. Emerging data indicates a number of benefits from the additional funding, including:

- Enhanced pharmacy capacity at the front door of hospitals, helping avoid admissions where possible and providing medication reviews enabling people to remain at home
- Extended 7 day a week discharge capacity helping avert the traditional 'slump' over the weekends and cumulative impact at the start of the week
- Improved flow through the provision of surge bed capacity and careful monitoring of intermediate care beds to ensure length of stay did not exceed 6 weeks

- Focused home support teams working across community and acute services ensuring timely rehabilitation and therapy support in the home and reducing length of stay in acute inpatient beds
- Significant expansion of a range of community provision, including single point of access, third sector discharge support, care and repair services and mental health crisis support within the community combining to reduce presentation at emergency departments and accelerating flow through the acute sites

The potential impact of the current Covid-19 pandemic over the coming winter is unclear and will, of course, need to be factored into plans for what could be an even more challenging situation towards the end of this year.

## 4. Assessing outcomes and impact

We fully recognise the fundamental importance of demonstrating the impact of funded programmes in terms both of individual outcomes and in reducing pressures across the system. This will enable us to identify and upscale effective practice, stop things which are not working so well and make decisions on whether to redirect core funding to continue successful programmes once Welsh Government funding has come to an end.

To support this, we have developed a regional outcomes framework, identifying a series of population outcomes linked to national outcomes frameworks for both health and social care. These include keeping people at home, getting people out of hospital more quickly and reducing long-term packages of care. The framework, which will be applied initially to transformation fund programmes and then to ICF, other funded programmes and eventually core activity, then identifies the contribution of individual programmes to those population outcomes and, for each of those programmes, sets out focused quantitative and qualitative measures which will help us assess how well they are performing.

Qualitative impact will be measured through a ground-breaking App, 'Connect to Wellbeing', through which programme participants will be able to score themselves regularly against a series of wellbeing indicators. These are based around different domains of wellbeing which were identified in the national 'Anatomy of Resilience' toolkit produced by Social Care Wales. Where necessary supported by wellbeing and other officers, participants will be able to track their progress in terms of wellbeing as they engage in one or more of the programmes, and will be directed to appropriate self-help information and guidance to help with any particular difficulties. Anonymised results will be collated and reported as part of the outcomes framework. The App will be available generally to all residents of West Wales, enabling all residents that wish to, to gauge their own wellbeing at any one time and to seek appropriate support where necessary.

We aim to begin reporting against the outcomes framework in the coming financial year. Using additional resources made available through the Transformation Fund, we are looking to secure expert capacity to help us gather and analyse emerging data to inform RPB discussions and decisions.

Early in the new financial year we also aim to launch the West Wales Research, Innovation and Improvement Coordination Hub (RIICH). Once again supported through the Transformation Fund, the RIICH will identify and disseminate relevant research to inform the ongoing work of the RPB, investigate opportunities for in-depth academic analysis of our programmes and support the dissemination of learning from all regional activity.



## 5. Supporting our workforce

A skilled and sustainable workforce is key to the continued delivery of high-quality care and support. Workforce is therefore one of the RPB's priorities and a regional workforce group of managers and practitioners from across partner agencies is in place to support an integrated approach and take forward specific actions in this vital area.

Responding to the publication of a draft national workforce strategy for health and social care, the workforce group reset its priorities in September 2019. As a result, 4 key areas of work were identified, each of which aligns with strategic aims of the national strategy and which will also help deliver the objectives set out within our Area Plan, including improving recruitment and retention rates, supporting the development of integrated roles across health and social care, maintaining robust, shared workforce data and equipping staff to deliver emerging, integrated service models.

The priority areas are as follows:

- Joint apprenticeship programme
- Joint approach to workforce planning
- Development of joint learning and development opportunities across sectors
- Joint approach to recruitment

Work in these areas will consolidate key achievements in 2019-20, funded through the Social Care Wales Facilitation Grant, which included:

- A comprehensive research exercise undertaken with 3 colleges across the region to understand the needs of the future care workforce and identify areas for improvement in training and qualifications
- An extensive regional recruitment mapping exercise, concluding in an interactive stakeholder event and development of a forward plan for improvements
- Promotion of the sector as a career choice through attendance at a national Skills Cymru event
- Delivery of a regional promotional event 'Get that Job', delivered in partnership with the Department of Work and Pensions and Coleg Sir Gar
- Production of a range of promotional resources for the national 'We Care' campaign

Through the Social Care Wales Workforce Development Programme (SCWWDP), we delivered the second phase of our ground-breaking training and development programme for commissioners across health and social care. This comprises an accredited element alongside additional master classes covering subjects such as outcomes-based commissioning, co-production, relational contracting, developing commercial acumen and negotiation skills. The programme encompasses different delivery models, including classroom learning, action learning sets and peer support. Further cohorts will be taken through the programme in the coming year.



## 6. Continuous engagement and co-production

Part 9 of the Social Services and Wellbeing (Wales) Act makes clear that the RPB has a duty to promote and support engagement with a wide range of stakeholders in developing its priorities and delivering programmes of change.

Our primary and ongoing link with citizens is of course through the user and carer representatives sitting on the RPB. Whilst recognising how advantageous it is for us to have the user and carer voice around the strategic table, we recognise that this is not enough in itself and that we need to find additional and innovative ways of engaging with the wider public and other stakeholders who are not directly involved in the work of the partnership.

Over the past year, we have taken important steps in this area. They include:

- Playing a leading role in the establishment of an engagement ‘community of practice’, bringing together the RPB, the three PSBs and a range of partners from the statutory and third sectors to coordinate engagement activity, facilitate joint consultation exercises where appropriate, avoid duplication and ‘engagement fatigue’ and enable sharing of effective practice. Through this community of practice, we have:
  - Identified core, shared engagement principles, working with the Consultation Institute
  - Acquired a shared on-line engagement platform which will enable interactive engagement with different population groups and on a wide range of issues, complementing established physical engagement methods and helping us reach traditionally ‘hard to reach’ or excluded groups. By engaging with a myriad of different groups across the region, including user and carer groups, citizen panels and community councils we will be able to reach many more residents than would be possible through a traditional citizens’ panel. The platform will also support joint engagement activity involving different partnerships in areas of shared interest
- Expanding the remit of the statutory Stakeholder Reference Group for Hywel Dda UHB to cover the work of the RPB; this will provide a further mechanism for the RPB to hear the views of citizens and patients concerning care and support services and the extent to which services are delivered seamlessly on the ground.
- Strengthening carer representation on the West Wales Carers’ Development Group and provided opportunities for direct engagement of the RPB carer representatives in the development of specific carers’ initiatives.
- Continuing to work closely with the Dream Team, a group of people from West Wales with learning disabilities, in improving care and support for this population group; the team plays an active role in the regional Improving Lives Partnership and a team member chairs every other meeting of the group. The Dream Team also attended the September 2019 meeting of the RPB to introduce the Regional Charter for people with learning disabilities, to which all members subsequently signed up.
- Establishing our regional Innovations Forum, which comprises commissioners and providers from across the statutory third and independent sectors and will enable regular discussions and planning around a variety of strategic and operational issues. An initial meeting of the forum held in Pembrokeshire in May 2019 and attended by more than 70 delegates, identified a range of priority issues and agreed core principles. A key focus will be on promoting social value across the care and support sector and this emphasis means

that the Forum will fulfil the requirement within Part 2 of the Social Services and Wellbeing (Wales) Act for RPBs to establish social value forums. A representative steering group has been set up and is actively planning a further meeting of the wider group later in 2020 which will include a formal launch of the Forum and adoption of a detailed forward programme.

- Holding our annual regional conference, *A Healthier West Wales: Making Change Happen*, on 10 October 2019 in Llanelli. Attended by over 100 partners, the conference was opened by the Deputy Minister for Health and Social Services, Julie Morgan MS. Alongside discussions on key regional programmes it also included sessions on psychological safety and delivering transformational change. Our annual conferences provide a valuable opportunity to engage with system leaders and front-line staff in the work of the partnership.



## 7. Covid-19: Impact and implications for the future

The final weeks of the period covered by this Annual Report coincided with the arrival in Wales of the Covid-19 virus, which presented the biggest public health emergency of the past 100 years. At the time of writing, the pandemic is far from over; however the intensity of the pandemic has receded since its initial peak in March/ April 2020, a period which saw high levels of infections and hospitalisation across Wales and the UK and a significant numbers of deaths and necessitated a rapid and joined up emergency response from partner agencies and communities.

During that initial period there were commendable instances of rapid and integrated responses to specific challenges, including ensuring adequate acute bed capacity to deal with predicted numbers of admissions to hospital, containing outbreaks within care homes and ensuring effective distribution of Personal Protection Equipment (PPE) across the health and care workforce. In West Wales the Integrated Executive Group was expanded to act as a cross-sector tactical group in response to the crisis. It was the forum for necessarily rapid operational decisions on a range of issues and oversaw a collaborative programme to construct field hospitals at eight locations across the region. The RPB was kept informed of progress and endorsed key decisions over that period.

As we reflect on what has been an unprecedented period, we undoubtedly have lessons to learn in terms of integrated working. Joined up, rapid and effective responses to aspects of the crisis need to be examined, lessons learned and approaches replicated where possible as we move forward. The self-assessment development programme planned for later in 2020 will provide an opportunity to think through these lessons and ensure they are applied in the future.

Taking this forward will also require close working with a range of other partners, including PSBs and local resilience fora, as we look to build on strong foundations and collaborate on the shared task of stabilising our services and reconstructing them in a way that is fit for purpose for the future. It will involve adjusting our governance arrangements where necessary to facilitate agile change, as well as empowering staff on the ground to continue the journey of transformation, in partnership with those requiring care and support and their families.

Over the coming months we will be reviewing changes in needs for care and support among different population groups as a result of the pandemic and modifying services as necessary to ensure those needs are met. We have a number of sources to draw from, including a Strategic Discover Report recently produced by Hywel Dda UHB which looks in detail at likely shifts and how partners will need to respond to these. Emerging national data highlights the likely impact of Covid-19 on specific groups, for example:

- For children and young people, disruption to education, training and professional development and associated mental health implications
- Prevalence of drivers associated with poor mental health, including socio-economic factors such as loss of or threat to employment, reduced social contact, not being able to go outside, reduced exercise and isolation
- Higher impact of such drivers on those with physical and learning disabilities and older people
- Further reduced independence of people with dementia

- Disproportional impact of the virus on Black and Minority Ethnic (BAME) communities and disabled people

These and other factors will be considered, with a particular focus on the situation in West Wales, as we review local needs for care and support in more detail. Our RIICH will provide additional research and innovation capacity to support this work.

Emerging regional strategies and plans in response to the pandemic, such as our care home escalation policy, care homes action plan and common Discharge to Recover and Assess pathways will be closely scrutinised and opportunities taken to develop similar shared approaches in other areas as the need and opportunity arise.





For further information:

Visit the West Wales Care Partnership's website at [www.wwcp.org.uk](http://www.wwcp.org.uk)

Email us at [wwcp@carmarthenshire.gov.uk](mailto:wwcp@carmarthenshire.gov.uk)

Or

Phone us on 01267 228765

West Wales Care Partnership

October 2020

