



# **West Wales Regional Partnership Board**

## **Annual Report 2023 - 2024**

### **Accessible Version**



Accessible means easier to read and understand.

You can find out more about the West Wales Partnership Board on their website [wwrpb.org.uk](http://wwrpb.org.uk)

Or contact the team at [wwrpb@carmarthenshire.gov.uk](mailto:wwrpb@carmarthenshire.gov.uk)

In this report, we will call the West Wales Partnership Board **The Partnership Board**.



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# What is the Partnership Board?

The Partnership Board covers Carmarthenshire, Ceredigion and Pembrokeshire.

The Partnership Board's job is to help people who live here get the best health and social care.

And to make sure health and social care work together.

**The Partnership Board** wants people needing care and support in West Wales to 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 do what matters to them.

Partnership Boards were set up by the Welsh Government.

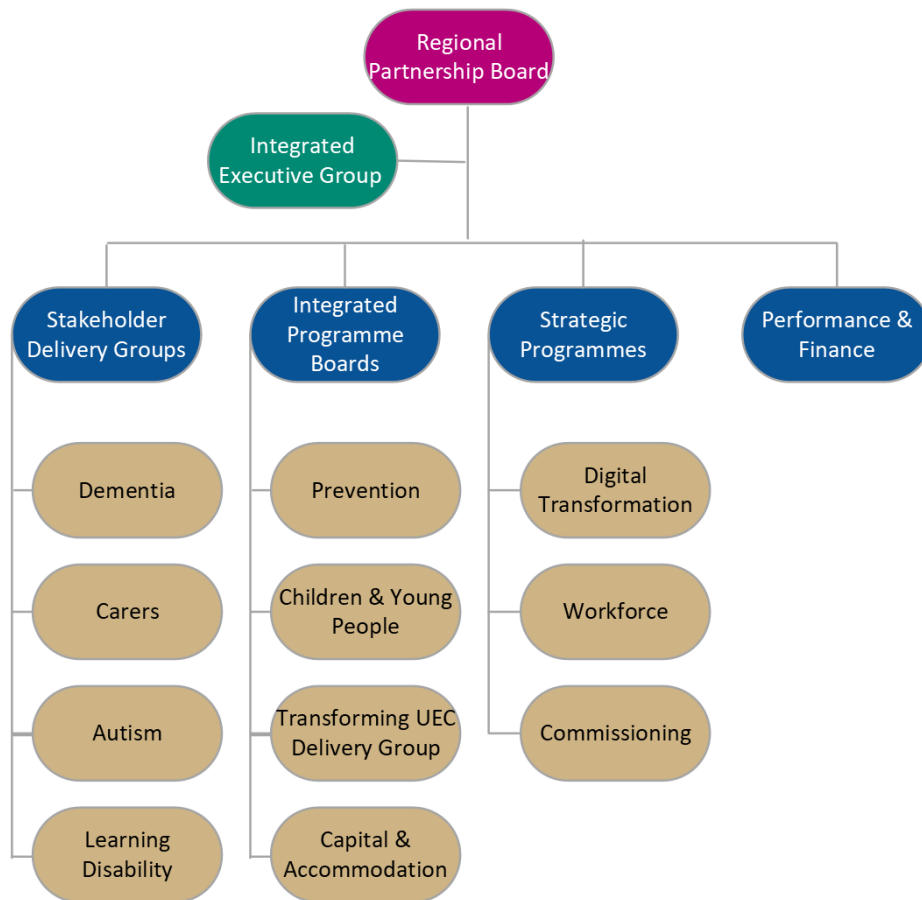
They have things they have to do by law.

Lots of people are part of the Partnership Board.

And lots of work goes on around it.

About important things like carers, prevention and training staff.

This is a diagram showing the parts of it.



**Integrated Executive Group** - senior officers from the Health Board, the three County Councils and the third sector.

**Stakeholder Delivery Groups** – groups of people who use services or care for people. Their voice is important.

**Integrated Programme Boards** – look after our main priorities like urgent and emergency care (UEC) and capital (buildings and things)

**Strategic Programmes** – these are things that affect everything we do, like staff, technology and getting the right services for people.

The Partnership Board is in charge of some **funds** from the Welsh Government and making sure it is spent well.

This money means citizens of Wales get a good service in:

- 1) Good care in their community and stopping people needing more care
- 2) Where people need more care, getting it closer to home
- 3) Helping people have good emotional health and well-being
- 4) Supporting families to stay together safely and support for children who have been in care or are in care
- 5) Helping people when they come home from hospital
- 6) Getting good buildings and places for this to happen

Here is how the money was spent this year.

**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 & Memory Assessment Service £1,633,000

Unpaid Carers - hospital discharge engagement £121,000

Short breaks for Carers £163,084

Total: **£2,315,084**

Total Welsh Government  
Investment 2023-24

**£18,838,124**

## Social Value

**Social Value** means not just looking at the cost of things. It looks at the value of changes in people's lives.

The Partnership Board set up a Regional Innovations Forum to look at new and exciting ideas.

It held events, and agreed on a way to make sure the Third Sector has a strong voice on the Partnership Board.

And supporting social enterprises.

**Third sector** means organisations that aren't government run or private companies. Like charities and community groups.

**Social Enterprise** means a business that isn't run for profit. Any money it makes goes back to make its work better.



## Talking and listening



The Partnership Board has worked with people with lived **experience** to write a handbook about getting involved.

And is setting up a **Citizen and Third Sector Engagement Board** to get more people involved, and to listen to citizen voices.

The Partnership Board has updated its website to make it easier to use.

And sends out a regular newsletter.

**Lived experience** means people who have used services and know what it's like.

**Citizen** means a person who lives in a country or place.

## Celebrating



On 14<sup>th</sup> March 2024, the Partnership Board held a Conference and Awards event, to recognise and celebrate excellence and innovation in our area.

For more information about the award winners and runners-up  
<https://wwrpb.org.uk/en/wwrpb-conference-awards-2024/>

## **The Programmes**

Programmes are things that the Partnership Board focuses on.

They work with partners who deliver the projects.

Like:

- Councils
- Charities
- The Health Board
- Citizens and service users

There are 6 programmes:

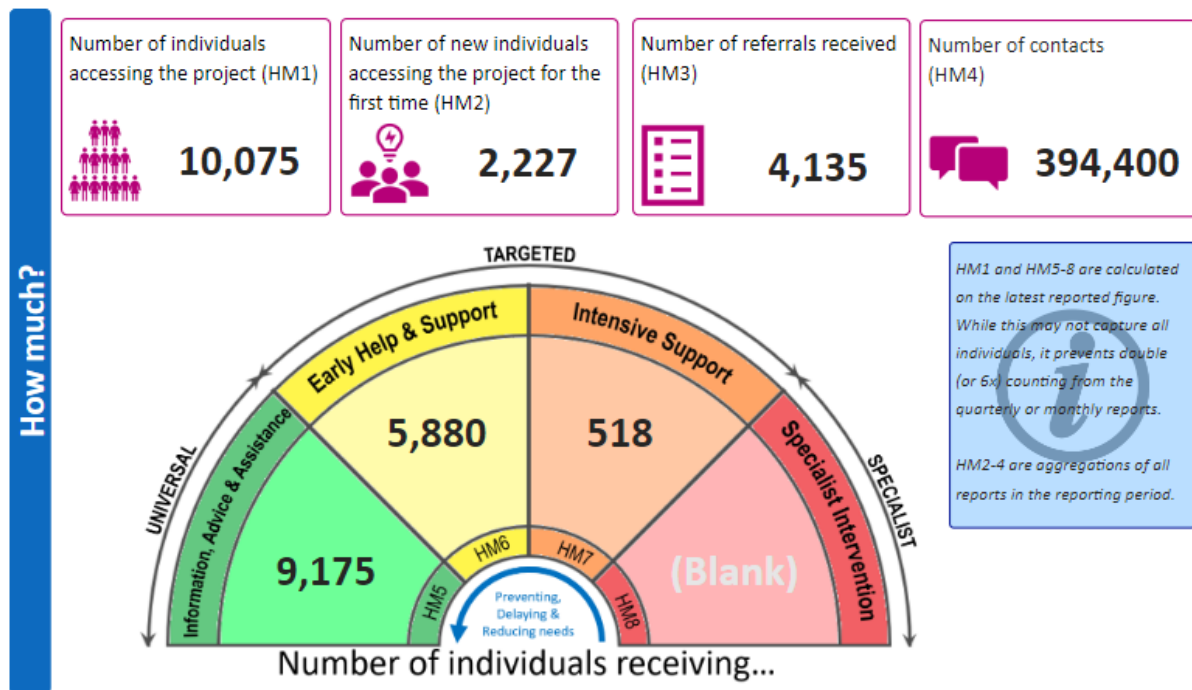
- Prevention and community coordination
- Where people need more care, getting it closer to home
- Helping people have good emotional health and well-being
- Supporting families to stay together safely and support for children who have been in care or are in care
- Helping people when they come home from hospital
- Getting good buildings and places for this to happen

## Prevention and Community Coordination



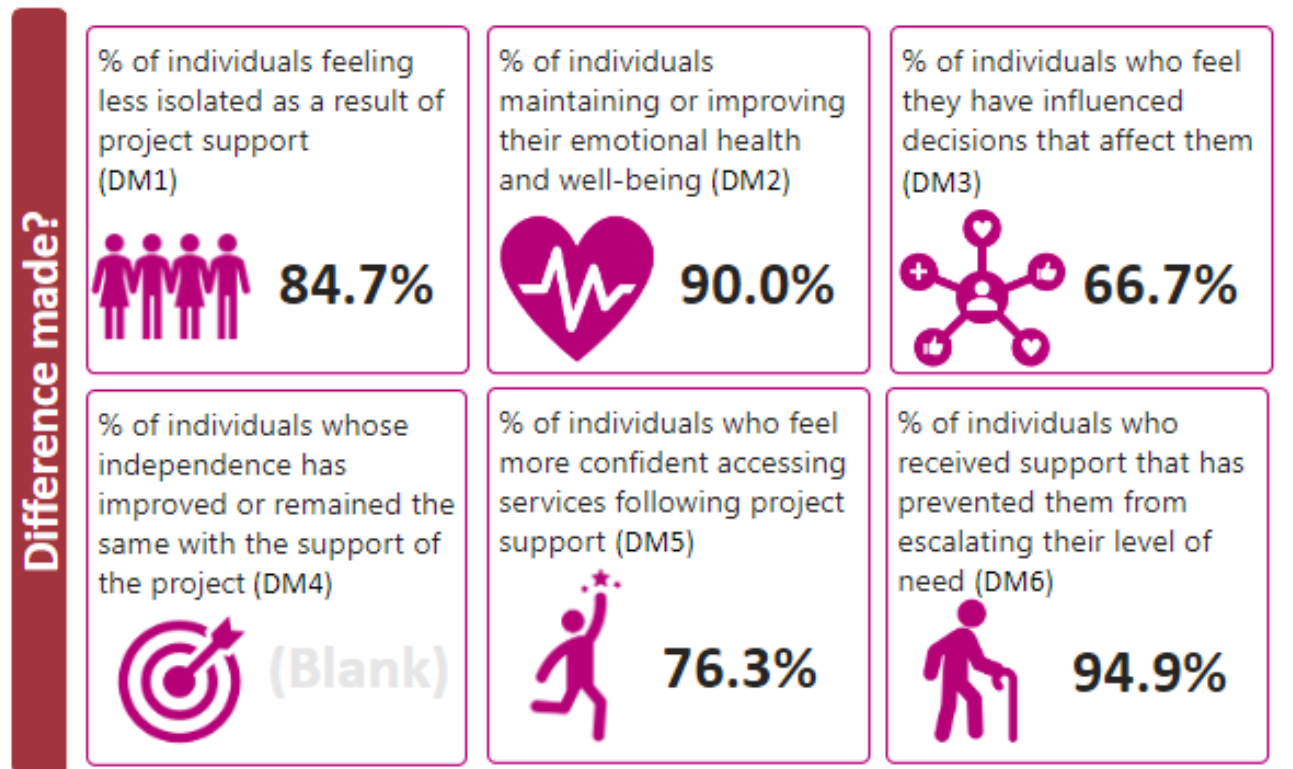
This means good care in the community and stopping people needing more care. Prevention is about people staying healthy, happy and in their communities for as long as possible.

The Partnership Board gathers **numbers of people helped**.



(The HM and DM numbers are about how these numbers were got)

The Partnership Board also look at the difference the programme makes.



*(Some of the boxes are blank. The Partnership Board hasn't got those numbers yet).*

During 2023 – 2024, **£3,176,175** was spent.

Here are some examples of projects about **prevention** and **community**.

### **Catalysts for Care**



This project helps very small businesses set up to provide care and support.

It helps people have more choice about care.

And helps local employment.

There are now over 100 enterprises offering care support and wellbeing services in West Wales.

Enterprises specialise in different areas, like learning disabilities and end of life care.

The project has made a directory to help people find care.

And support for both people providing care, and people who need it.

## Innovative Day Opportunities

**Innovative** means new and different.

This project is about creating opportunities for people with additional needs, so that people's skills are seen and valued in their own community.

We have listened to what people have told us matters to them and their families.

Then we have either been able to support people to access activities or have created new community activities to allow people to undertake activities within the community.

So far

- Work has been done to map opportunities that can support people.
- Work has been done with communities to develop new activities.
- Outdoor activity has been a focus, with its positive impacts on wellbeing.
- The project is greatly enjoyed by users. For example, a user now attends Manor Road Day Centre five days a week and enjoys a very wide range of activities, both on and off site.

Transport into day services can be an expensive part of the service. By providing opportunities in people's own communities, use of local authority transport is less, so saves money and is good for the planet.

## **Innovative Communities**

This is about what people want to support them in their communities.

The project looked at what is available in communities.

And held “what matters” conversations with people.

It focuses on groups working together.

It has supported projects with publicity and websites.

It has set up “single points of contact” to make it easier for people to find what’s around in their community.



## Tech solutions

We have used **Tech** to mean all sorts of projects that use the internet and computers and other IT ideas.

There have been lots of exciting Tech projects, including:

**AssistMyLife** – an app designed and developed by people with additional needs, to help people and their carers with travel, health and independence. <https://assistmylife.wales/>

**CONNECT** – a tool linking communities and people, helping people find what's out there. <https://www.connectwales.org.uk/>

**Carers Support West Wales** - Unpaid carers of all ages in Carmarthenshire, Ceredigion and Pembrokeshire now have access to a new regional website to help support them in their caring role. <https://www.carerssupportwestwales.org>

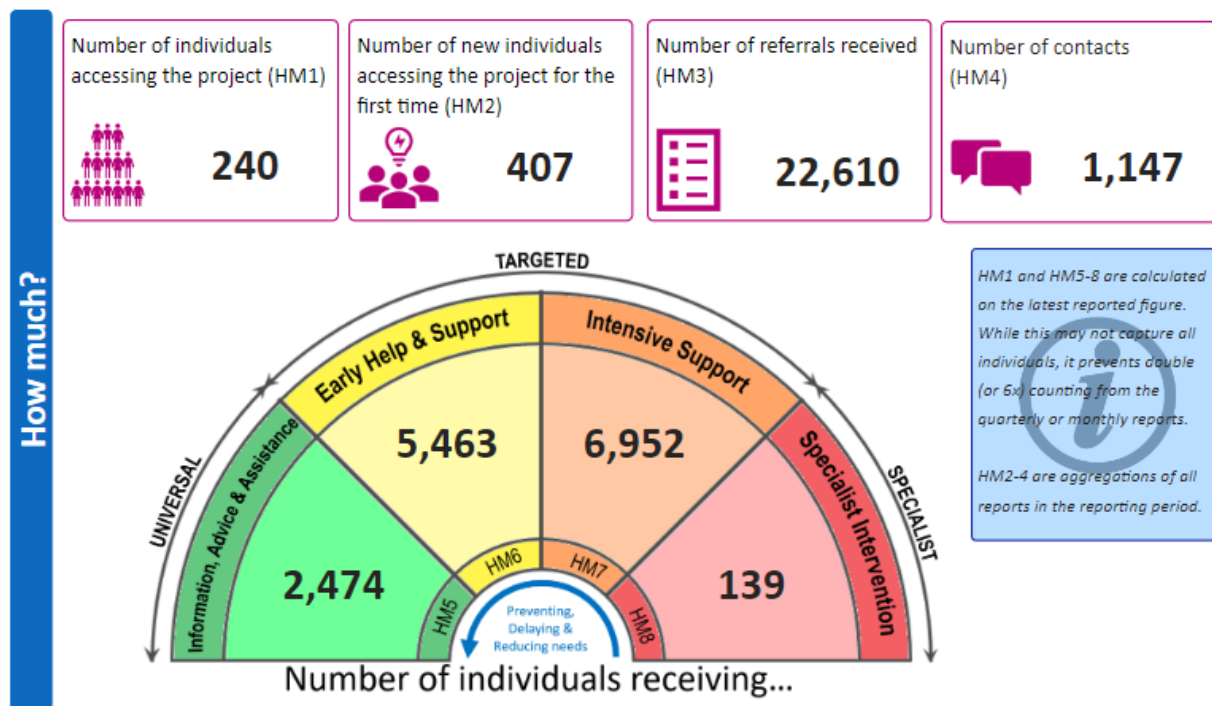
## Complex Care Closer to Home



Complex care closer to home is about helping people to have their health and social care needs met as close to home as possible in a seamless and integrated way.

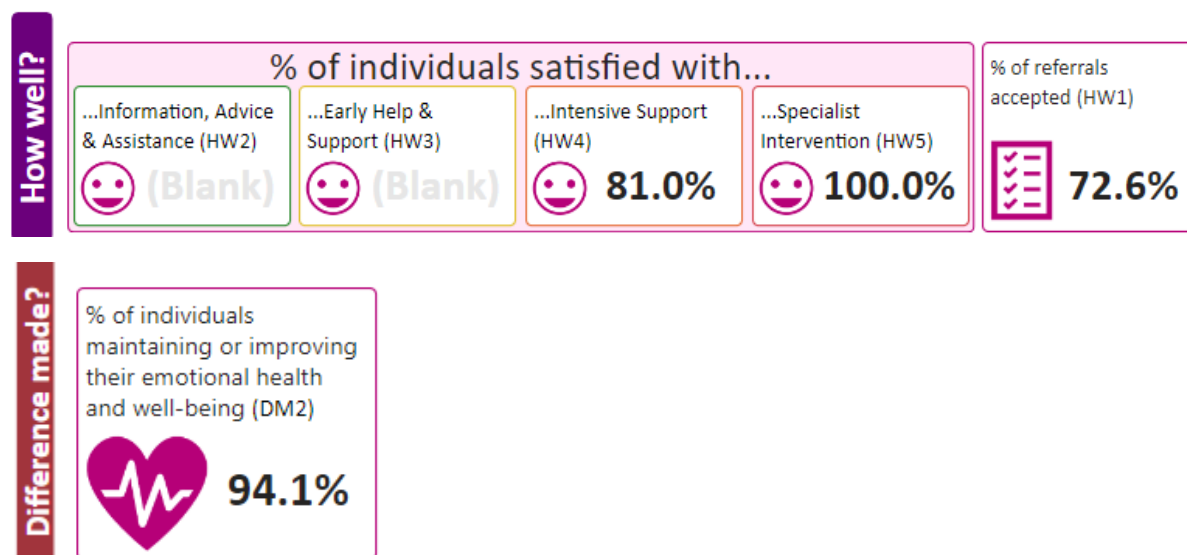
**Seamless and integrated** means people get their health care and support needs met together – the person needing support doesn't have to go to loads of different places.

The Partnership Board gathers **numbers of people helped**.



*(The HM and DM numbers are about how these numbers were got)*

The Partnership Board also look at the difference the programme makes, and how pleased people are.



*(The HW and DM numbers are about how these numbers were got)*

During 2023 – 2024, **£1,588,976** was spent.

Here are some examples of projects about **care closer to home**.

### **Accessible Health Checks**

Anyone over the age of 16 who has a learning disability can have an Accessible Health Check. This helps support people take control of their own lives and well-being by understanding what the local GP service can give and learning how to use it. This also helps carers (paid or unpaid), primary care services and provider services, to improve the physical health of people with a learning disability. The project has three Health Check Champions (individuals with lived experience), looking at common health needs in people with a learning disability and things that can be done to stop them from happening or stop them from getting worse.

### **Forging collaboratives within the Care Sector**

**Collaboratives** means working together.

These projects are making things work better by working together..

### **Integrated Community Networks**

**Integrated** means people get their health care and support needs met together – the person needing support doesn't have to go to loads of different places.

This project works in local areas to see who needs extra help, to offer social care and health support at the same time, to lower the chance of going to hospital and to help people stay in their own homes.

## Joint Integrated apprenticeship programme

**Apprenticeships** are a way of learning a job while working and being paid.

This is the first project like this in Wales. Apprentices work in both local councils and the health board so they can learn a wider range of skills and see what both health and social care jobs are like.

## Promoting Good Emotional Health and Wellbeing

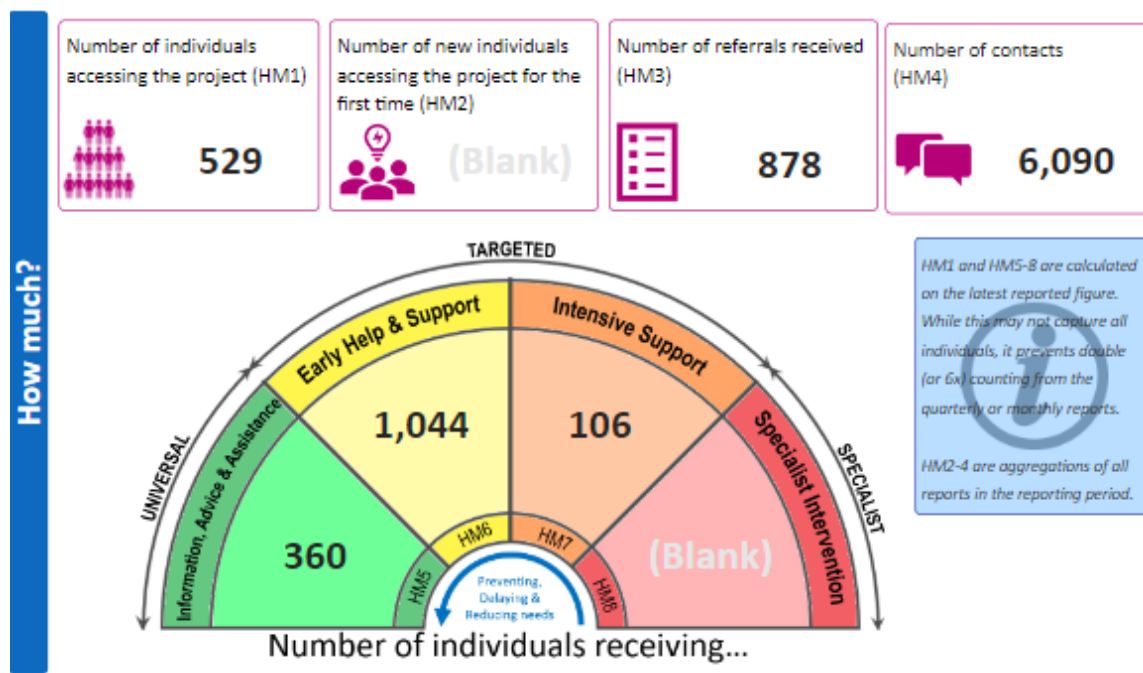


This aims to better support people to remain independent within communities, focusing on -

- ‘What matters’ to people
- Growing the range of services and meaningful activities for people in key groups
- Making sure people are well informed about existing services and opportunities.
- Promoting positive emotional health and wellbeing
- Reducing demand for statutory services.

**Statutory** means services councils, government and health boards have to do.

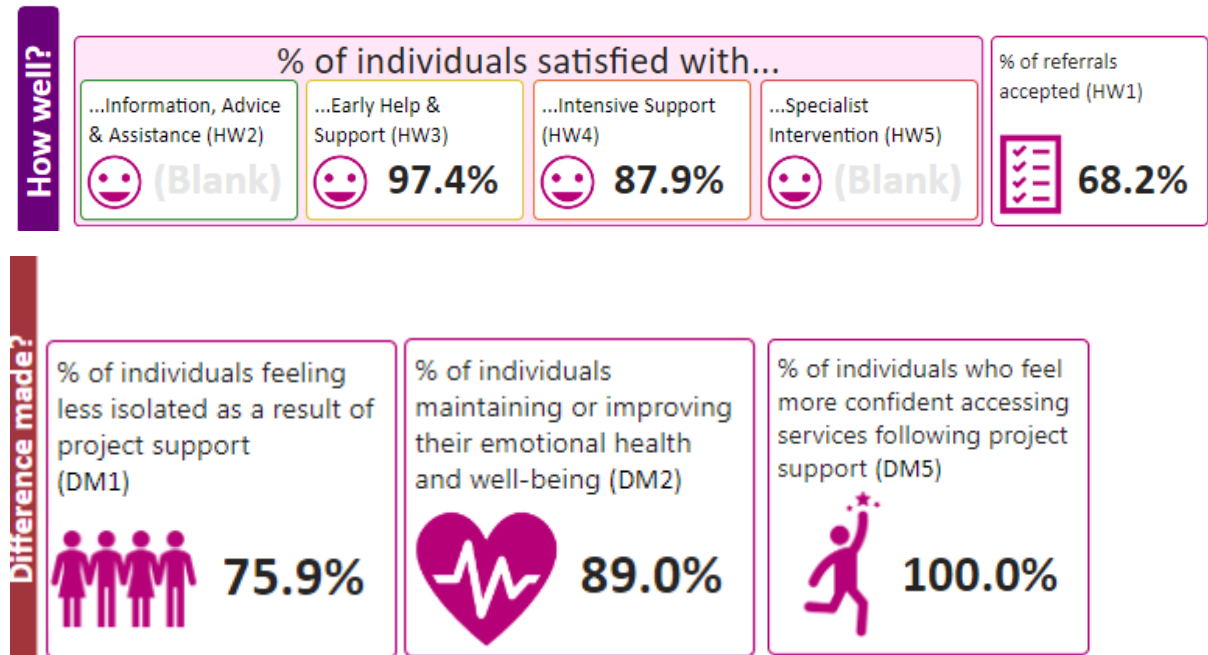
The Partnership Board gathers **numbers of people helped**.



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The Partnership Board also look at the difference the programme makes, and how pleased people are.



In 2023 – 2024, **£1,708,658** was spent.



Here are some examples of projects about **emotional health and wellbeing**.

### **Carer Breaks**

This project has been made with unpaid carers and aims to offer a wider range of breaks and activities for carers, making sure they are easy to get to and help carers' wellbeing.

### **Investors in Carers**

This is a scheme to train staff and organisations to identify carers early and offer them support. 700 people have been reached. There is also support to get the Award. So far 11 have got bronze and six have got the award again.

### **Exercise Buddies**

Often adults with a learning disability and neurodevelopmental conditions have complex health needs that can be made worse by obesity, diabetes, and not being active. These have an impact on health and wellbeing. This regional project aims to increase the amount of physical activity that people with disabilities engage in. Since it started, there has been an increase in people with a learning disability and families and unpaid carers getting more involved in physical activity.

**Neurodevelopmental** means conditions like autism and ADHD.

The project helps make sure that many more people who have disabilities can try different activities and build up their confidence to get involved in physical activities outside of services as well as be more social and improve self-esteem. The other aim of the project is to increase the amount of physical activity that parents/carers (paid and unpaid) do.

## **Positive Behavioural Support**

The project works with adults and young adults with learning disabilities and neurodevelopmental conditions. It involves intensive work with individuals to make plans for support. The Positive Behaviour Practice Exchange now has 45 members and works with other teams. Positive Behaviour Plans are made together, focus on individual skills and talents and set out ways to avoid crisis.

## **Pathways to Employment**

This project supports work for individuals living with disabilities. 70 different organisations have joined the programme so far. It includes a regional Employability Plan, which will involve **co-productively** establishing progression pathways to independence. It has close links to further education and local Additional Learning Needs (ALN) provision. Existing supported employment will be included with closer links to supported living and wider skills development. This support has meant people have been keen to get involved.

**Progression pathway** means setting out the steps for a person to go forwards.

**Co-production** means working together to design a project.

### **Citizen Champions**

This project helps people have a voice in services that meet their needs and people with lived experience are involved in decision making to improve services. Seven champions are employed and supported, and active in areas including service co-production, peer support (e.g., keeping fit and healthy), helping deliver Easy Read information provision and citizen-led awareness training. A citizen-engagement handbook has also been developed, explaining the role further and the opportunities available for people to get involved.

### **Partners for the Journey**

This project offers mental health support and advice with practical social issues to the community. Citizens Advice and the Mental Health charity Mind work together, getting referrals and working out how clients can be supported. Clients are helped with issues around benefits, debt, housing, energy and relationships. It also looks at mental health issues and suggests support available. This project helps to prevent further health concerns getting worse.

### **Grow your own Social Workers**

The numbers of newly qualified social workers are dropping in Wales. This project aims to address this, by making a new way to train social workers. Existing Social Work assistants are encouraged to progress their career by applying for the Social Work degree. Students undertook their studies during 2023, with a goal that they will be fully qualified and in post by Autumn 2024. The focus is on growing the workforce, so that those supported through the project will use their skills with people with emotional and mental health problems as well as people with a learning disability and those who are neurodiverse.

## Supporting Families and therapeutic support for care experienced children



This aims to support children and young people with complex needs. It also helps families, where there are these issues to make wellbeing goals, improve relationships and keep relationships by remaining together or when children are returned home from care.

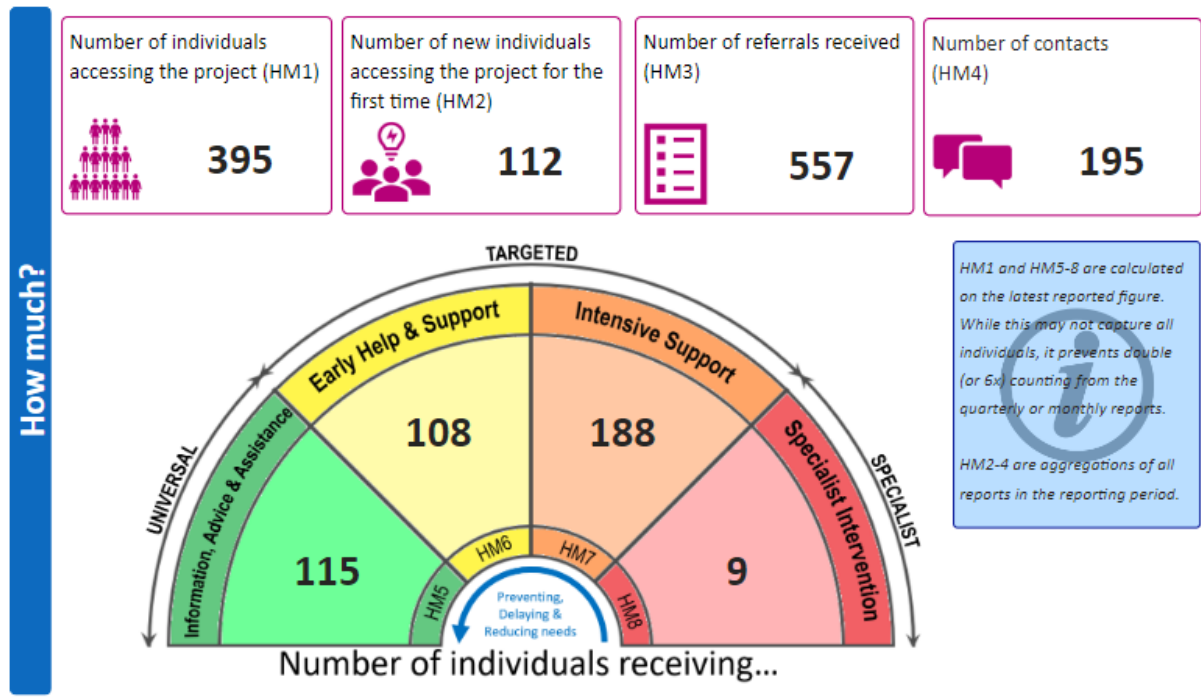
### **There is a Regional Children and Young People's Board**

They have set **priorities** for the next year:

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

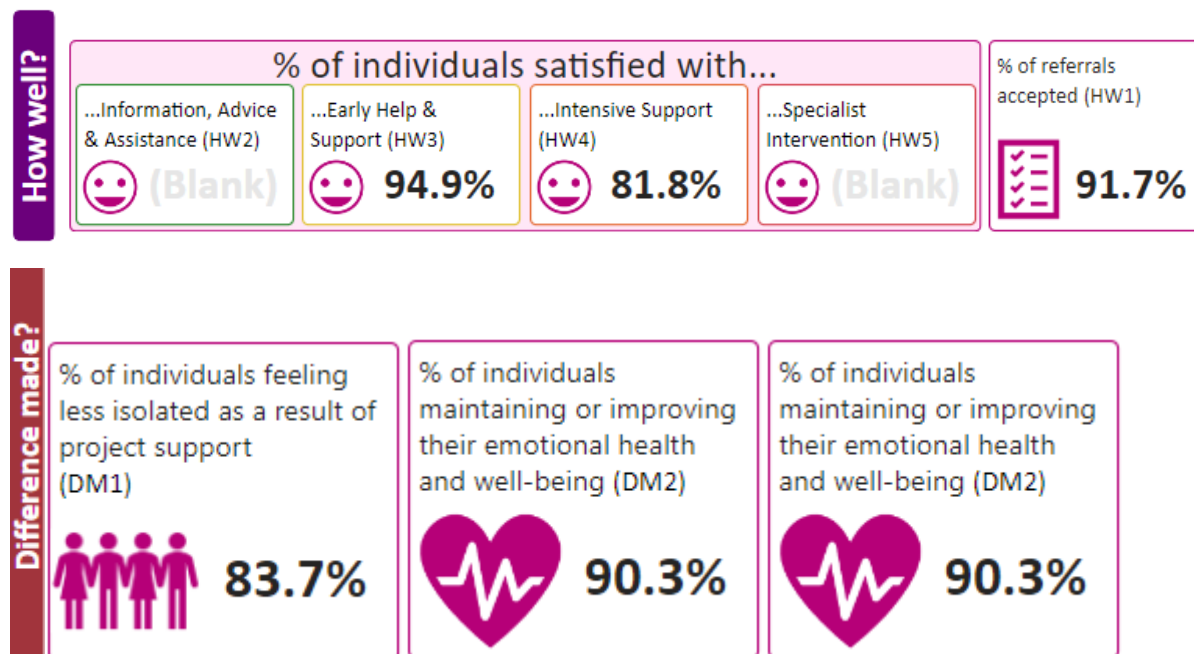
**Priorities means things to focus on.**

## The Partnership Board gathers **numbers of people helped**.



*(The HM numbers are about how these numbers were got)*

The Partnership Board also look at the difference the programme makes, and how pleased people are.



(Some of the boxes are blank. The Partnership Board hasn't got those numbers yet).

In 2023 – 2024, **£1,724,562** was spent.

Here are some examples of projects about **children and families**.

### **The Edge of Care:**

This project is about using specialists to help staff, families, special guardians and carers to understand the needs of young people and to create plans to reduce risk, improve safety and help existing relationships and be an alternative to fostering or Care Orders.

### **Step-up/step-down**

This is an early help model to stop or reduce things getting worse for people such as mothers with mental ill-health, young carers, looked after children and families experiencing domestic abuse, substance misuse and mental ill-health.

The voice of the young person is central, and young people said that they liked having someone from outside of school to support them with ways to manage better.

### **Young Carers**

The Young Carers Service supports young carers where their caring is affecting their education, social life or emotional health. The service works with young carers and parents to develop support plans including peer group support, social opportunities, 1-1 support and advocacy as well as Young Carer cards.

## **Safe Accommodation**

The Welsh Government aims to

- Stop people making money from the care of looked after children
- Fund regional residential services for children with complex needs, so their needs are met as close to home as possible.

To work towards this, the Partnership Board has worked to develop safe places to live for children with complex, high end emotional and behavioural needs. Work has been completed on one in 2023-24 with work going on in others across the region.

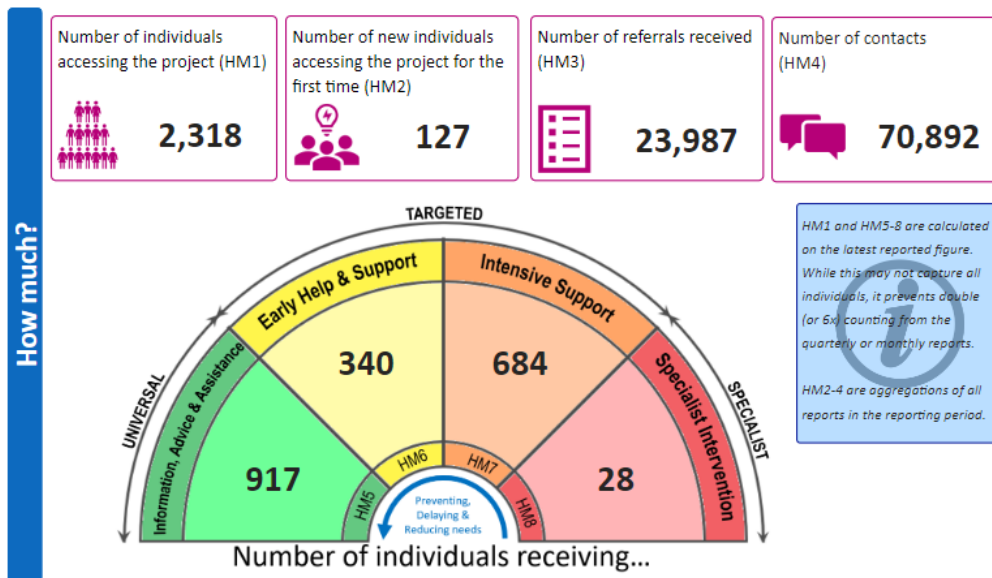


## Home from hospital



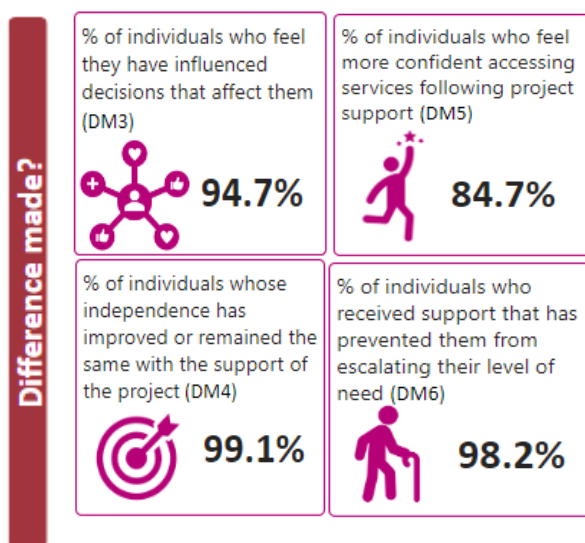
This aims to offer care and support to help people stay well at home and to support unpaid carers.

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In 2023 – 2024, **£5,953,353** was spent.

Here are some examples of projects about **Home from Hospital**

### **D2RA (Discharge to Recover and Assess)**

This helps patients leave hospital and carry on recovery.

### **Carers Discharge Support Service**

This delivers support for unpaid carers to help patients leave hospital to carry on recovering at home. Part of this service is staff training about services for carers.

### **Community based support**

This is about working together to focus on 'what matters to the individual'. And making sure people see the right team member at the right time. This stops health or care needs getting to a crisis. An important part of this is a Coordination Centre which is a single place for the referrals and enquiries about all kinds of care and hospital treatment, to plan better.

**Pathway** means setting out the steps for a person to go forwards.

## **Community led third sector support**

The service has a pathway to a range of services including caseworker support, community transport, home adaptations/Healthy Home checks, and volunteer support.

Regional provision comes from:

- 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.

## Accommodation Based Solutions

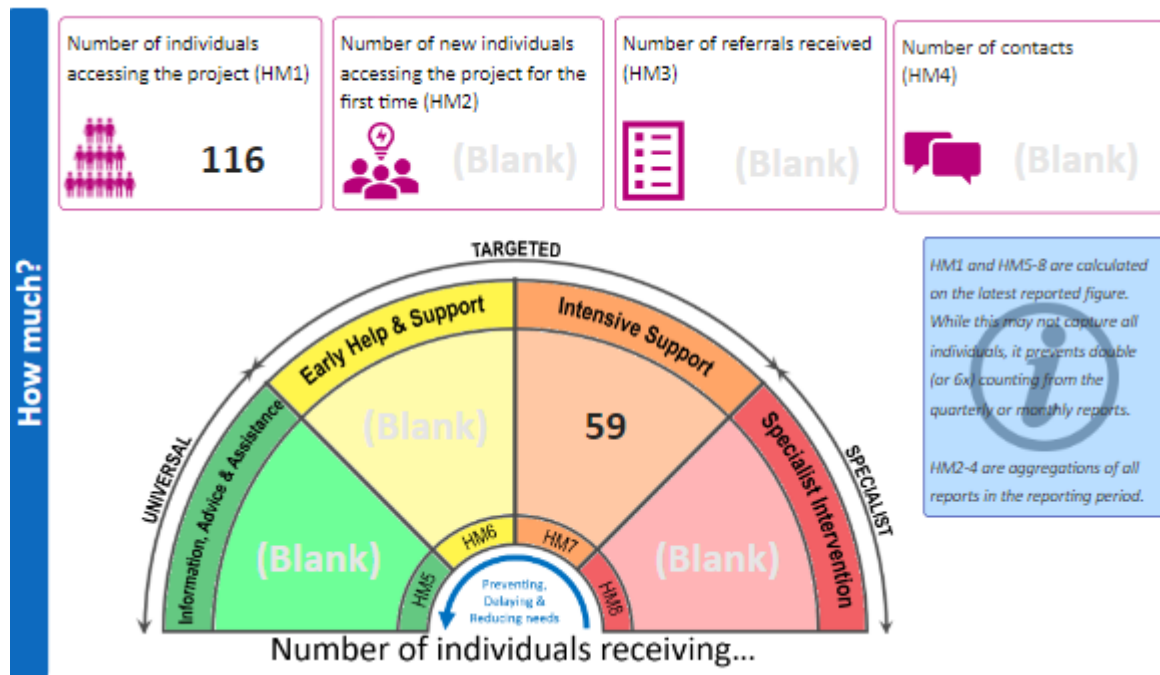


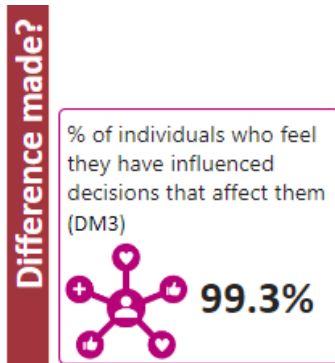
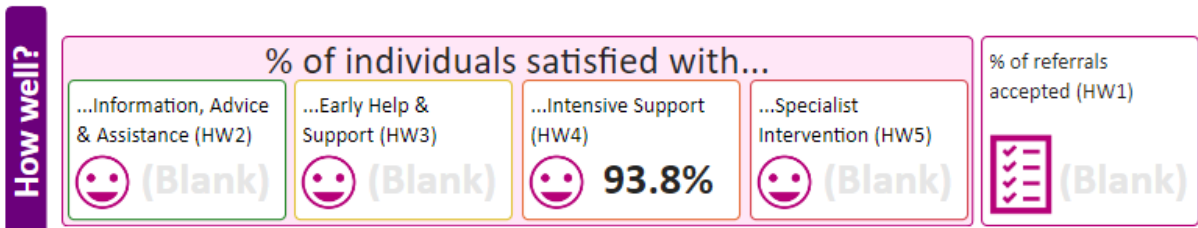
This is at an early stage.

It is about people living independently more, and how this is better for them.

But they need support to do it.

The Partnership Board gathers **numbers of people helped**.





(Some of the boxes are blank. The Partnership Board hasn't got those numbers yet).

In 2023 – 2024, **£1,006,238** was spent.

Projects in this programme provide “step down care”. This means someone leaving hospital but going to a place where they can get the skills they need to go home again.

Or sometimes going there *instead* of hospital.

Another project offers a place for people with mental health issues to stay, to avoid them going to hospital.

And another project reviews people with learning disabilities to see if they can live independently.

## Other Partnership Board Priorities.

**Priorities** means things to focus on.

These are things that go across all **programmes**.

- **Dementia**
- **Unpaid carers**
- **Learning Disability and neurodevelopmental conditions**
- **Planning and commissioning**
- **Capital**
- **Tec**
- **Staff**

**Dementia** is a condition that affects memory and how people are able to live day to day.

**Capital** means stuff – buildings or equipment.

**Neurodevelopmental** means conditions like autism and ADHD.

**Tec** is using computers and new IT ideas to make things better

**Commissioning** means the way services are bought.



## Dementia & Memory Assessment Service



This programme supports the development of a dementia wellbeing pathway, which places people living with dementia and their carers at its heart, providing support to live well and independently for as long as possible.

**Pathway** means setting out the steps for a person to go forwards.

**There is a Dementia Programme Manager.**

**And Dementia Steering Groups.**

**A Steering Group** is a group of people who help “steer” a project forwards.

They make sure the West Wales Regional **Dementia Strategy** works.

**Strategy** means a plan. It says what needs to happen.

The **Strategy** plans to:

- Help more people to get social care, carer support, and learn ways to cope.
- Improve wellbeing and quality of life of people living with dementia and their carers.
- Make sure people living with dementia and their carers are heard and feel more in control of their care and support.
- Reduce going into hospital and transfers of care.
- Reduce the stress and distress if needs aren't met for people living with dementia.

The **strategy** was made at the same time as a strategy for end-of-life care, because they cover many of the same areas.

## **The Projects**

**198 people joined the projects.**

**There were 1099 referrals.**

**Here are some examples.**

### **Admiral Nurses**

Admiral nurses give care and support to carers for people living with dementia. They work closely with other health and social care teams, and also deliver training.

### **Community Dementia Wellbeing Service**

The team has worked with care homes and mental health and community services. It aims 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.

### **Rapid response to care breakdown**

The Rapid Response to Carers Breakdown scheme has successfully run for several years. The scheme gives support for patients with dementia where there has been a crisis associated with carer breakdown. The support depends upon the person's situation.

**Breakdown** means a service, like care, doesn't work anymore.  
For example, it may be that the unpaid carer can't cope any more.

## Unpaid Carers



Carers Wales say about 38% (nearly 4 out of every 10) of carers in Wales are 'hidden carers', who don't think they are carers and so may miss out on support,

The National Census in 2021 got information about unpaid carers in West Wales and said that:

- 40,535 people said they were carers
- 1/3rd of carers of all ages give over 50 hours of care per week
- Over half of people over-65 give over 50 hours of care per week.

**There is a Carers Programme Manager.**

**And a Carers Development Group.**

**A Development Group** is a group of people who help "steer" a project forwards.

They make sure the West Wales Regional **Carers Strategy** works.

**Strategy** means a plan. It says what needs to happen.

The **Strategy** wants to:

<p><b>1.</b> Improve the early identification and self-identification of Carers, including Young Carers and Young Adult Carers.</p>	<p><b>2.</b> Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.</p>
<p><b>3.</b> Support Carers to access and maintain education, training and employment opportunities.</p>	<p><b>4.</b> Support Carers to become digitally included.</p>



**Here are some examples of projects for carers.**

### **Carers Community Outreach Discharge Service**

This gives support to unpaid carers when a person with dementia leaves hospital.

It lets people know what help is available.

And asks unpaid carers what matters to them.

It looks at how hard being an unpaid carer is, and how carers are feeling.

**This service cost £121,001 this year.**

**Discharge** means leaving hospital.

### **Carer information and outreach services**

These are services supporting carers, finding them and giving information.

In 2023-24, these services actively supported 2218 adult carers, and 1586 young carers across the region.

### **Supporting carers to become digitally included and confident**

Carers can find getting information that's online difficult.

The health board offers a course called "Introduction to looking after me" and is looking how to get more people involved.

We have talked about work with young carers, Carers' breaks, Investors In Carers and the new carers' website in other parts of this report.

## Learning Disabilities & Neurodevelopmental Conditions



**Neurodevelopmental** means conditions like autism and ADHD.

### **Regional Improving Lives Partnership (RILP)**

This partnership (RILP) continues to oversee projects which support the aims of the West Wales Learning Disability Charter.

([www.ldcharter.com](http://www.ldcharter.com) ) This Charter was developed by the 'Dream Team', a group of people with learning disabilities from across West Wales. It aims to:

- Make people aware of issues faced by people with learning disabilities
- Promote rights
- Make it easier to get services, jobs and social opportunities
- Support people to co-make future solutions.

The projects include:

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

These are talked about in other parts of the report.

## **Autism**

There is a Regional Strategic Group for Autism.

**Strategic** means a plan. It says what needs to happen.

It aims:

- To make things better for autistic people, their families, and carers
- To make sure autistic people are involved in reviewing services, and in helping to design and deliver them
- To make sure that services are doing what the law says they must do.



## **West Wales Neurodivergence Improvement Board (WWNDIB)**

This is a new board. It will:

- Bring together senior representatives from the Local Authorities, Hywel Dda University Health Board and third sector
- Pull together and improve health and social care services for neurodiverse children, young people, adults and their families in West Wales.

## Integrated Planning and Commissioning



**Integrated** means working together.

**Commissioning** means the way services are bought.

### Commissioning Programme

Work of the Commissioning Programme Group in 2023-24 has 4 priorities:

1. Look at different ways to develop regional commissioning
2. Set up a children's commissioning programme to meet health and care needs of children and young people
3. Set up a working age adults commissioning programme to secure local provision (focussing on transition from children to adult services)
4. Look at better ways of running care homes for older people

## **Advocacy Strategy**

The Advocacy Strategy 2023-27 was approved by the RPB in 2023. This was launched in 2024 with a range of organisations in attendance.

At the launch we listened and got ideas about making the strategy stronger and working together.

You can find the Easy read version here:

[Adult Advocacy Strategy Easy Read – West Wales Regional Partnership Board \(www.rpb.org.uk\)](http://www.rpb.org.uk)

## West Wales Capital Programme

### Investment Schemes



**Capital** means stuff – buildings or equipment.

**Investment** means spending money to develop things that will make money – or save it – later.

**There is a Capital Programme Manager.**

**And a Regional Strategic Capital Board.**

**A Board** is a group of people who help “steer” a project forwards.

They make sure the 10 Year Capital **Strategy** happens.

**Strategy** means a plan. It says what needs to happen.

There are 2 funds from Welsh Government.

- The Housing with Care fund
- The Regional Capital Integration Fund

Lots of projects are being funded, or developed, with this money.

A lot are about independent living.

And also about hubs for social care, health and community wellbeing.

This means having things all in one place and close to home.

There is a lot of work still to be done.

You can find an Easy Read of the Capital Strategy at <https://wwrpb.org.uk/en/capital-strategy-easy-read/>

## Innovation, Technology and Digital Solutions



**Tech** is using computers and new IT ideas to make things better

We have worked with colleges, universities, industry, businesses, health boards and many others to look at new and exciting ways to do things in health and social care.

New ideas often take time and have to be tested properly.

Lots of the projects in this report already use tec.  
And show how new ideas can work.

A lot of the work this year has been about mapping – this means looking at what new ideas and projects are out there.  
We are making a database so people can get this information easily.  
And working a lot with other areas and universities, sharing good ideas and plans.

## Workforce Development and Integration



**Integration** means working together.

**Workforce** means staff.

**There is a Regional Workforce Programme Manager.**

**And a Programme Board.**

**A Programme Board** is a group of people who help “steer” a project forwards.

They have set 3 **workstreams**.

A **Workstream** is a plan of things to do.

- Education and development
- Leadership and talent management
- Workforce Data Intelligence

**These are about**

- Training people and helping them to be the best
- Making sure managers and leaders are supported
- Looking at what staff we need in the future and how to get them

A good example of this work is the We Care project, which teaches children and young people about all the many different jobs in social care, and how to get started. Over 5,500 students have been reached with this programme.



This is the end of the Annual Report.

We know there is a lot in here.

You might need things explained.

Or have questions.

There's lots more information on our website:

[www.wwrpb.org.uk](http://www.wwrpb.org.uk)

Or email

[wwrpb@carmarthenshire.org.uk](mailto:wwrpb@carmarthenshire.org.uk)

